

Order Reference:
Produced on:

CommercialDW Drainage and Water Enquiry

The information in this document refers to:

1 Sample Street
Sample Town

AB1 2CD

This document was ordered by:

Customer reference: Sample-CommercialDW

This document was produced by:

Interpretation of Drainage and Water Search

Appendix 1 of this report contains definitions of terms and expressions.

Enquiries and Responses

The records were searched by ***** who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

The report was completed by ***** who has no, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.

This was requested on 3 May 2017 and completed on 3 May 2017

Our standard terms and conditions for Commercial Drainage and Water Enquiries apply to this report. They are included in this search and are available on our website.

On 1 October 2011 ownership of private sewers and lateral drains changed in accordance with The Water Industry (schemes for Adoption of Private Sewers) Regulations 2011.

The contents of this search may not reflect these changes.

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Summary of Responses

Question	Answer
1 Where relevant, please include a copy of an extract from the public sewer map	Map Included
2 Where relevant, please include a copy of an extract from the map of waterworks	Map Included
3 Does foul water from the property drain to a public sewer?	Yes
4 Does surface water from the property drain to a public sewer?	Yes
5 Is a surface water drainage charge payable?	See Details
6 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	No
6.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?	No
7 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	No
7.1 Does the public sewer map indicate any pumping station or any other ancillary apparatus within 50 metres of any buildings within the property?	No
8 Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	No
9 Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?	Not Applicable
10 Is any building within the property at risk of internal flooding due to overloaded public sewers?	No
11 Please state the distance from the property to the nearest boundary of the nearest sewage treatment works	See Details
12 Is the property connected to mains water supply?	Yes
13 Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	No
14 Is any water main or service pipe serving, or which is proposed to serve the property, the subject of an existing adoption agreement or an application for such an agreement?	Land/Plot
15 Is the property at risk of receiving low water pressure or flow?	No
16 What is the classification of the water supply for the property?	See Details
17 Please include details of the location of any water meter serving the property	See Details
18.1 Who is responsible for providing the sewerage services for the property?	***** ***** *****
18.2 Who is responsible for providing the water services for the property?	***** ***** *****
19 Who bills the property for sewerage services?	See Details
20 Who bills the property for water services?	See Details
21 Is there a meter installed at the property?	Measured
22 Is there any easement giving ***** ***** the right of access to defined assets located within the boundary of the property?	No
23 Are there any trade effluent consents relating to this site/property	No

Question 1 Where relevant, please include a copy of an extract from the public sewer map

Answer A copy of an extract of the public sewer map is included, showing the public sewers, disposal mains and lateral drains in the vicinity of the property.

Informative Public Sewers are defined as those for which the Sewerage Undertaker holds statutory responsibility under the Water Industry Act 1991. ***** is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system. Assets other than public sewers may be shown on the copy extract for information.

Question 2 Where relevant, please include a copy of an extract from the map of waterworks

Answer A copy of an extract of the map of waterworks is included, showing water mains, resource mains or discharge pipes in the vicinity of the property.

Informative The map of the waterworks has been supplied by:

The 'water mains' in this context are those which are vested in and maintainable by the water company under statute. Assets other than public water mains may be shown on the plan, for information only.
Water companies are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal, please refer to Question 23.
The enclosed extract of the public water main record shows known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Question 3 Does foul water from the property drain to a public sewer?

Answer Records indicate that foul water from the property drains to a public sewer.

Informative ***** is not responsible for any private drains and sewers that connect the property to the public sewerage system, and does not hold details of these. The property owner will normally have sole responsibility for private drains serving the property.
An extract from the public sewer map is enclosed. This will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

Question 4 Does surface water from the property drain to a public sewer?

Answer Records indicate that surface water from the property does drain to a public sewer.
If the property was constructed after 6 April 2015 the surface water drainage may be served by a Sustainable Drainage System. Further information may be available from the developer or question 3.3 of the CON29 from the local authority from 4 July 2016

Guidance Notes ***** is not responsible for private drains and sewers that connect the property to the public sewerage system, and do not hold details of these.
The property owner will normally have sole responsibility for private drains serving the property.
If on inspection the buyer finds that the property is not connected for surface water drainage, the property may be eligible for a rebate of the surface water drainage charge.
If surface water does not drain to the public sewerage system the property may have private facilities in the form of a soakaway or private connection to a watercourse.

For further information on surface water drainage, please visit the Ofwat website;
www.ofwat.gov.uk/households/your-water-bill/surfacewaterdrainage

Question 5 Is a surface water drainage charge payable?

Answer Records confirm that a surface water drainage charge is payable for the property. The amount charged is specific to the current use of the property.
If the property was constructed after 6 April 2015 the Surface Water drainage may be served by a Sustainable Drainage System. Further information may be available from the developer or question 3.3 of the CON29 from the local authority from 4 July 2016

Informative Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable. Where surface water charges are payable but upon inspection the property owners believe that surface water does not drain to the public sewerage system, an application can be made to to end future surface water charges by contacting them on 08** *** **** Further information can be found by visiting:

Question 6 Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?

Answer The public sewer map included indicates that there are no public sewers, disposal mains or lateral drains within the boundaries of the property. However, on 1 October 2011, private sewers that serve a single property and lie outside the boundary of that property, were transferred into public ownership. Therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may prevent or restrict development of the property.

