

UNDERSTANDING YOUR WATER QUALITY REPORT

Report header	<p>Tells you</p> <ul style="list-style-type: none"> • The water supply zone or area covered by the report. • The Icosa Water code for the zone or area. • The period which the data covers.
Parameter name	<p>This Column lists the parameters which are tested. A parameter can be:</p> <ul style="list-style-type: none"> • A chemical element such as sodium, lead, aluminium etc. • A chemical compound such as nitrate, cyanide, benzene etc. • A physical property such as pH, Turbidity, colour etc. • An organism such as coliforms, E.coli, Colony Counts etc.
Units	<p>This tells you the units each parameter was measured in.</p> <p>Most chemical or physical parameters are recorded as either mg/l or µg/l.</p> <ul style="list-style-type: none"> • A mg/l or milligram per litre is equivalent to one part per million or ppm. An analogy which may help you visualise the scale involved is a mg/l is like one minute in every two years. • A µg/l or microgram per litre is equivalent to one part per billion or ppb. An analogy which may help you visualise the scale involved is a µg/l is like one second in nearly 32 years. <p>Results for biological parameters can be recorded in</p> <ul style="list-style-type: none"> • CFUs/ml or colony forming units in 1 millilitre of sample or count. This is the number of colonies which will grow on a specified media over a defined period when incubated at specific temperature. • No/100 ml or number per 100 millilitres of sample is the number of colonies which will grow on a specified media over a defined period when incubated at specific temperature.
Samples taken	<p>Is the number of samples tested for each parameter.</p>
< or >	<p>A ' < ' symbol indicates the analysis result(s) were less than the limit of detection for the method used i.e. there was a very low concentration of this parameter present in the sample(s).</p> <p>A ' > ' symbol indicates the analysis result(s) were above range which the analytical method can handle i.e. there was a high concentration of this parameter present in the sample(s).</p>

Min	This is the minimum value detected for the parameter during the period the report covers.
Mean	This is the average value of the results for the parameter detected during the period the report covers.
Max	This is the maximum value detected for the parameter during the period the report covers.
Regulatory limit or range	Shows the maximum value, concentration or range the parameters can have under the UK Drinking Water Regulations.
Number of failures	Shows the number of times the maximum value, concentration or range was exceeded or breached.
Commentary on Water Quality	Provides an overview of any actions being undertaken by us to investigate breaches of the Water Quality Regulations. Also identifies any schemes of work we are carrying out to secure future compliance with the Regulations.
Additional Water Quality information	Provides an overview of where your water comes from and any notable additional treatment it may receive.
Water hardness information	Classifies your supply in terms of hardness and gives an indication of the typical value you can expect in a range of units.