

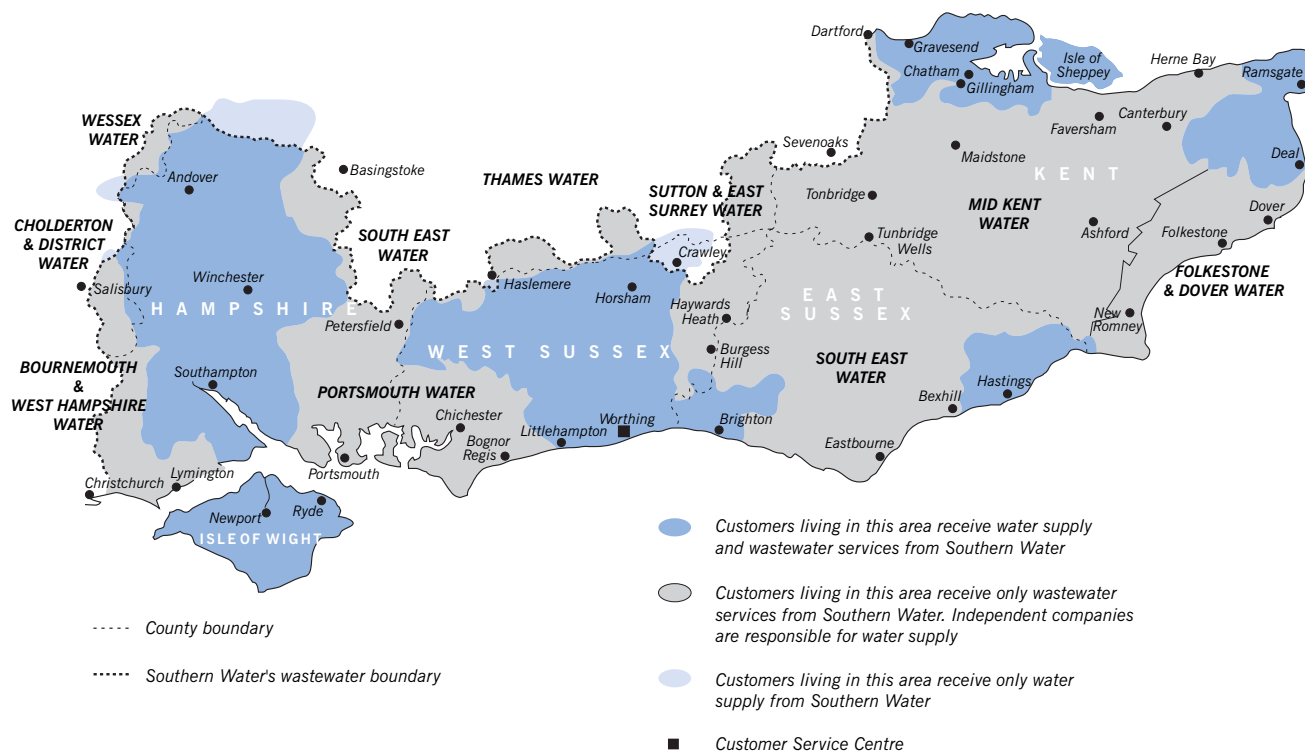


Drinking Water Quality

2005 Report

Drinking Water Quality Report 2005

Southern Water Region



Maps that give details of water supply zones can be inspected at the address given at the back of this report.

Southern Water in 2005

Capital investment in water supply schemes 2005/06	£57.8 million
Volume of water supplied	581 Ml/d
Population supplied	2.299 million
Length of water main	13,410 km
Number of water supply works in use	92
Number of service reservoirs in use	208
Number of water supply zones	83



Foreword

Over the past fifteen years Southern Water has maintained a good record of performance in terms of drinking water quality and our investment programme has ensured necessary improvements are delivered. I am pleased to say that this continues to be the case. The following pages outline our continued achievements during 2005 in maintaining high standards of quality for the water we supply to our customers.

