

Provision of information to the Drinking Water Inspectorate in respect of Section 9 of the Water Undertakers (Information)

COMPANY NAME Year of Return 2005

col 1	col 2	col 3	col 4	col 5	col 6	col 7	col 8	col 9	col 10	col 11	col 12
Water Supply Zone name	Population resident in water supply zone	Total consumer enquiries (definition 3.1.1.)	Consumer enquiries - sub categories (section 4.2)				Total contacts appearance (definition 3.1.2.)	Consumer contact (appearance) subcategories			
			Fluoride	Water hardness	Water quality report	other information		Discoloured - brown/black/orange	Discoloured - blue/green	Particles	White - air
<i>Zone 1</i>	<i>50000</i>	<i>10</i>	<i>2</i>	<i>3</i>	<i>1</i>	<i>4</i>	<i>30</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>3</i>
<i>Zone 2 etc.</i>	<i>25000</i>	<i>7</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>3</i>	<i>9</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>1</i>
TOTAL	75000	17	3	5	2	7	39	3	3	1	4

Notes for users:

Definitions and section numbers in table headers refer to Information Letter text.

For the two sample lines of data, Zones 1 & 2, 'Total' columns for each category (cols 3, 8, 16, 21 and 26) contain formulae that sum their sub categories. Column 32 produces the sum of all contacts. Column 33 calculates contacts per 1000 population (see section 5 of IL).

In the **TOTAL** row all data is summed, except for column 33, which calculates contacts per 1000 population for **all** zones.

on) Direction 2004

col 13	col 14	col 15	col 16	col 17	col 18	col 19	col 20	col 21	col 22	col 23	col 24
Categories (section 4.3)			Total contacts taste/odour (definition 3.1.3)	Consumer contact (taste and odour) subcategories (section 4.4)				Total contacts illness (3.1.4)	Consumer contact (illness) sub categories		
<i>White - Chalk</i>	<i>Animalcules</i>	<i>General conditions</i>		<i>Chlorine</i>	<i>Earthy/musty</i>	<i>Petrol/Diesel</i>	<i>Other taste or odour</i>		<i>Gastroenteritis</i>	<i>Oral</i>	<i>Skin</i>
2	4	16	38	13	2	1	22	4	1	1	1
0	1	5	19	6	0	1	12	3	1	1	0
2	5	21	57	19	2	2	34	7	2	2	1

col 25	col 26	col 27	col 28	col 29	col 30	col 31	col 32	col 33	col 34
Medical opinion	Total contacts dwq concern (definition 3.1.5)	Consumer contact (dw quality concern) sub categories (section 4.6)					Zone total (sum of Columns 3, 8, 16, 21, 26)	Zone rate (contacts per 1000 population)	This should be used for reporting the total number of contacts recorded during short duration water quality incidents and reported in Incident Reports.
		Pets & Other Animals	Lead & Other Analysis	Life style	Incident related	Campaigns			
1	29	10	1	15	1	2	111	2.22	25
1	9	2	1	4	1	1	47	1.88	14
2	38	12	2	19	2	3	158	2.11	39