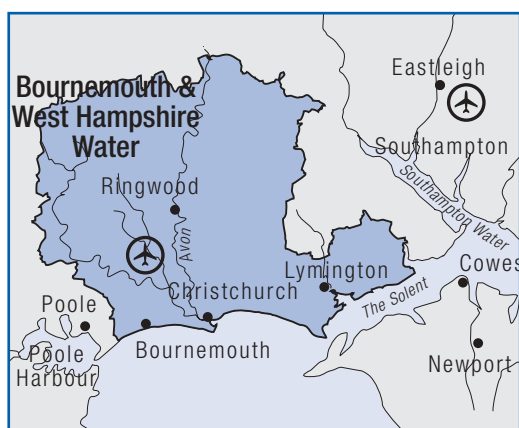


2 Bournemouth and West Hampshire Water Plc

Overall Water Quality supplied by Bournemouth and West Hampshire Water Plc in 2002

- A total of 18,036 tests were carried out on samples taken by Bournemouth and West Hampshire Water in 2002.
- Of these tests, 99.88% complied with the Regulations.



Company Information

Amount of Water Supplied:	157 MI/d
Consumers Supplied:	432,000
Areas of Supply:	Parts of Dorset, Hampshire, and Wiltshire
Water Composition:	82% from rivers and reservoirs 18% from boreholes and aquifers
Treatment Works:	9
Service Reservoirs:	21
Km of Mains:	2,800
Water Supply Zones:	15

Water Quality at Treatment Works, in Service Reservoirs and in Water Supply Zones

To be wholesome, water must comply with the standards for the parameters set out in the Water Supply (Water Quality) Regulations 1989. In 2002, the Company carried out a total of 18,036 tests on samples taken at water treatment works, from service reservoirs and in water supply zones and of these, 99.88% complied with the relevant water quality standards set down in the Regulations. A list of the parameters, the relevant standards and their significance can be found at the beginning of this section.

Water Quality leaving Treatment works

	2002	2001	2000
Number of water treatment works	8	9	8
COLIFORMS			
Total number of tests	2,197	2,348	2,100
– number containing coliforms	2	1	0
– % containing coliforms	0.09%	0.04%	0.00%
Treatment works with coliforms detected	2	1	0
– % of all works with coliforms detected	25.00%	11.11%	0.00%
FAECAL COLIFORMS			
Total number of tests	2,197	2,348	2,100
– number containing faecal coliforms	1	0	0
– % containing faecal coliforms	0.05%	0.00%	0.00%
Treatment works with faecal coliforms detected	1	0	0
– % of all works with faecal coliforms detected	12.50%	0.00%	0.00%

Failures of the coliform and faecal coliform standards at two works in 2002 were considered trivial. Differences over the last three years in the number of treatment works, and in the number of tests carried out on samples from treatment works, in which coliforms or faecal coliforms were detected were not considered significant.

1,920 regulatory samples for *Cryptosporidium* were taken in 2002 at six sites. Very low numbers of oocysts were detected in 45 samples from five sites. All results were well below the treatment standard and there were no reported outbreaks of cryptosporidiosis.

Water Quality in Service Reservoirs

	2002	2001	2000
Number of service reservoirs	21	23	23
COLIFORMS			
Total number of tests	1,098	1,139	1,188
– number containing coliforms	0	3	1
– % containing coliforms	0.00%	0.26%	0.08%
Service reservoirs with coliforms detected	0	3	1
Service reservoirs with coliforms detected in more than 5% of tests	0	0	0
– % of all service reservoirs	0.00%	0.00%	0.00%
FAECAL COLIFORMS			
Total number of tests	1,098	1,139	1,188
– number containing faecal coliforms	0	0	0
– % containing faecal coliforms	0.00%	0.00%	0.00%
Service reservoirs with faecal coliforms detected	0	0	0
– % of all service reservoirs with faecal coliforms detected	0.00%	0.00%	0.00%

There were no failures of the coliform or faecal coliform standards at any of the service reservoirs. Differences over the last three years in the number of service reservoirs, and in the number of tests carried out on samples from service reservoirs, in which coliforms were detected were not considered significant.

Water Quality in Water Supply Zones

The table below shows the data for the key parameters and any other parameters where there was a failure of the standard. All other parameters were fully compliant.