To be assured that water supplies are safe to drink, Southern Water has comprehensive procedures in place to monitor and control the process from the collection of raw water, through treatment, and on into distribution to customers' homes. Part of this entails the completion of over 600,000 tests on samples of water collected from the whole process from source to tap. Results of these tests confirm water quality to be at a high standard as this report outlines.

Through our ongoing investment in our assets we will ensure we maintain this standard. The dedication of people working at Southern Water is also critical to our success and I take this opportunity to thank them for their positive contribution in the past year. This is especially the case given the challenges of 2005 with the prevailing drought conditions.

Southern Water remains committed to continuing improvement so customers can remain confident of their drinking water being safe and of a high quality.

Barrie Delacour
Corporate Strategy Director

1.	Overview	4
2.	Microbiological Quality	4
3.	Cryptosporidium	5
4.	Physico-chemical Quality	5
5.	Turbidity	5
6.	Incidents	5
7.	Fluoridation	5
8.	Drought	6
9.	Improvement programmes	6
10.	Customer contacts	6
11.	Inspection of the Public Record	6
Appendices		
Appendix 1	Prescribed concentrations or values and specification concentrations or values.	7
Appendix 2	Compliance statistics	8

Southern Water

Water Supply (Water Quality) Regulations 2000 Regulation 36 Report on Water Quality for 2005

1. Overview

Key facts

Each day Southern Water supplies on average 581 Ml/d of water to customers in Kent, Sussex, Hampshire and the Isle of Wight; 30% comes from rivers and reservoirs and 70% from wells and boreholes. Rigorous control and monitoring throughout the abstraction, treatment and distribution process is carried out to ensure compliance with the Regulations and to maintain the excellent quality of water supplied. Southern Water has a quality assurance system accredited to ISO9000 for water supply.

The Water Supply (Water Quality) Regulations list a number of parameters, given a prescribed concentration or value (PCV), that are required to be monitored for either Directive or National requirements and a number of parameters, given a specification concentration or value (SCV), required to be monitored as Indicator Parameters (Appendix 1).

The Drinking Water Inspectorate is appointed by the Government to act as technical assessors of water company practices, procedures and performance, and to enforce the Regulations. The Chief Inspector of Drinking Water reports on water company performance every year in July.

In 2005 Southern Water carried out a total of over 602,000 tests of which 117,703 tests were against the numerical standards on samples from 92 water treatment works, 208 service reservoirs and customers' taps in 83 water supply zones. Compliance with the Regulation numerical standards was 99.91% with 0.09% (105) of tests not meeting the standards.

Not meeting a PCV or SCV does not necessarily mean there is any risk to public health. The standards set by the Regulations are very stringent and include a wide margin for safety. In all cases, breaches of a PCV or SCV were followed up and investigated in full. Generally, there were no continuing problems with water quality but in a few cases remedial actions were necessary to address minor deficiencies.

Detail on the numbers of tests and parameters measured at works, reservoirs and at customers' taps is given in Appendix 2. The following sections detail some specific aspects of water quality last year.

2. Microbiological Quality

Key facts

All raw water is disinfected at the treatment works using chlorine, sodium hypochlorite solution or ultra-violet light. A small chlorine residual is always maintained in the water leaving the treatment works to ensure that the microbiological quality of the water is maintained throughout the distribution network to the customers' taps.

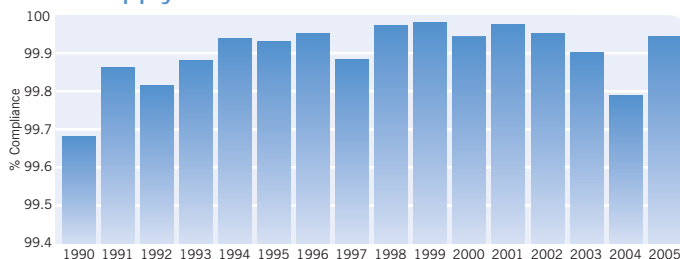
Regular testing of the water samples for coliform bacteria is carried out. Coliforms are a group of bacteria, not normally pathogenic, which occur extensively in nature. They are used as indicators of possible faecal contamination. Samples are also tested for other groups of bacteria, *Escherichia coli* (*E.coli*), *Clostridium perfringens* and *Enterococci*, which are also indicators of possible pollution of water supplies and are included in compliance monitoring.