Informative The boundary of the property has been determined by reference to the Ordnance Survey record. The presence of a public sewer running within the boundary may restrict further development. has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company or its contractors needing to enter the property to carry out work.
Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer, if any.

Question 6.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within the boundaries of the property?

Answer The public sewer map included indicates that there is no public pumping station within the boundaries of the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Informative Only private pumping stations installed before 1 July 2011 will be transferred into the ownership of *****
Pumping stations installed after 1 July 2011 will remain the responsibility of the householder(s) unless they are the subject of an adoption agreement.
Only private pumping stations installed before 1 July 2011 will be transferred into the ownership of the Water and Sewerage Company.

Question 7 Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

Answer The public sewer map indicates that there are no public sewers within 30.48 metres (100 feet) of a building within the property. However, it has not always been a requirement for such public sewers to be recorded on the public sewer map. It is therefore possible for unidentified sewers or public sewers to exist within the boundaries of the property. However, on 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.

Informative The measure is estimated from the Ordnance Survey record, between any building within the boundary of the property and the nearest public sewer.
Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer.

Question 7.1 Does the public sewer map indicate any public pumping station or any other ancillary apparatus within 50 metres (164.04 feet) of any buildings within the property?

Answer The public sewer map included indicates that there is no public pumping station within 50 metres (164.04 feet) of any buildings within the property. Any other ancillary apparatus is shown on the public sewer map and referenced on the legend.

Informative Only private pumping stations installed before 1 July 2011 will be transferred into the ownership of ***** .

Question 8 Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?

Answer The property is part of an established development and is not subject to an adoption agreement.

Informative This enquiry is of interest to purchasers of new properties who will want to know whether or not the property will be linked to a public sewer. Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of public drains and sewers for which they will hold maintenance and renewal liabilities.
On 1 October 2011 all foul Section 104 sewers laid before 1 July 2011 were transferred into public ownership, excluding those that discharge to a privately owned sewage treatment or collection facility. All surface Section 104 sewers that do not discharge to a public watercourse were also transferred. Our mapping records are currently being reviewed and updated and may not yet reflect this change, therefore there may be additional public sewers, disposal mains or lateral drains which are not yet recorded on the public sewer map or public sewers that still show as Section 104 sewers.

Question 9 Has a Sewerage Undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?

Answer The company's records confirm that there is not a statutory agreement or consent in respect of building over/near a public sewer at this property. For historical reasons the company may not be aware of some agreements or consents which have been entered into by the local authority. Whilst an 'agreement' may not exist, current Building Regulation guidance permits building over/near sewers in certain circumstances. Consent without an agreement may have been issued by ***** or independently by the Building Control Body. As long as the extension has a valid building regulations certificate then this should prove adequate assurance to the purchaser.

Informative ***** is obliged to maintain its sewers. If any problem were to arise, ***** would investigate the problem and has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the company or its contractors needing to enter the property. In advance of any problem it is difficult to predict the effect the works would have on the property. Similarly, the position as to liability of both the property owner and ***** would need to be ascertained.
On 1 October 2011 private sewers were transferred into public ownership, therefore there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property.

Question 10 Is any building within the property at risk of internal flooding due to overloaded public sewers?

Answer The property is not recorded as being at risk of internal flooding due to overloaded public sewers. On 1 October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership. It is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which ***** may not be aware of. For further information it is recommended that enquiries are made of the vendor as to any previous flooding occurrences.

Informative A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (eg. Flat gradient, small diameter). Flooding as a result of temporary problems such as blockage, siltation, collapses, and equipment or operational failures are excluded.
"Internal flooding" from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes. "At Risk" properties are those that the water company has included in its Register of properties at risk of sewer flooding. These are defined as properties that have suffered flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (defined as a storm return period equal to or greater than 1 in 20) as determined by the Company's reporting procedure.
Properties which have flooded as a result of storm events proven to be exceptional (defined as a storm return period equal to or greater than 1 in 20) are not included on the Flood Risk Register.
Properties may be at risk of flooding but not included on the Register where flooding incidents have not been reported to the company.
Public sewers are defined as those for which the company holds statutory responsibility under the Water Industry Act 1991.
It should be noted that flooding can occur from private sewers and drains which are not the responsibility of *. This report excluded flooding from private sewers and drains and ***** makes no comment upon this matter.
For reporting purposes buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.

Question 11 Please state the distance from the property to the nearest boundary of sewage treatment works

Answer The nearest sewage treatment works is *.** kilometres to the North East of the property. The name of the sewage treatment works is ***** STW (*****).

Informative The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated.
The Sewerage Undertaker's records were inspected to determine the nearest sewage treatment works. It should be noted, therefore, that there may be a private sewage treatment works closer than the one detailed above that has not been identified.

Question 12 Is the property connected to mains water supply?

Answer Records indicate that the property is connected to mains water supply.

Question 13 Are there any water mains, resource mains or discharge pipes within the boundaries of the property?

Answer The map of waterworks does not indicate any water mains, resource mains or discharge pipes within the boundaries of the property.

Informative The boundary of the property has been determined by reference to the Ordnance Survey record.

Question 14 Is any water main or service pipe serving, or which is proposed to serve the pr subject of an existing adoption agreement or an application for such an agreement?

