

6 Water Quality Complaints

During the year the Company received 122 complaints and queries from customers relating to water quality. Every reported complaint is investigated and samples of water are taken. Where possible an on-the-spot assessment of the customer's complaint is undertaken and action taken to rectify the problem. Samples of water taken from customers taps are, where appropriate, given a full physical, bacteriological and chemical analysis and the results are sent to the customer, with a narrative explanation. The following table shows a breakdown of the type of complaint or query received and the analytical compliance level.

Where possible an on-the-spot assessment of the customer's complaint is undertaken and action taken to rectify the problem.

Type of query	No	Bacteriological compliance %
Discoloured water	85	100
Taste/Odour	15	100
Air in supply	5	100
Illness	5	100
Other	12	100
Total	122	100

Most water quality complaints are due to discoloured water, resulting from old corroded steel or cast iron pipes. Many water quality issues, which are influenced by private plumbing and pipe work systems which are old or in poor internal condition are not within the control of Jersey Water. Whilst Jersey Water is not responsible for replacing these pipes, we do provide assistance in advising customers on the most effective solutions.

The programme of replacing old pipes and service connections within the distribution system continues and unfortunately these works require the water supply to be disrupted, which may cause discolouration of water for very small periods. During the year 1.98 km of treated water mains and 505 service pipes were replaced with pipe work made of modern lined materials. These works require a great deal of planning and customers are always advised in advance of the planned works, which results in improvements to the infrastructure supplying them with water and we are grateful for their cooperation.

The Planning & Environment Department are responsible for the administration of the Water (Jersey) Law 1972 and their officers make quarterly inspections of analytical results of samples derived from customer water quality complaints.



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