The method of testing is extremely sensitive and positive results do not always mean there is a problem with water supply, but they can also indicate the hygienic condition of the sampling location. Whenever positive samples are detected, immediate re-sampling and investigations are initiated to establish any remedial action that may be needed.

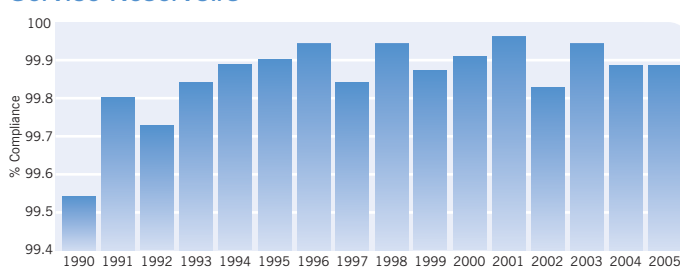
In 2005 high microbiological quality has been maintained overall. The graphs below show the performance in the year compared to previous years for works, reservoirs and at customer taps. Looking at the graph for water supply works shows compliance in 2005 to be much better than in 2004. This is a consequence of the completion of improvements at works and in sampling arrangements. During 2005 coliforms were detected at four water supply works but in all cases the follow up investigation confirmed there was no ongoing problem with treatment, although in the case of two of these works, additional enhancements to treatment have been initiated.

Coliforms were detected at 12 service reservoirs. Follow up investigation was completed in all cases and action was necessary at two reservoirs. At one of these reservoirs detection of *E.Coli* in resamples required the issue of advice to boil water whilst immediate action was taken to restore satisfactory water quality and further preventative work has been completed. All 208 service reservoirs passed the 95% standard set by the Regulations for coliform bacteria.

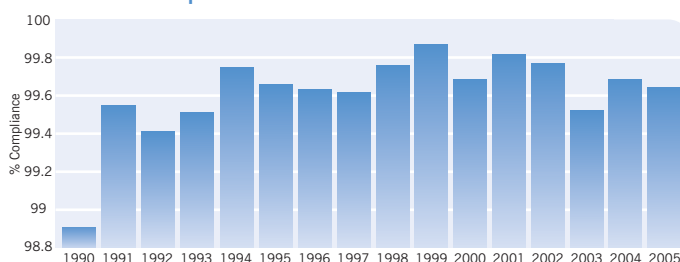
Graphs of compliance for coliform bacteria 1990 to 2005 Water Supply Works



Service Reservoirs



Customers' Taps



Clostridium was detected at three water supply works. There is an indicator standard in the Regulations for clostridium, which requires all breaches to be investigated to confirm effective disinfection is in place. As a consequence of the follow up investigation at each works improvements are being progressed.

3. Cryptosporidium

Key facts

Continuous 24-hour sampling at 'significant risk' sources was introduced in 2000 under the Cryptosporidium Regulations. All sources require a cryptosporidium risk assessment to be completed and these were reviewed in 2003 to ensure that there had been no significant change from those originally completed in 2000.

Southern Water has ten works classed as at 'significant risk' under the Cryptosporidium Regulations, requiring continuous sampling and an additional fifteen works where routine operational monitoring is in place.

In 2005 a total of 3285 samples were taken from the significant risk works. Low levels of cryptosporidium were detected in 60 samples, often only one cryptosporidium oocyst in a 1000 litre sample volume. All results were well below the treatment standard and there were no associated outbreaks of Cryptosporidiosis.

In the autumn there was an increase in the numbers of reported cases of cryptosporidiosis in some parts of the UK. This prompted DWI to require water companies to review their cryptosporidium risk assessments for surface water sources, in respect of the hazard associated with wastewater discharges. These reviews will be completed during 2006.

Microfiltration plants were commissioned in 2005 at two groundwater works, Arundel and Otterbourne, to provide an additional barrier against cryptosporidium entering water supplies.