Answer Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.

Informative This enquiry is of interest to purchasers of properties who will want to know whether or not the property will be linked to the mains water supply.
Please note this could relate to a piece of land and is not subject to an adoption agreement.

Question 15 Is the property at risk of receiving low water pressu

Answer Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.

Informative "Low water pressure" means water pressure below the reference level which is the minimum pressure when demand on the system is not abnormal. We maintain a Low Pressure Register of properties that are at risk of persistently receiving pressure below the reference level, provided that allowable exclusions do not apply. (i.e. events which can cause pressure to temporarily fall below the reference level). Water Companies are required to include in the Regulatory Register that is reported annually to the Director General of Water Services properties receiving pressure below the reference level, provided that allowable exclusions do not apply. (i.e. events which can cause pressure to temporarily fall below the reference level).
The reference level of service is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap (mst). The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap.
The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served. For two properties, a flow of 18 litres/minute at a pressure of 10 metres head on the customers' side of the mst is appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or Institute of Plumbing handbook.
Allowable exclusions: The Company includes in the Low Pressure Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply.
Abnormal demand: This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand which are normally expected. We exclude properties which are affected by low pressure only on those days with the highest peak demands. During the report year we may exclude, for each property, up to five days of low pressure caused by peak demand.
Planned maintenance: We do not report low pressures caused by planned maintenance.
One-off incidents: This exclusion covers low pressure incidents caused by one-off events: mains bursts; failures of company equipment (such as PRVs or booster pumps); firefighting; and action by a third part.
Low pressure incident of a short duration: Properties affected by low pressure which only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year.

Question 16 What is the classification of the water supply for the property?

Answer The water supplied to the property has an average water hardness of 121.000000mg/l which is defined as Very Hard by *****.

Informative Water hardness can be expressed in various indices for example the hardness settings for dishwashers are commonly expressed in Clark's degrees, but check with the manufacturer as there are also other units. The following table shows the normal ranges of hardness.

Classification	Calcium (mg/l or ppm)	Calcium Carbonate (mg/l or ppm)	Degrees Clark	Degrees French	Degrees German	mmol/l (Millimoles of ca/l)
Very Hard	121.000000	303.000000	21.000000	30.000000	17.000000	3.030000

Question 17 Please include details of the location of any water meter serving the property

Answer Records indicate that the property is served by a water meter, which is not within a building within the property, and in particular is located IN DW F.O.P BOT OF 2.

Question 18.1 Who is responsible for providing the sewerage services for the property?

Answer *****

Question 18.2 Who is responsible for providing the water services for the property?

Answer *****

Question 19 Who bills the property for sewerage services?

Answer If you wish to know who bills for sewerage services at the property, then please make enquiries with the Developer, Vendor or Land Agent.
For a list of all potential Retailers for sewerage services, please visit: <http://www.open-water.org.uk>

Question 20 Who bills the property for water services?

Answer If you wish to know who bills for water services at the property, then please make the relevant enquiries with the Developer, Vendor or Land Agent.
For a list of all potential Retailers for water services, please visit: <http://www.open-water.org.uk>

Question 21 Is there a meter installed at the property?

Answer Records indicate that there is a meter(s) installed at the property.
The meter serial number is: 13M053316I
The property reference number is: 0015359500

Informative Water and sewerage charges are determined by agreement between the current owner/occupier of the site/property and the incumbent Retailer. Further relevant enquiries should be sought from the Vendor. Fees may be applicable for the installation of a water meter at the property. Enquiries in relation to future charging of services on occupancy of the premise should be made with the existing Retailer. For further information in relation to potential retailers for water and sewerage services, please visit: <http://www.open-water.org.uk/>

Question 22 Is there any easement giving *** the right of access to defined assets located within the boundary of the property?**

Answer Records indicate that the property is not subject to such an agreement.

Informative This question relates to private agreements between ***** acting in a private capacity and a landowner. Such contracts may often be part of a conveyance or land transfer, or a deed of grant of easement. If there is no formal easement, then a sewer or water main may have been constructed following the service of notice under the provisions of the Public Health Act 1936, Water Act 1945, Water Act 1989 or Water Industry Act 1991 as applicable. The company does not hold copies of these notices. However, in the absence of evidence to the contrary there is a legal presumption that all matters were properly dealt with. All rights and obligations relating to sewers and water mains are now covered by the Water Industry Act 1991. Where rights exist at the boundary of the property, but we are not sure of the exact correlation, we will answer 'yes' to this question. A documentary right can exist even if the physical asset itself has not yet been laid, or has been moved, or removed. Likewise the position of the right and of the asset may differ. You may also find that an asset is protected both with contractual rights and statutory rights. Please consult your solicitor as to why this may happen, and its effects. We refer to 'defined' assets for the following reasons: Often a contract may give ***** an expressed right to install and maintain assets within an area but without stating the exact position or route of such assets. Also, the law may imply rights where none have been mentioned specifically in a related contract, such as a conveyance. Finally, rights may come into being through long use. In any of these cases the rights are undefined, and although ***** may need to rely on them from time to time, as we cannot map the rights accurately, we will answer 'no' to this question. Information obtainable from physical inspection (including Trial Bore Holes) overrides information contained in the report. Any error in answering this question is not to be regarded as a waiver of ***** rights or title, or an agreement or representation that ***** is prepared to vary or discharge any of its rights or title.

