

## 6 Water Quality Complaints

Jersey Water received 130 queries from customers relating to water quality. The following table shows a break-down of these queries, from which it can be seen that there were 122 water quality complaints. The majority of these complaints were due to discolouration of the water resulting from old corroded steel and unlined cast iron pipes, some of which were privately owned pipe work which is not the responsibility of Jersey Water.

All samples taken from customer queries undergo a full physical, bacteriological and chemical analysis. A detailed report is sent to the customer.

The Planning & Environment department are responsible for the administration of the Water (Jersey) Law 1972 and their officers make quarterly visits to our laboratory to examine analytical results of samples derived from water quality complaints from our customers.

Type of query	No	Bacteriological compliance %
Discoloured water	84	100
Taste/odour	25	100
Requests for analysis	8	100
Illness	1	100
Other	12	100
<b>Total</b>	<b>130</b>	<b>100</b>

Since the year 2000 Jersey Water has had an extensive programme to replace old unlined cast iron and steel pipe work in areas where water is becoming discoloured. In 2005, 2.45km of old water pipes were replaced with modern lined pipes, which has improved water quality for customers in these areas.

Jersey Water plans further investment in the renewal of old water pipes in future years.



Testing water quality