4. Physico-chemical Quality

Key facts

Tests for over 100 substances are carried out on water supplies, including a wide range of pesticides. Operational monitoring is in place on raw water sources to provide early warning of problems that are likely to affect water supplies. Any breaches of operational and regulatory limits are investigated fully and remedial action taken where necessary.

In 2005 physico-chemical quality was maintained. Out of 53274 tests there were 54 breaches of a PCV or SCV. All these were investigated and with the exception of 3 breaches there were no ongoing problems with water quality supplied.

A pesticide was detected above the limit at one works with pesticide removal installed. This was due to temporary peak in pesticides within the raw water from a river. Action has been taken at the works to prevent further breaches. Action was also required at this works to address trihalomethane (THM) formation, which was associated with breaches of the total THM limit at customer taps.

5. Turbidity

Key facts

Turbidity at treatment works can be an indication of poor treatment or the presence of contamination. The 2000 Regulations introduced a new stringent indicator standard of 1 NTU for turbidity at treatment works. Turbidity above 1 NTU can also arise due to particles such as chalk in groundwaters or disturbance in sample lines.

The standard for turbidity at customers' taps is set at 4 NTU.

Of 12,879 tests carried out at treatment works in 2005 there were 38 breaches of the specified concentration. In most cases breaches of the indicator value were found on investigation to be transient and not indicative of deterioration in quality or treatment. In three cases, all chalk groundwaters, high turbidity was found to be associated with pump operation and preventative actions have put in place to avoid further breaches. In all cases effective disinfection was maintained. Breaches at treatment works did not cause any associated problem at the customers' taps.

6. Incidents

Key facts

The Water Undertakers (Information) Direction 2004 requires water companies to report to the Drinking Water Inspectorate any event that by its nature has adversely affected, or is likely to adversely affect, the quality or sufficiency of the water supplied.

The Drinking Water Inspectorate review all reported events and can consider taking enforcement action should there be any concerns that the events were not responded to correctly by the water company or that there was any risk to public health.

In 2005 Southern Water reported 17 events including loss of water supply, discolouration of water supply, burst water mains, increased pesticide levels in raw waters, microbiological contamination, and failure of treatment processes. In all cases thorough investigations were carried out and any necessary remedial actions taken to prevent any recurrence of the problem. Enforcement action was considered in relation to one incident arising from delays in notification but immediate action was taken to address the deficiency.

7. Fluoridation

Key facts

Water contains natural fluoride levels and the water supplied by Southern Water generally contains low levels, less than 0.1 mg/l (parts per million), of natural fluoride. None of the water supplied by Southern Water is artificially fluoridated.

Under the Water Act 2003 water companies must dose fluoride to water supplies to an area if requested by a Strategic Health Authority.

The Strategic Health Authority must consult with the Water Services Regulation Authority (formally OFWAT) in respect of the terms to be included in a fluoridation agreement, particularly those which affect the operation of the water company's supply system. Where a water distribution system overlaps the boundaries of two adjoining Health Authorities they must co-operate in making arrangements to fluoridate with a water company. They must also consult other potentially affected parties prior to introducing any new scheme.

Decisions by Health Authorities to fluoridate water supplies can only be made after comprehensive consultations with affected communities for the purpose of ensuring that they support fluoridation. Such consultations have to be carried out in accordance with regulations to be made by the Department of Health. Health Authorities will be responsible for all the costs incurred in fluoridating the water supplies.

There is continued debate about whether fluoride should be added to drinking water. Southern Water's position remains clear – we do not have the medical expertise to judge the effects on dental health from added fluoride. However, with our expertise in engineering and

water treatment, we are happy to provide health authorities with technical advice in relation to the operation of the water supply system.

In 2005 two new pieces of legislation regarding fluoridation were introduced:

Water Fluoridation (Consultation) (England) Regulations 2005:

These Regulations set out the process of consultation that a Strategic Health Authority must carry out before making arrangements to increase the fluoride content of water supplies.