As a general rule, easement widths are as follows:

Pipe Diameter	Width or Strip
Up to 149mm	4.5m
150 - 449mm	6.0m
450 - 749mm	9.0m
750 and above	12.0m

If you require a copy of an agreement please contact Savills, Trinity Court, Trinity Street, Peterborough, PE1 1DA. A fee may be charged for this service. Please quote the date of the Report plus the Report Reference. You may also make contact either by telephone on 01733 209932 or by email to AWSEstates@savills.com

Question 23 Are there any trade effluent consents relating to this site/property

Answer Records indicate that there are no trade effluent consents relating to this site/property.

Informative The Trade effluent consent applies to premises in the vicinity of the premises the subject of this search, but it is for the applicant to satisfy itself as to the suitability of the consent for its client's requirements. If, in the case of any trade premises, any trade effluent is discharged without such consent or other authorisation, the occupier of the premises shall be guilty of an offence. The occupier of any trade premises in the area of ***** may only discharge any trade effluent proceeding from those premises into ***** Services Limited's sewers if he does so with ***** Services Limited's consent. Please note any existing consent is dependant on the business being carried out at the property and will not transfer automatically upon change of ownership. To view trade effluent consents and/or our database for free please contact the following: Environmental Standards Team, Environmental Regulation, Lancaster House, Ermine Business Park, Huntingdon, Cambridgeshire, PE29 6XU or email: Trade_Effluent_Regulation@anglianwater.co.uk. Alternatively, you may request in writing document copies and/or extracts from our database for a fee. The charges for the provision of this service are as follows: 10 pence per sheet for photocopying, and/or 25 pounds per hour, or a fraction thereof, for dealing with the enquiry. Note: VAT does not apply for this service.

Appendix 1: General Interpretation

(1) In this Schedule-

"the 1991 Act" means the Water Industry Act 1991(a);

"the 2000 Regulations" means the Water Supply (Water Quality) Regulations 2000(b);

"the 2001 Regulations" means the Water Supply (Water Quality) Regulations 2001(c);

"adoption agreement" means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act (d);

"bond" means a surety granted by a developer who is a party to an adoption agreement;

"bond waiver" means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;

"calendar year" means the twelve months ending with 31st December;

"discharge pipe" means a pipe from which discharges are made or are to be made under Section 165(1) of the 1991 Act;

"disposal main" means (subject to Section 219(2) of the 1991 Act) any outfall pipe or other pipe which-

(a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a sewerage undertaker or of any other person; and

(b) is not a public sewer;

"drain" means (subject to Section 219(2) of the 1991 Act) a drain used for the drainage of one building or any buildings or yards appurtenant to buildings within the same curtilage;

"easement" means the rights relating to a pipe or pipes granted to the water undertaker or sewerage undertaker by an agreement. This is to be distinguished from statutory rights arising from the service of a statutory notice;

"effluent" means any liquid, including particles of matter and other substances in suspension in the liquid;

"financial year" means the twelve months ending with 31st March;

"lateral drain" means-

(a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or

(b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under Section 102 of the 1991 Act or in an agreement made under Section 104 of that Act (e);

"licensed water supplier" means a company which is the holder for the time being of a water supply licence under Section 17A(1) of the 1991 Act(f);

"maintenance period" means the period so specified in an adoption agreement as a period of time-

(a) from the date of issue of a certificate by a sewerage undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that undertaker's satisfaction; and

(b) until the date that private sewer or lateral drain is vested in the sewerage undertaker;

"non-household premises" means premises used, or intended for use, for commercial purposes;

"map of waterworks" means the map made available under section 198(3) of the 1991 Act (g) in relation to the information specified in subsection (1A); "private sewer" means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a sewerage undertaker;

"public sewer" means, subject to Section 106(1A) of the 1991 Act(h), a sewer for the time being vested in a sewerage undertaker in its capacity as such, whether vested in that undertaker-

(a) by virtue of a scheme under Schedule 2 to the Water Act 1989(i);

(b) by virtue of a scheme under Schedule 2 to the 1991 Act (j);

(c) under Section 179 of the 1991 Act (k); or

(d) otherwise;

"public sewer map" means the map made available under Section 199(5) of the 1991 Act (l);

"resource main" means (subject to Section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of-

(a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or

(b) giving or taking a supply of water in bulk;

"sewerage services" includes the collection and disposal of foul and surface water and any other services which are required to be provided by a sewerage undertaker for the purpose of carrying out its functions;

"Sewerage Undertaker" means the Company appointed to be the sewerage undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated;

"surface water" includes water from roofs and other impermeable surfaces within the curtilage of the property;

"trade effluent" means any effluent which is wholly or partly produced in the course of any trade or industry carried on at trade premises;

"water main" means (subject to Section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the water undertaker, which is used or to be used by a water undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;

"water meter" means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;

"water supplier" means the Company supplying water in the water supply zone, whether a water undertaker or licensed water supplier;

"water supply zone" means the names and areas designated by a water undertaker within its area of supply that are to be its water supply zones for that year; and

"Water Undertaker" means the Company appointed to be the water undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated.

