

Cambridge Water Code of Practice

Your Water Supply

Quality – Quantity – Pressure and Flow

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The Water Cycle

Water evaporates from the sea, and forms as clouds. It falls as rain over the land and either runs off into rivers or seeps into the ground.

All the water supplied by us is from underground sources, which are recharged by rainfall percolating through the ground.

Water Treatment

All the water we supply must be disinfected with a small amount of chlorine to make sure that it is completely safe to drink. We then pump the water to covered storage reservoirs ready to be distributed to you, our customers.

Water Quality

The quality of the water we supply for domestic purposes is controlled by Regulations issued by the Secretary of State for the Environment. These are based on European Community Directives. They cover the chemical and bacteriological quality of the water and its appearance, smell and taste. The water must at least comply with the Regulations but we aim to improve on that standard.

If there is an area that the Secretary of State has allowed us to supply water that does not meet every requirement of the Regulations, this would be for a limited period only while we make the necessary investment to carry out improvement.

Water Testing

We must test samples of water at regular intervals in a manner set down in the Regulations and keep records of the results of these tests. The tests are carried out for each water quality zone; which is an area serving up to 80,000 people. The records are available for inspection at our office, or you may request that we send you a summary of the results for your zone.

If you have a complaint about the quality of your drinking water please contact us on 01223 706050. If we cannot deal with your complaint over the telephone, a visit from a District Inspector will be arranged. If we think that the subject of the complaint could threaten your health, we will visit your home within 4 hours of getting your call. If we think it is necessary we will take water samples and send you the results of the analysis. The time scale for this is dependent on the analysis undertaken. If you think your water is unfit to drink contact us immediately. Do not drink the water until you have spoken to us.

Should there be a problem with the quality of the water supplied to you we will inform you. We shall tell you by using loud speaker vans, the local media or in writing, whichever method allows us to broadcast the information as quickly as possible. It may be necessary to advise you to boil the water before you use it for drinking or cooking. In the event of an emergency we will provide you with an alternative water supply.

Quantity of Water

We must provide you with enough water for normal domestic purposes, that is:

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| <ul style="list-style-type: none">• drinking water• washing• cooking• central heating | <ul style="list-style-type: none">• sanitation• watering the garden• washing the car |
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Please note that an unattended hosepipe or garden sprinkler may only be used when the water supply is metered. It may be necessary during periods of drought to restrict the use of these devices.

Pressure and flow

We must supply you with water at a pressure, which will ensure water reaches the topmost storey of a building.

You can expect a minimum static water pressure of 10 metres at the stop tap at the boundary to your property. For a typical two storey house this means that:

- water will rise and fill a storage tank in the loft

- the minimum flow at the cold water tap in a ground floor kitchen will be 9 litres a minute - that is equivalent to filling a one gallon bucket in 30 seconds

A number of factors affect the pressure and flow rates in your home. These factors include:

- the height of your property relative to the reservoirs;
- the length and condition of the service pipe;
- whether your property shares a service pipe with other properties;
- how much water is being used at any particular time.

There are a few areas where the pressure does not quite reach the minimum standard but we are making the necessary investment to reduce the number of customers affected. We can advise you if you think your property may be in a low pressure area.

If you think your water pressure or flow are too low we will investigate free of charge. If the cause is our responsibility we will take appropriate action. If the cause is your responsibility we will advise you on what to do.

I n t e r r u p t i o n s

Whilst endeavouring to provide a constant supply of water, some circumstances will give rise to interruptions in the availability. This may be because of planned work, which we will warn you about; or a burst in a main

If your local supply system fails we must restore it as soon as possible. We will restore supplies following an unplanned interruption on a non-strategic main within 24 hours and on a strategic main within 48 hours. We will aim to do so in less than 12 hours. If the interruption lasts longer than 24 hours we must provide you with an emergency supply - normally from standpipes or a bowser.

If we plan to interrupt your supply for more than 30 minutes to do essential work we must give you reasonable written notice. This will be at least 24 hours notice and normally not less than 48 hours. There are some works we carry out at individual customer's service pipes, which require only short interruption of supply of less than 30 minutes duration. You will not receive written warning of these interruptions.

If we are carrying out work on your underground service pipe we will notify you personally prior to commencing the work.

S p e c i a l N e e d s R e g i s t e r

If interruptions in the water supply are likely to cause you a specific problem, with particular reference to health and safety, please contact us. Your name will be added to a register and you will be contacted in the event of any interruption of the supply to your property.

W a t e r S t o r a g e

We would urge any commercial undertaking that relies on the water supply to carry out its business, to consider installing water storage to alleviate the reliance on an uninterrupted supply. We do not pay compensation for planned or emergency work. However, we do try to minimise the inconvenience to business.

C o m p e n s a t i o n

If you think we have failed in any of these services you may be entitled to compensation. Please contact us or ask for a copy of the leaflet The Cambridge Commitment - your Guarantee of Standards.

This information sheet is one of a series that make up Cambridge Water's Code of Practice for Customers. The full range of titles is:

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| • Introduction to The Code of Practice for Customers | • Responsibility for Leakage and Repairs |
| • The Cambridge Commitment to Customers and our Guaranteed Standards | • The facts about water meters |
| • Your water supply - Quality, Quantity, Pressure and Flow | • Complaints Procedure |
| • How to get a water supply | • Your Bill and How to Pay |
| • Responsibility for Water Pipes | • What to do if you cannot pay your bill |

If you would like a copy of all or one of these information sheets, please call 01223 706050 or e-mail us at custservice@cambridge-water.co.uk