Water Supply (Fluoridation Indemnities) (England) Regulations 2005:

These Regulations place water companies under an obligation to accede to any request from a Strategic Health Authority to enter into an arrangement to fluoridate water supplies.

8. Drought

Key facts

In the South East, demand for water equates to an average of 160 litres of water person per day. In 1980 consumption was 120 litres per person per day. The increase is associated with greater use of washing machines, dishwashers and power showers, meaning we each use more water than ever before.

The South East is currently experiencing the driest period since 1933, with low rainfall over the last two winters. Winter rainfall is usually collected in reservoirs and underground stores, to ensure there is enough water for everyone to use throughout the year. However, with only 72% of average rainfall since November 2004, our water resources are being stretched. The demand for water during drought conditions can be managed partially by imposing restrictions on water use and a hose pipe ban was introduced to Kent and Sussex during 2005. In addition to the imposition of restrictions, Southern Water has fast-tracked a total of 56 schemes to refurbish pumps, mains and underground sources to help increase supply to many of Southern Water's driest areas.

9. Improvement programmes

Key facts

No authorisations apply for relaxation of standards within the Southern Water region. There were no Undertakings in place during 2005.

Southern Water has five programmes of work agreed with the Drinking Water Inspectorate. Two relate to nitrate at sources and two relate to turbidity. A fifth programme of works is for an integrated solution covering two works in the same supply area, one with a nitrate problem and another turbidity.

In 2005 work was completed at Twyford WSW as part of the improvement work for nitrate. Following detailed investigation work at two raw water sources with turbidity problems, Throwley and Kettle Hill, an operating regime has been developed to allow both sources to be returned to service. Work is ongoing at both sources to allow them to be pumped to waste during periods of high turbidity.

10. Customer contacts

Key facts

The Drinking Water Inspectorate requires water companies to provide information on numbers of customer contacts received during the year by water supply zone. The contacts are required to be grouped according to five classifications given by the Inspectorate (appearance, taste/odour, illness, water quality concerns, enquiries) and each is further sub-divided.

The information collated from all water company returns is used in the Chief Inspector's Annual Report.

For Southern Water the average for customer contacts is 1.54 per 1000 population. In 2004 the average for England was 2 per 1000 population and Southern Water was 2 per 1000 population. Judging by these figures the rate of customer contacts about water quality for Southern Water is in line with the national average.

The greatest proportion of contacts arises from discoloured water (84%). Taste and odour comprises 11% of contacts. General enquiries 3%, illness 1% and general water quality concern 1%. Discoloured water arises from mains disturbance following burst mains or valve operation and is short lived but a further assessment of numbers by zone could inform decisions on mains renovation programmes.

The information is only qualitative but it can be a means of gaining an insight into customer concerns and what drives these reactions when water is otherwise fully compliant with the standards.

11. Inspection of Records

A record of all compliance samples taken since 1 January 1990 is available for inspection by any member of the public during normal business hours. The water quality Public Register is available for inspection free of charge at our offices in Southern House, Yeoman Road, Worthing, during our normal business hours of 8am to 6pm Monday to Friday.

If anyone wishes to inspect the Public Register, it will greatly assist the staff of Southern Water, and save time for the visitor, if a prior appointment is made through the Customer Service Centre at Worthing.

It is possible to view the register at other locations but only with a prior appointment.

Requests for general information on water quality is available from the Customer Service Centre (address at the back of this report). This information will be made available, free of charge, for the zone in which the customer resides. For more information call 0845 278 0845 or alternatively log on to the Southern Water website.

This report is published in accordance with Regulation 36 of the Water Supply (Water Quality) Regulations 2000. It contains information prescribed in the Regulations and sets out the achievements of the Company against the standards.