(2) In this Schedule, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

(a) 1991 c.56.

(b) S.I. 2000/3184. These Regulations apply in relation to England.

(c) S.I. 2001/3911. These Regulations apply in relation to Wales.

(d) Section 51A was inserted by Section 92(2) of the Water Act 2003 (c. 37). Section 104(1) was amended by Section 96(4) of that Act.

(e) Various amendments have been made to Sections 102 and 104 by section 96 of the Water Act 2003.

(f) Inserted by Section 56 of and Schedule 4 to the Water Act 2003.

(g) Subsection (1A) was inserted by Section 92(5) of the Water Act 2003.

(h) Section 106(1A) was inserted by Section 99 of the Water Act 2003.

(i) 1989 c.15.

(j) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(k) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.

(l) Section 199 was amended by Section 97(1) and (8) of the Water Act 2003.

CommercialDW

Appendix 2: Terms and Conditions

1) Introduction

- a) These terms (together with our General Terms) set out the terms which will apply in respect on any Orders you place with us for any of our commercial drainage and water enquiry products being (i) a CommercialDW Report, (ii) a CommercialDW Premium Report, (iii) a CommercialDW Plus Report and/or (iv) a CommercialDW Plus Premium Report.
- b) In addition to any defined terms in the General Terms (which shall apply to these terms), the following words shall have the following meanings:
 - i) "Commercial Property" means the address or location provided by you when you place an Order in respect of which you request a Report which is either (a) a commercial property used solely for carrying on a trade or business or is intended for commercial use or (b) a property or site which is intended to be developed;
 - ii) "Large Commercial Property" means a Commercial Property which either (a) covers more than 2 hectares, and/or (b) has more than one drainage and water connection on the site;
 - iii) "Small Commercial Property" means a Commercial Property which is either (a) less than 2 hectares and/or (b) only has one drainage and water connection;
 - iv) The term "Report" for the purposes of these terms, shall mean the commercial drainage and water report prepared by us in relation to the commercial drainage and water report prepared by us in relation to the Commercial Property being one of the following which you select at the time you place your Order:
 - (1) A COMMERCIAL DW Report;
 - (2) A CommercialDW Premium Report;
 - (3) A CommercialDW Plus Report; and/or
 - (4) A CommercialDW Plus Premium Report.
- c) The CommercialDW Report and the CommercialDW Premium Report should be used for Small Commercial Properties.
- d) The CommercialDW Plus Report and the CommercialDW Plus Premium Report should be used for Large Commercial Properties.
- e) Further details of the characteristics of the ***** Reports are set out on the Website. It is your responsibility to select the Report that is most suitable for your needs.

2) Scope of the Report

- a) We will prepare the Report using the Commercial Property details you provide at the time you place your Order. The Report you receive will rely on the accuracy, completeness and legibility of the address and/or plans that you supply with your Order.
- b) The Report is produced only for use in relation to a Commercial Property which require the provision of drainage and water information. Where you require a report for a residential property, you can order a different report from us, and different terms shall apply.
- c) The Report provides information as to the indicative location and connection status of existing services and other information relating to drainage and water enquiries and should not be relied on for any other purpose. The Report may contain opinions or general advice. We cannot ensure that any such opinion or general advice is accurate, complete, valid or fit for your particular purpose, and neither you nor your Client should rely solely on this advice.
- d) As you may expect, the information contained in the Report can change on a regular basis so we cannot be responsible to you or your Client for any change in the information contained in the Report after the date on which the Report was produced (as shown in the Report).
- e) The Report does not give details about the actual state or condition of the Commercial Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Commercial Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained by the Client.
- f) In providing you with this Report, we will comply with the Search Code.
- g) The position and depth of apparatus shown on any Maps attached to the Report are approximate and are provided as a general guide only. Where you or your Client intend to carry out any excavation or other works at the Commercial Property, the exact positions and depths of any apparatus should be obtained by excavation trial holes and the Maps must not be relied on in the event of excavation or other works made in the vicinity of our apparatus. We do not give any warranty as to the accuracy or completeness of such information.

3) Additional Provisions relating to our Liability to you for the CommercialDW Report and the CommercialDW Premium Report

- a) Our total liability whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or any other cause of action arising under or in connection with the CommercialDW Report or the CommercialDW Premium Report shall be limited in accordance with the General Terms and limited to a maximum aggregate financial limit of £2,000,000.
- b) The Maps attached to the Report are provided pursuant to our statutory duty to make such Maps available for inspection. Notwithstanding the provisions of the Terms, your attention is drawn to the notice on the Map(s) attached to the Report which applies to the Map and its contents.
- c) Where we provide a Report for a Commercial Property which receives either water or drainage services from us, and another company ("other service provider") provides the other service, then our total liability, whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or otherwise, arising under or in connection with the supply of the information from the other service provider is limited to such sums as we are entitled to and able to recover from the other service provider.

