
Introduction

This report is intended for the reader wanting general information about the quality of drinking water supplies and the work of the Drinking Water Inspectorate, hereafter referred to as the Inspectorate.

Whilst summarising the full range of the Inspectorate's activities, the report focuses on the extent to which water companies comply with the legal requirements concerning drinking water quality and the actions taken by the water companies and the Inspectorate where requirements are not being met.

All companies have complied with all the Regulations except where noted, and they are generally committed to improvement programmes to deal with those relatively few instances where regulations are breached.

For a good understanding of the sections on individual companies, is it important to read the report as a whole.

Further Information

The reader wanting greater depth of coverage, further insight on certain topics or more technical detail, should visit the Inspectorate's website at www.dwi.gov.uk hereafter referred to as the website.

This report has a companion leaflet called 'How Good is the Drinking Water?'. The leaflet summarises the overall drinking water quality in England and Wales in 2002 and is available free of charge from: DWI, 2/A1 Ashdown House, 123 Victoria Street, London SW1E 6DE (fax 020 7944 5969) or by emailing: dwi.enquiries@defra.gsi.gov.uk. It may also be viewed on the website.