



**Drinking Water Quality  
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Our Ref: 2DWE/25/1  
Your Ref:

Date: 11 October 2005

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Dear George

**INFORMATION LETTER 4/2005**

**DISTRIBUTION OPERATION AND MAINTENANCE STRATEGIES (DOMS) –  
UPDATE TO DWQR REQUIREMENTS AND EXPECTATIONS**

1. The Purpose of this Information Letter is to update companies on DWQR requirements and expectations for the preparation and implementation of strategies for the pro-active management of drinking water distribution systems, so that water companies meet and continue to meet drinking water quality standards.
2. Information Letter 5/2003 set out the key actions required of Scottish Water (SW). SW was advised that it was required to review the functioning of the DOMS, taking account of feedback on its effectiveness, the interaction between its components, and incorporate improved knowledge and methods by 31 December 2005.
3. In October 2004 DWQR supported an UKWIR project to review industry experience of DOMS to identify common areas of further work to improve the strategies to ensure the optimum balance between investment and delivery of results. The project will also identify areas for development in the overall DOMS approach and look at the cost effectiveness of the approach. This project is planned to deliver recommendations and guidelines by 31 March 2006.
4. DWQR wishes to provide SW the opportunity to incorporate the recommendations from the project into any future revisions of its DOMS. Consequently we advise that the timing of the requirement of IL 5/2003 to submit updated DOMS documentation by 31 December 2005 is revised to 30 June 2006.
5. Enquiries about this letter should be addressed to Philip Anderson.

6. This letter is being sent electronically. Please acknowledge its receipt by email to [regulator@dwqr.org.uk](mailto:regulator@dwqr.org.uk) . Hard copies are not being sent. This letter may be freely copied.

7. Copies of this letter are being sent to Alan Sutherland (Water Industry Commissioner for Scotland), Ian Smith (Convenor, Water Customer Consultation Panels) and Andrew Scott (Head of Water Division, SEERAD)

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Anderson'. The signature is written in a cursive style with a large initial 'P'.

Philip Anderson  
For and on behalf of DWQR