4) Additional Provisions relating to our Liability to you for the CommercialDW Plus Report and the CommercialDW Plus Premium Report

- a) Our total liability whether for breach of contract, tort, negligence, breach of statutory duty, misrepresentation or any other cause of action arising under or in connection with the CommercialDW Plus Report or the CommercialDW Plus Premium Report shall be limited in accordance with the General Terms and limited to a maximum aggregate financial limit of £10,000,000. Where you require multiple reports because of the multiple supply points at the property or because the property / land is so large, then this limit of liability will apply only once in respect of the multiple Reports you may receive.
- b) The Maps attached to the Report are provided pursuant to our statutory duty to make such Maps available for inspection. Notwithstanding the provisions of the Terms, your attention is drawn to the notice on the Map(s) attached to the Report which applies to the Map and its contents.
- c) Where we provide Report for a Commercial Property which receives either water or drainage services from us, and another company provides the other service, then we will not have any liability for information provided by that other company in respect of the water or drainage services they provide in respect of the Commercial Property. Any such information will be provided by us as an agent for the company from which the information was obtained.

5) General

- a) These Terms (and any documents referred to herein) are the only terms and conditions that shall apply to any order in respect of the Report and shall constitute the entire agreement between you and us and supersede, replace and extinguish any previous arrangement, understanding or agreement between us relating to such Report.
- b) Any dispute or claim arising out of or in connection to these terms and or their subject matter or formation (including non-contractual disputes or claims) shall be governed by the laws of England and Wales. Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.
- c) If there is any conflict or inconsistency between the provisions of these ***** Terms and the General Terms, the provisions of these ***** Terms shall prevail.
- d) In the event of any conflict of inconsistency between any information on the Website describing the features of the Report and the Terms, then the Terms shall prevail.
- e) Where you are acting in the normal course of your business, your Client is entitled to the benefit of these Terms. No other person who is not a party to these Terms has any right to enforce their terms.

APPENDIX 3: Some things you should know...

Private Sewer Transfer

In October 2011, Anglian Water became responsible for looking after many sewers and pipes that take used water from your toilets and sinks. This was due to a change in the law.

If your client's property is connected to the public sewer system, Anglian Water are now responsible for the pipes that are outside the boundary of the property and, depending on the property type, they may be responsible for pipes inside the boundary.

Simply put, Anglian Water became responsible for an estimated 23,500km of additional sewers and drains which were previously looked after and maintained by our customers. To put that in context, it is an increase of 60 percent on what Anglian Water already owned.

Previously if there was a blockage in a sewer outside the boundary of the homeowners property, but connecting to the main sewer, the homeowner was probably responsible for sorting it out

Now, the homeowner is only responsible for pipes that are inside the property boundary that take the used water for recycling. To find out more visit www.anglianwater.co.uk/sewerswitchover, or call 0800 000 000

Who should unblock or report a drain or sewer?

If there is a blockage or a repair is needed to a pipe, that is not connected to the sewers, or is within the boundary and only serves that property, then the homeowner is responsible for it.

If the problem is with a section of pipe that takes water from more than one property and connected to the public sewer system, it is the responsibility of Anglian Water. Please contact the team on 0800 000 000

Sewers owned by Anglian Water

For sewers that have been adopted as a public sewer, or were built before 1 October 1937, then Anglian Water is responsible for sorting it out. Please call to report it on 0800 000 000

More information about sewers and drains is available on the Anglian Water website.

The picture below shows examples of responsibility for different property types.



Terraced properties

It is common for terraced properties to have a public sewer passing within the property boundary. The only section of the sewer which would remain private is the end of the terrace where the run of the sewer would begin. Where the sewer is shared, the water company would be responsible for the maintenance. The property owner would only be responsible for the lateral drain leading to the public sewer.

Semi-detached

The majority of semi-detached properties will share a connection. The section of the sewer which serves both properties will have been transferred into the ownership of the water company.

Detached

These property types are most likely to connect directly to the public sewer. It is very unlikely that assets within the boundary of the property would be transferred into the ownership of the water company. The homeowner would be responsible for the connection up to the property boundary.

Apartment/Flats

Shared drainage systems within a property curtilage will remain private. Any drains and sewers outside the boundary will have been transferred.

Pumping Stations

After 1 October 2016, many private pumping stations became the responsibility of *****. ***** are currently assessing each of these eligible pumping stations and carrying out detailed surveys and any necessary repairs. Details of power supply for the station will also be required to transfer the billing across to *****.

If the station serves two or more properties, then it is eligible to transfer. A pumping station which serves a single property is exempt from the transfer and will generally remain private unless it is situated on third-party land.

Once ***** identify a station to adopt, they will write to the homeowner(s) to inform them of their intention to adopt which will include waivers of consent.

Many industrial or commercial pumping stations will remain privately owned too on the basis that they are situated on a single site in what is deemed to be a single curtilage.

Maintenance of pumping stations is anticipated to be completed on a 12 monthly basis which will be reviewed dependent on monitoring and performance.

For further information on the private sewer transfer and pumping station adoption, please visit:

<https://anglianwater.co.uk/household/water-recycling-services/private-sewers-and-lateral-drains.aspx>

SuDS (Sustainable Drainage Systems)

SuDS are an alternative way to manage surface water by reducing or delaying rainwater run-off.

SuDS manage rainfall by replicating what happens in nature. They prevent many of the problems caused by surface water run-off from development by reducing the impact of excessive quantities of water flow. They aim to mimic the way rainfall drains naturally rather than conventional piped methods, which cause problems such as flooding, pollution or damage to the environment.

Since April 2015, SuDS should be considered as part of the planning process on all major developments consisting of 10 or more properties. SuDS can be provided in a number of ways including swales, retention ponds and underground storage.