Appendix 1 – Prescribed concentrations or values and specification concentrations or values

Directive requirements

Enterococci	0/100ml	C.taps
E.coli	0/100ml	C.taps

Directive requirements

Acrylamide	0.10 µg/l	Prod spec
Antimony	5.0 µg/l	C.taps
Arsenic	10 µg/l	C.taps
Benzene	1.0 µg/l	C.taps
Benzo(a)pyrene	0.010 µg/l	C.taps
Boron	1.0 mg/l	C.taps
Bromate	10 µg/l	C.taps
Cadmium	5.0 µg/l	C.taps
Chromium	50 µg/l	C.taps
Copper	2.0 mg/l	C.taps
Cyanide	50 µg/l	C.taps
1, 2 dichloroethane	3.0 µg/l	C.taps
Epichlorohydrin	0.10 µg/l	Prod spec
Fluoride	1.5 mg/l	C.taps
Lead	25 µg/l	C.taps
Mercury	1.0 µg/l	C.taps
Nickel	20 µg/l	C.taps
Nitrate	50 mg/l	C.taps
Nitrite	0.50 mg/l	C.taps
Nitrite	0.10 mg/l	WSW
Pesticides		
Aldrin	0.03 µg/l	C.taps
Dieldrin		
Heptachlor		
Heptachlor epoxide		
Other pesticides	0.10 µg/l	C.taps
<i>Pesticides: Total</i>	0.50 µg/l	C.taps
PAH	0.10 µg/l	C.taps
Selenium	10 µg/l	C.taps
Tetrachloroethene	10 µg/l	C.taps
Trichloroethene		
Trihalomethanes	100 µg/l	C.taps
Vinyl chloride	0.50 µg/l	Prod spec

National requirements

Coliforms	0/100ml	WSW and SR(95%)
E.coli	0/100ml	WSW and SR
Aluminium	200 µg/l	C.taps
Colour	20 mg/l Pt/Co	C.taps
Hydrogen ion	6.5 – 10.0	C.taps
Iron	200 µg/l	C.taps
Manganese	50 µg/l	C.taps
Odour	3 at 25 °C	C.taps
Sodium	200 mg/l	C.taps
Taste	3 at 25 °C	C.taps
Tetrachloromethane	3 µg/l	C.taps
Turbidity	4 NTU	C.taps

Indicator parameters

Ammonium	0.50 mg/l	C.taps
Chloride	250 mg/l	supply point
Clostridium perfringens	0/100 ml	supply point
Coliforms	0/100 ml	C.taps
Colony counts	no change	C.taps, SR, WSW
Conductivity	2500 µS/cm	supply point
Sulphate	250 mg/l	supply point
Radioactivity (TID)	0.10 mSv/year	supply point
TOC	no change	supply point
Tritium	100 Bq/l	supply point
Turbidity	1 NTU	WSW

C.taps = Customers taps; SR = Service Reservoir;
WSW = Water Supply Works

Drinking Water Quality Report 2005

Appendix 2 – Compliance Statistics

WATER TREATMENT WORKS - European Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding PCV</i>	<i>Percentage of samples exceeding PCV</i>	<i>No. of samples exceeding Authorised Departure</i>	<i>Percentage of samples exceeding Authorised Departure</i>	<i>No of works exceeding PCV</i>	<i>Percentage of works exceeding PCV</i>	<i>No. of works exceeding Authorised Departure</i>	<i>Percentage of works exceeding Authorised Departure</i>
Nitrite	673	0	0	N/A	N/A	0	0	N/A	N/A

WATER TREATMENT WORKS - National Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding PCV</i>	<i>Percentage of samples exceeding PCV</i>	<i>No. of samples exceeding Authorised Departure</i>	<i>Percentage of samples exceeding Authorised Departure</i>	<i>No of works exceeding PCV</i>	<i>Percentage of works exceeding PCV</i>	<i>No. of works exceeding Authorised Departure</i>	<i>Percentage of works exceeding Authorised Departure</i>
Cryptosporidium	3285	0	0	N/A	N/A	0	0	N/A	N/A
Coliform bacteria	6865	4	0.06	N/A	N/A	4	4.35	N/A	N/A
E.Coli	6865	0	0	N/A	N/A	0	0	N/A	N/A

WATER TREATMENT WORKS - Indicator Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding specification</i>	<i>Percentage of samples exceeding specification</i>	<i>No of works exceeding specification</i>	<i>Percentage of works exceeding specification</i>
Colony counts @22°C	6857	0	0	0	0
Colony counts @37°C	6857	0	0	0	0
Free chlorine	6868	0	0	0	0
Total chlorine	6868	0	0	0	0
Turbidity	12879	38	0.30	19	20.65

