

CHOLDERTON & DISTRICT WATER COMPANY LTD

ANNUAL REPORTING COMMENTARY

Introduction

This document gives a brief summary of the company's activities during the year ended March 2012 and covers relevant events, which may have a bearing on future performance.

The events which dominated the year were the 10 months of below average rainfall, including a period when a state of 'Environmental Drought' was declared, and the long running issue of the rising trend in nitrate pollution of the water from the company's 2 boreholes.

Customer Contact

Complaints: 2 complaints from households were referred to CCW. One concerned low pressure and the other related to the compulsory fitting of a meter. Both were resolved satisfactorily. One other complaint, which was dealt with internally, related to contact with a customer who appeared to be using an excessive volume of water.

Metering: Managing demand through metering is seen as the most useful tool towards achieving greater water efficiency and emphasis was placed on fitting meters wherever permissible. By March 2012 the company had already met its 2015 target to have meters installed in 160 domestic properties. The target has been raised to 180 properties representing 25% of the total.

Water efficiency: In both 2010 and 2011 the prolonged periods of dry weather prompted an increase in demand for water from all sectors. The company responded on both occasions by writing to the chairpersons and secretaries of the 3 parishes supplied by Cholderton asking them to publicise the need to conserve water at their regular parish meetings. The same details were placed on the company website. Copies also went out to all consumers with their bills advising them how they could save water in the home and in the garden. The response was mixed. An analysis of water usage by metered consumers showed increases above the norm varying from 10% to as much as 20%. The company is reviewing what other means it can use to carry the message that water is a precious resource and not to be wasted.

Environmental Impact

Drought Plan 2011: In March 2012 the company submitted the final draft of its Drought Plan to Defra who currently have it under review. Even after the prolonged period of below average rainfall culminating in 'Environmental Drought' status, the company's Compton Corner borehole showed that it is well capable of meeting demand during drought conditions.

Drinking Water Quality: In August 2011 the DWI raised a Notice under Regulation 28(4) of the Water Supply (Water Quality) Regulations 2000 in response to the company's statement that there was a significant risk of the nitrate levels in the water from the boreholes exceeding the Drinking Water Standard. The company has met the immediate requirements under the Notice but the measures for long-term mitigation remain under review with all the relevant regulatory bodies.

Reliability & Availability

Leakage: Significant management time was spent during the year collecting readings from the main and subsidiary distribution meters throughout the network. Analysis of the data has indicated that the major area of leakage is centred on the Thruxton complex where both service reservoirs are situated. Work is in progress to identify the exact locations and make repairs. The major tool used to identify leakage in the wider network has been a regular review of fluctuations in the over night flow rates, which are recorded on a web-based telemetry system. This has proved reasonably effective in identifying the mains where major leaks have occurred.

Supply Interruptions & Restrictions

There were no supply interruptions in the reporting year and no restrictions on water use despite the 10 months of prolonged below average rainfall.

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