Ponds and detention basins provide areas for surface water to run off into, while permeable paving on driveways can absorb it, limiting the flow into nearby drains and easing the pressure on the sewer network. Swales are shallow, broad, vegetated channels designed to store surface water run-off and remove pollutants.

Further information in relation to the charging and maintenance of SuDS can be found in question 3.3 in the Local Authority search or the developer of your property.

***** promote the use of SuDS as a sustainable and natural way of controlling surface water run-off.

A guide on who looks after what...

Although it is often interconnected, our regions network of drains and sewers is managed and maintained by a number of different organisations and agencies.

Some useful contacts:

For supply queries

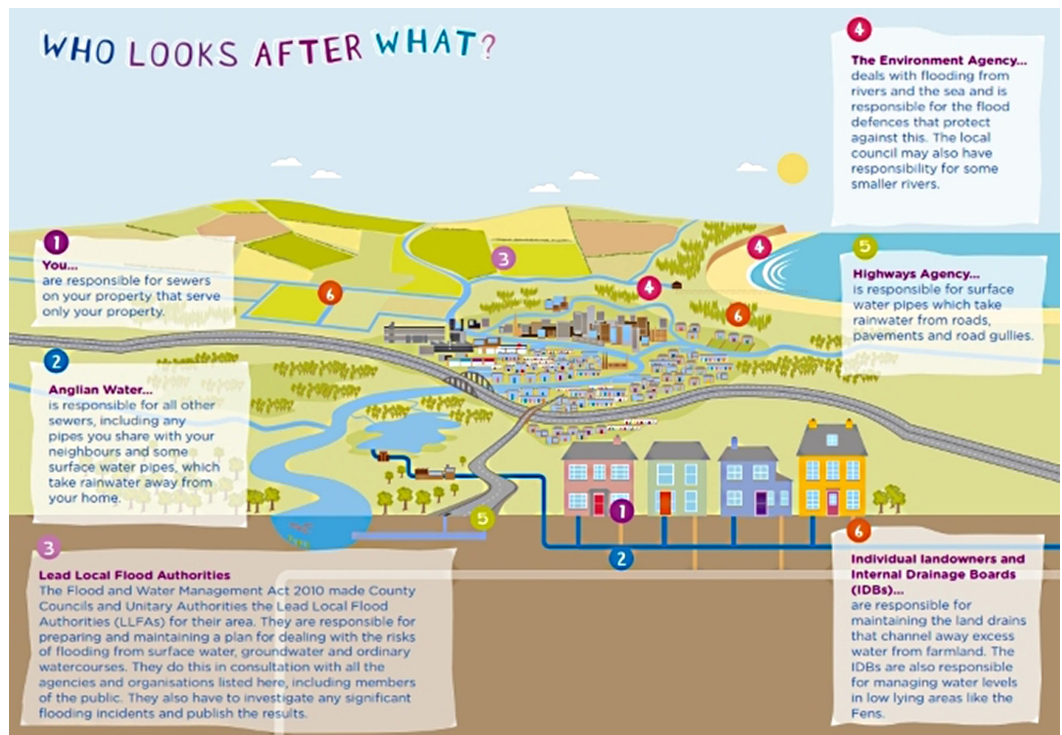
Water and sewerage queries, interruption to services and emergencies

***** **

24/7 service

In Your Area

Select the [link](#) to get the latest updates on repairs, incidents or planned work in your area.





APPENDIX 4: Important Consumer Protection Information

***** Complaints Process

Whilst we make every effort to ensure that all our searches are accurate and dispatched in a timely way, we understand that occasionally things may not go as planned. We will always try to resolve a query or complaint immediately. If for some reason this isn't possible or you are not happy with the course of action taken by us, you can request that we escalate the issue internally or refer your complaint to an independent third party.

If:

- it is not possible to resolve your complaint immediately, we will take all the details, investigate your complaint and respond within 5 working days.
- it is a complex issue requiring more time, we will still contact you within 5 working days to update you with our progress.
- you would like us to liaise with a third party who is acting on your behalf, let us know.
- we do not contact you within 5 working days of you raising the complaint, you are entitled to £50 compensation.
- we consider your complaint to be justified we will :
 - Refund your search fee.
 - Provide you with a revised search.
 - Take all action within our control to put things right.
 - Keep you informed at all times.
- we cannot resolve your complaint or have failed to comply with the complaints procedure you can :
 - Let us know and we will escalate your complaint
 - Refer the issue to an independent body such as the PCCB or TPOs. (See below)

The Property Codes Compliance Board (PCCB)

The Property Codes Compliance Board independently monitors how registered search firms maintain compliance with the Search Code.