SERVICE RESERVOIRS - European Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding PCV</i>	<i>Percentage of samples exceeding PCV</i>	<i>No. of samples exceeding Authorised Departure</i>	<i>Percentage of samples exceeding Authorised Departure</i>	<i>No of reservoirs exceeding PCV</i>	<i>Percentage of reservoirs exceeding PCV</i>	<i>No. of reservoirs exceeding Authorised Departure</i>	<i>Percentage of reservoirs exceeding Authorised Departure</i>
Coliform bacteria	10777	13	0.12	N/A	N/A	0	0	N/A	N/A
E.Coli	10777	1	0.01	N/A	N/A	1	0.48	N/A	N/A

SERVICE RESERVOIRS - Indicator Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of reservoirs exceeding specification</i>	<i>Percentage of samples exceeding specification</i>	<i>No of reservoirs exceeding specification</i>	<i>Percentage of reservoirs exceeding specification</i>
Colony counts @22°C	10775	0	0	0	0
Colony counts @37°C	10775	0	0	0	0
Free chlorine	10780	0	0	0	0
Total chlorine	10780	0	0	0	0

SUPPLY POINTS - European Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding specification</i>	<i>Percentage of samples exceeding specification</i>	<i>No of sites exceeding specification</i>	<i>Percentage of sites exceeding specification</i>
1,2 Dichloroethane	24	0	0	0	0
Benzene	24	0	0	0	0
Boron	24	0	0	0	0
Bromate	672	1	0.15	1	1.09
Cyanide	24	0	0	0	0
Fluoride	24	0	0	0	0
Mercury	24	0	0	0	0
Pesticides (Individual)	758	0	0	0	0
Aldrin	28	0	0	0	0
Dieldrin	28	0	0	0	0
Heptachlor	28	0	0	0	0
Heptachlor epoxide	28	0	0	0	0
Pesticides (Total)	24	0	0	0	0
Tetra/trichloroethene	24	0	0	0	0

SUPPLY POINTS - National Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding specification</i>	<i>Percentage of samples exceeding specification</i>	<i>No of sites exceeding specification</i>	<i>Percentage of sites exceeding specification</i>
Tetrachloromethane	24	0	0	0	0

SUPPLY POINTS - Indicator Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding specification</i>	<i>Percentage of samples exceeding specification</i>	<i>No of sites exceeding specification</i>	<i>Percentage of sites exceeding specification</i>
Clostridium perfringens	1418	5	0.35	3	3.26
Conductivity	2845	0	0	0	0
Radioactivity (TID)	199	0	0	0	0

