



SCOTTISH EXECUTIVE

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Your ref:
Our ref: 2DWE/25/2

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Information Letter 2/2006

Dear George

The Scottish Water Information Return to DWQR – Further Guidance

1. In Information Letter 2/2005 I set out my requirements with respect to the provision by Scottish Water of certain information concerning the supply and quality of drinking water in Scotland. Since publication of this letter extensive discussions have taken place between Scottish Ministers and Scottish Water to clarify and agree details of the Return. It is now appropriate to record the outcome of these discussions formally and incorporate any necessary revisions to the original letter which have arisen following the ongoing work to develop the DWQR Data Warehouse system.
2. This letter contains details of the following new requirements or revisions to the previous requirements:
 - a) specification of information relating to the type and location of raw water sources supplying water treatment works;
 - b) the requirement to include information on LIMS number, failure resamples and analysing laboratory with the individual sample data in the Data Table (Table 2) of Annex B;

- c) specification for the provision of information on consumer complaints received by Scottish Water about water quality;
- d) specification of information on the results of *Cryptosporidium* analysis in raw and final waters;
- e) requirements for the provision of comments associated with failing samples;
- f) a revised annex C detailing parameter codes to be used for reporting analytical results;
- g) minor revisions to the specification for the format of data in response to requests from Scottish Water.

3. The majority of these revisions are recorded in an amended version of the three Annexes A, B and C which were supplied with Information Letter 2/2005. Changes to the original versions of Annexes A and B are recorded in red font. The background to each revision and further explanation is provided in turn below.

a) Raw Water Sources

4. This information is required in order for the Drinking Water Quality Regulator to have a complete understanding of the origin of Scotland's drinking water supplies. Details of each source, including a national grid reference, should be provided in Annex A and Table 1 of Annex B in the same way as any other asset. A new table, Table 9, has been created in order to link the source to the water treatment works and capture information on the source type via the four categories currently used operationally by Scottish Water.

b) Additional Information Provided with Analytical Sample Data

5. In order to uniquely identify each sample, the analysing laboratory and LIMS number are required. Additionally, it is required that samples taken following a failure of a regulatory parameter are flagged as such and the LIMS number(s) recorded alongside the original failing sample. This information is requested via additional fields in Table 2 of Annex B.

c) Provision of Twice-yearly Information on Consumer Complaints about Drinking Water Quality

6. This is a new requirement to enable Scottish Ministers to better assess consumer perceptions and causes of dissatisfaction about drinking water quality. The following information on consumer complaints will be required twice-yearly, with the January and July monthly data returns. The first such return should be provided with the January 2006 analytical data in March 2006. This initial return should contain all 2005 data. Each subsequent return should contain the data from the preceding six months.
7. In order to avoid placing an additional heavy reporting burden on the company, the format of the report is left to Scottish Water to determine, allowing it to use the data it collects already. Scottish Water should inform Scottish Ministers of the exact format it intends to use to provide this information to enable construction of the DWQR Data Warehouse system. The only proviso to this is that the report contains at least the following minimum information for each water supply zone in respect of all written,

telephone and e-mail contacts from consumers that Scottish Water classifies as complaints about drinking water quality:

Number of complaints in each of the following 12 categories for each water supply zone:

Appearance

- Discoloured Water
- Aerated (Milky / Cloudy) Water
- Stained Washing
- Particles in water

Taste / Smell

- Chlorine or Phenolic
- Metallic
- Musty or Earthy
- Other taste / smell

Suspected illness due to water

Organisms (animals) in water

Other Complaint

Other Contact About Drinking Water Quality (e.g. Request for information)

d) *Cryptosporidium* analysis data

8. Data generated by Scottish Water's sampling programme of raw and final waters for *Cryptosporidium* should be provided on a monthly basis along with the other analytical data. As agreed, this will be recorded in table 2. Raw and Final *Cryptosporidium* sample points will be allocated new one-letter prefixes to the ellipse code for the asset to distinguish the *Cryptosporidium* sample points from the regulatory final water sample points. Raw samples will carry the letter "B" and Final samples will carry the letter "C" in place of the "T" for treatment asset which precedes the code for all other ex-works samples.

e) Comments on Failures

9. It is expected that this field will be populated automatically from the "Cause of Event" and "Actions Taken" fields of the Event Form as well as the Outcome Form linked to that sample failure. This approach greatly simplifies the provision of such information for Scottish Water as it removes the need for a separate reporting route to be developed alongside event forms. It is anticipated that the DWQR Data Warehouse System will automatically link the relevant fields on event and outcome forms with the sample failure as reported in the data warehouse.
10. In order to enable information from event and outcome forms to be correctly loaded into the Data Warehouse, it is expected that a more structured format will be developed, with consistent use of fields across Scottish Water operational areas. In particular, it is vital

that Scottish Water forms contain a clearly identified field with the LIMS sample number of the failing sample, as this will be used by the system to match the comments to the sample data. It is possible that some modification to the event reporting system may be required to enable this whilst still meeting the requirements of other stakeholders. Further discussion with Scottish Water is anticipated on this matter.

f) Parameter codes defined in Annex C

11. The parameter codes specified in Annex C of Information Letter 2/2005 were designed in strict accordance with the requirements of the Water Supply (Water Quality) (Scotland) Regulations 2001, such that each individual prescribed concentration or value was assigned a separate code. Following discussions with Scottish Water surrounding the practicalities of altering the laboratory reporting system to directly align with the new codes, it has been agreed to adapt the parameter codes slightly in order to avoid excessive modifications by Scottish Water. This arrangement may be reviewed at any time if it becomes apparent that it will significantly hinder the collation and reporting of data from the UK as a whole.

g) Minor revisions to data format

12. In order to enable Scottish Water to provide asset reference numbers directly from the corporate asset management system, the field length has been changed to a maximum of 13 characters.

13. Further Information and Enquiries

A copy of this letter is being sent to Margaret McGuinness, Mike Baird and Richard Allan.

Enquiries about this letter should be addressed to Matthew Bower (Tel No: 0131 244 0743) or Email: Matthew.Bower@scotland.gsi.gov.uk. Please acknowledge receipt of this letter using the attached form. Hard copies are not being sent.

Yours sincerely

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