Parameter	Total number of tests	Tests not meeting the prescribed concentration or value		Number of failures covered by Undertakings	Number of zones not complying with the standards		
		No	%		2002	2001	2000
Coliforms	1,259	0	0.00	0	0	0	0
Faecal coliforms	1,259	0	0.00	0	0	1	0
Colour	180	0	0.00	0	0	0	0
Turbidity	180	0	0.00	0	0	0	1
Odour	214	1	0.47	0	1	0	0
Taste	180	0	0.00	0	0	0	0
Hydrogen ion	180	0	0.00	0	0	0	0
Nitrate	180	0	0.00	0	0	0	0
Nitrite	212	0	0.00	0	0	3	3
Aluminium	180	0	0.00	0	0	0	0
Iron	362	2	0.55	0	2	5	3
Manganese	180	0	0.00	0	0	0	0
Lead	75	0	0.00	0	0	0	0
PAH	146	13	8.90	0	5	2	1
Trihalomethanes	70	0	0.00	0	0	0	0
Total pesticides	75	0	0.00	0	0	0	0
Other pesticides	2,277	0	0.00	0	0	0	0
Benzo 3,4 Pyrene	146	2	1.37		0	0	0
All others	2,171	0	0.00	0	0	0	0
TOTAL	9,526	18	0.19%	0			

15 zones in 2000, 2001 and 2002

The New Regulations

In 2002, the Company carried out monitoring for the six new parametric values set down in the new Water Supply (Water Quality) Regulations 2000. These Regulations come into force on 25 December 2003. The results are shown in the table below.

Parameter	Total number of tests	New standard	Tests not meeting the new standard
Benzene	20	1.0 µg/l	0
Bromate	20	10.0 µg/l	0
1,2 dichloroethane	20	3.0 µg/l	0
Nitrite (ex-water treatment works)	21	0.1 mg/l	0
<i>Clostridium perfringens</i>	194	0/100 ml	0
Enterococci	59	0/100 ml	0

Compliance data for 2002 has also been analysed against the revised standards and the results are shown in the following table.

Parameter	Total number of tests	Current Standard	Number of tests not meeting current standard	Revised Standard	Number of tests not meeting revised standard
Antimony	30	10.0 µg/l	0	5.0 µg/l	0
Arsenic	30	50.0 µg/l	0	10.0 µg/l	0
Boron	30	2.0 mg/l	0	1.0 mg/l	0
Copper	60	3.0 mg/l	0	2.0 mg/l	0
Lead	75	50.0 µg/l	0	25.0 µg/l ¹ 10.0 µg/l ²	0 0
Nickel	30	50.0 µg/l	0	20.0 µg/l	0
Nitrite (at consumers' taps)	212	0.1 mg/l	0	0.5 mg/l	0
PAH	146	0.2 µg/l	13	0.1 µg/l	0
Tetrachloroethene	55	30.0 µg/l	0	} 10.0 µg/l	0
Trichloroethane	55	10.0 µg/l	0		

Details of the new and revised standards, and the reasons for the revisions where applicable, can be found in chapter J "New Regulations and Associated Programmes of Work".

- 1 from 25.12.03
2 from 25.12.13

Company Audit and Inspection

The Company was inspected or audited by the Inspectorate or its appointed consultants on a number of occasions during 2002. Where relevant, report summaries are available in the 'Business and Technical' section of the Inspectorate's web site under 'Audit and Inspection'.

Audit or Inspection	Date
Audit of regulatory <i>Cryptosporidium</i> monitoring sites	Various dates throughout the year
Audit of progress with regulatory programmes of work	March 2002
Audit trails of five test results	October 2002
Inspection of one water treatment works	October 2002
Audit trails of nitrate/nitrite test results	November 2002
Audit of response to selected consumer complaints	November 2002

A number of recommendations were made in respect of action required to avoid the risk of a breach of a regulatory duty. These recommendations were in relation to the audit trails and the treatment works.

Incidents

The Inspectorate regarded one of the events notified during 2002 by the Company as an incident. For further details on the classification of incidents, see chapter C "Events affecting Water Quality" in Part 3.

The incident has been assessed by the Inspectorate. It was of short duration and the Company has taken appropriate remedial action. A number of recommendations were made regarding sampling and procedures.

Nature of incident	No. of incidents	Assessment completed affected	Area affected	Population potentially	
Visual/Chemical contamination of supplies	1			Yes	Knapp Mill (May) –

Enforcement Action

No enforcement action was considered for the Company as a result of the Inspectorate activities during 2002.

Improvement Programmes

Water treatment works and service reservoirs

Two statement of intent to reduce the risk of *Cryptosporidium* breaching the treatment standards were due for completion during 2002. The programmes were completed on schedule.

No other improvement programme were due for completion during 2002.