Drinking Water Quality Report 2005

WATER SUPPLY ZONES - European Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding PCV</i>	<i>Percentage of samples exceeding PCV</i>	<i>No. of samples exceeding Authorised Departure</i>	<i>Percentage of samples exceeding Authorised Departure</i>	<i>No of zones exceeding PCV</i>	<i>Percentage of zones exceeding PCV</i>	<i>No. of zones exceeding Authorised Departure</i>	<i>Percentage of zones exceeding Authorised Departure</i>
1,2 Dichloroethane	536	0	0	N/A	N/A	0	0	N/A	N/A
Antimony	584	0	0	N/A	N/A	0	0	N/A	N/A
Arsenic	584	0	0	N/A	N/A	0	0	N/A	N/A
Benzene	536	0	0	N/A	N/A	0	0	N/A	N/A
Benzo (a) pyrene	584	0	0	N/A	N/A	0	0	N/A	N/A
Boron	532	0	0	N/A	N/A	0	0	N/A	N/A
Bromate	44	0	0	N/A	N/A	0	0	N/A	N/A
Cadmium	584	0	0	N/A	N/A	0	0	N/A	N/A
Chromium	584	0	0	N/A	N/A	0	0	N/A	N/A
Copper	584	1	0.17	N/A	N/A	1	1.20	N/A	N/A
Cyanide	533	0	0	N/A	N/A	0	0	N/A	N/A
E.coli	6052	5	0.08	N/A	N/A	4	4.82	N/A	N/A
Enterococci	672	1	0.15	N/A	N/A	1	1.20	N/A	N/A
Fluoride	532	0	0	N/A	N/A	0	0	N/A	N/A
Lead	584	0	0	N/A	N/A	0	0	N/A	N/A
Mercury	589	0	0	N/A	N/A	0	0	N/A	N/A
Nickel	584	3	0.51	N/A	N/A	3	3.61	N/A	N/A
Nitrate	584	0	0	N/A	N/A	0	0	N/A	N/A
Nitrite	586	0	0	N/A	N/A	0	0	N/A	N/A
Pesticides (Individual)	16587	1	<0.01	N/A	N/A	1	1.20	N/A	N/A
Aldrin	554	0	0	N/A	N/A	0	0	N/A	N/A
Dieldrin	555	0	0	N/A	N/A	0	0	N/A	N/A
Heptachlor	555	0	0	N/A	N/A	0	0	N/A	N/A
Heptachlor epoxide	555	0	0	N/A	N/A	0	0	N/A	N/A
Pesticides (Total)	532	0	0	N/A	N/A	0	0	N/A	N/A
Polycyclic aromatic hydrocarbons	584	0	0	N/A	N/A	0	0	N/A	N/A
Selenium	584	0	0	N/A	N/A	0	0	N/A	N/A
Tetra/trichloroethene	540	0	0	N/A	N/A	0	0	N/A	N/A
Trihalomethanes	594	2	0.34	N/A	N/A	1	1.20	N/A	N/A

WATER SUPPLY ZONES - National Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding PCV</i>	<i>Percentage of samples exceeding PCV</i>	<i>No. of samples exceeding Authorised Departure</i>	<i>Percentage of samples exceeding Authorised Departure</i>	<i>No of zones exceeding PCV</i>	<i>Percentage of zones exceeding PCV</i>	<i>No. of zones exceeding Authorised Departure</i>	<i>Percentage of zones exceeding Authorised Departure</i>
Aluminium	1099	1	0.09	N/A	N/A	1	1.20	N/A	N/A
Colour	1128	0	0	N/A	N/A	0	0	N/A	N/A
Hydrogen ion (pH)	1498	1	0.07	N/A	N/A	1	1.20	N/A	N/A
Iron	1275	2	0.16	N/A	N/A	2	2.41	N/A	N/A
Manganese	1063	0	0	N/A	N/A	0	0	N/A	N/A
Odour	1246	2	0.16	N/A	N/A	2	2.41	N/A	N/A
Sodium	584	0	0	N/A	N/A	0	0	N/A	N/A
Taste	1132	0	0	N/A	N/A	0	0	N/A	N/A
Tetrachloromethane	540	0	0	N/A	N/A	0	0	N/A	N/A
Turbidity	1189	1	0.08	N/A	N/A	1	1.20	N/A	N/A

WATER SUPPLY ZONES - Indicator Standards

<i>Parameter</i>	<i>No. of samples</i>	<i>No. of samples exceeding specification</i>	<i>Percentage of samples exceeding specification</i>	<i>No of zones exceeding specification</i>	<i>Percentage of zones exceeding specification</i>
Ammonia	1128	0	0	0	0
Chloride	532	0	0	0	0
Clostridium perfringens	1339	0	0	0	0
Coliform bacteria	6052	22	0.36	18	21.69
Colony counts @22°	2158	0	0	0	0
Colony counts @37°	2157	0	0	0	0
Conductivity	1007	0	0	0	0
Free chlorine	6056	0	0	0	0
Total chlorine	6056	0	0	0	0
Sulphate	532	0	0	0	0
Total organic carbon	532	0	0	0	0

If you would like any further information please contact:

Southern Water

Southern House
Yeoman Road
Worthing
BN13 3NX

Telephone:

0845 278 0845

www.southernwater.co.uk

Email: customerservices@southernwater.co.uk