

Drinking Water Quality Regulator for Scotland

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Your ref:
Our ref: B4972466
17 October 2011

Dear Peter

Information letter 2/2011 Q&S 3B Drinking Water Quality Improvement Programme

In their Directions to Scottish Water, Scottish Ministers have set clear objectives in terms of making improvements to certain water supplies to ensure that they comply with the Water Supply (Water Quality)(Scotland) Regulations 2001 and other water quality requirements, including Information Letters. In its Delivery Plan, Scottish Water set out the work it needs to undertake in order to deliver these objectives. DWQR has been tasked with monitoring Scottish Water's progress and with signing off the completed outputs.

DWQR has a duty to ensure that Scottish Water completes the identified work by the agreed dates so that consumers are able to benefit from the improved water quality in the timescales agreed. It is therefore important that Scottish Water provides a visible commitment to DWQR that improvement work at individual sites will be completed by the forecast Acceptance Date. Acceptance Certificates are signed by the relevant Scottish Water operational regional manager, a relevant member of the Scottish Water asset management team and the relevant Scottish Water Solutions Area Manager. When signing these Certificates, these people are confirming that the work has been completed, that the project is meeting its compliance target and that it can be accepted for operation.

The agreed forecast Acceptance dates for each project are specified in the attached Annex to this letter. Should Scottish Water become aware of any significant reason why a particular project may not be completed by the agreed date, it must inform DWQR without delay, with the following information:

PO Box 23598
Edinburgh
EH6 6WW



- Reason(s) for the anticipated delay;
- Likely extent of the delay, with a revised completion date;
- Actions taken or proposed by Scottish Water to avoid or reduce the delay;
- Actions taken or proposed by Scottish Water to minimise the impact of the delay on consumers.

The primary means by which Scottish Water should keep DWQR informed about the delivery of projects should be through the quarterly water quality compliance meetings. Any delays to projects should be discussed at these meetings.

DWQR will consider the information supplied in the context of the urgency of the water quality issue at the site, the impact on consumers and the validity of reasons for the delay. Where appropriate DWQR may consider taking enforcement action against Scottish Water under Section 10 of the Water Industry (Scotland) Act 2002.

The nature of the water quality issues at a number of sites makes prompt delivery of improvement work especially important, and a number of measures to manage water quality in the meantime are also required. In most cases these have been discussed separately with Scottish Water, however they are re-stated here for completeness:

- *Craignure*: Scottish Water shall manage the risk from *Cryptosporidium* via operational means and enhanced maintenance of existing assets. Water quality will be closely monitored and additional measures may become necessary;
- *Elphin*: Water quality shall be closely monitored and additional operational measures introduced as needed following discussions with stakeholders;
- *Loch Maree (Gairloch)*: Scottish Water shall undertake work to install additional screening of raw water and improve secondary chlorination at Melvaig. Primary chlorine dosing at Gairloch will be reviewed and optimised regularly;
- *North Ronaldsay*: Scottish Water shall work to ensure treatment, including temporary filtration, is and remains optimised to deal with changes in raw water quality;
- *Shieldaig*: Scottish Water shall accelerate elements of the treatment solution to provide enhanced treatment prior to full completion.

Enquiries about this letter should be made to Philip Anderson on 0131 244 0188. A copy of this letter has been sent to the Water Industry Commission for Scotland, Consumer Focus Scotland and to the Drinking Water Inspectorates in England and Wales and Northern Ireland.

Yours sincerely,



Philip Anderson
Regulation and Strategy Team Leader
Drinking Water Quality Regulator for Scotland