***** is registered with the Property Code Compliance Board (PCCB) as a subscriber of the Search Code.

The Search Code :

- Provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential property and commercial property within the United Kingdom.
- Sets out minimum standards which firms compiling and selling search reports have to meet.
- Promotes the best practice and quality standards with the industry for the benefit of consumers and property professionals.
- Enables consumers and property professionals to have confidence in firms which subscribe to the Code, their products and services.
- Handle complaints speedily and fairly.
- Ensure that all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

The Code's core principles

Firms which subscribe to the Search Code will :

- Display the Code logo prominently on their search reports.
- Act with integrity and carry out work with due skill, care and diligence.
- At all times maintain adequate and appropriate insurance to protect consumers.
- Conduct business in an honest, fair and professional manner.
- Handle complaints speedily and fairly.
- Ensure that all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

You can get more information about the PCCB from www.propertycodes.org.uk

The Property Ombudsman scheme (TPOs)

If we cannot resolve your complaint or have failed to comply with the complaints procedure, you may refer your complaint under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if the Ombudsman finds that you or your client has suffered actual financial loss, distress or inconvenience as a result of our failing to keep to the Search Code.

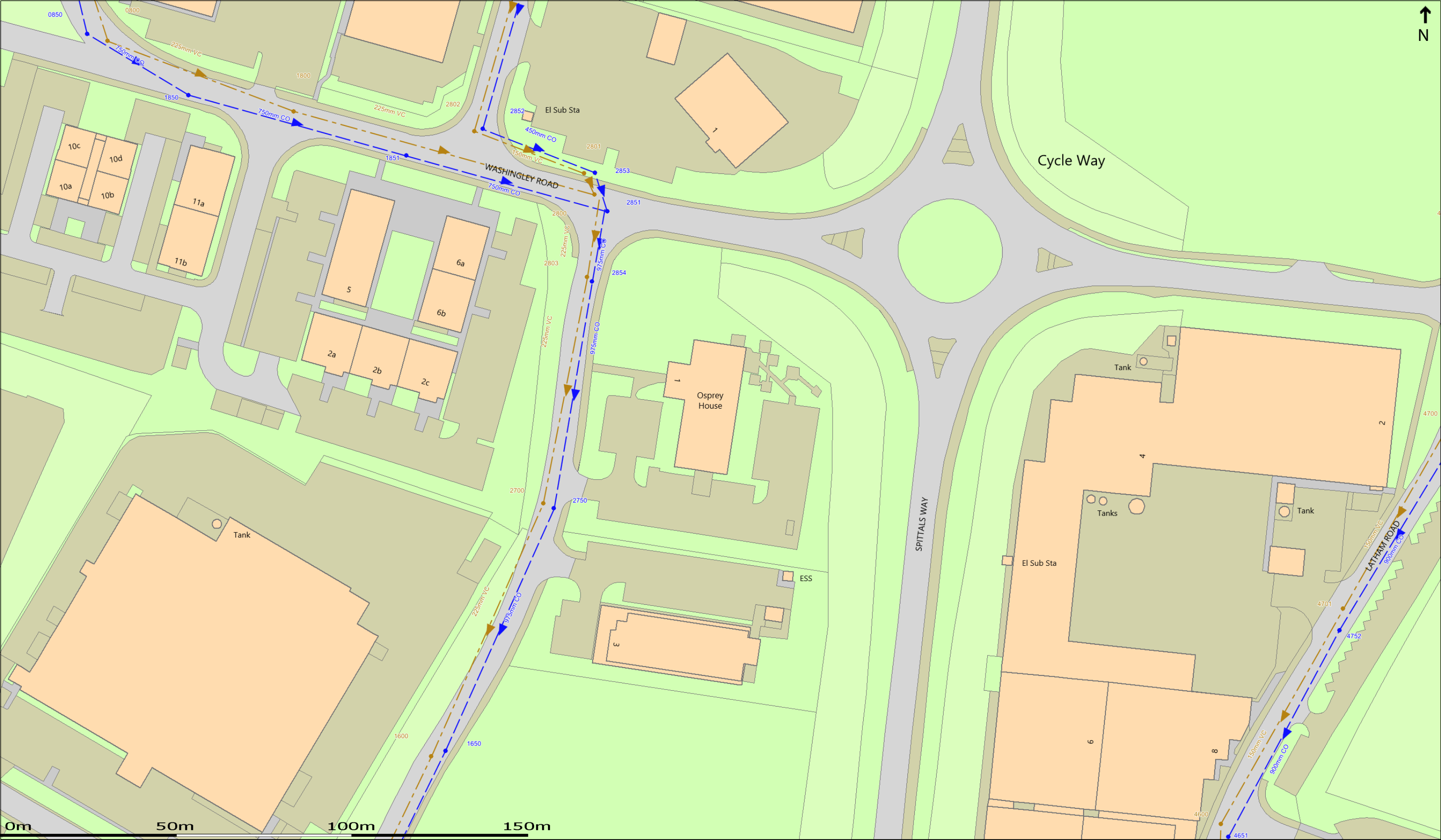
TPOs Contact Details:

The Property Ombudsman scheme
Milford House
43-55
Milford Street
Salisbury
SP1 2BP

Telephone:
Fax:
Website:
Email:

01722 333306
01722 332296
www.tpos.co.uk
admin@tpos.co.uk

PLEASE EMAIL CUSTOMER.SERVICES@*****.COM IF YOU WOULD LIKE A COPY OF THE SEARCH CODE



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Date: Scale: 1:1000 Map Centre: 523271,273774 Title:

DRAINAGE AND WATER ENQUIRY

Foul Sewer

Surface Sewer Combined

Sewer

Proposed Sewer Diversion

Final Effluent
(colour denotes effluent type)

Decommissioned Sewer
(colour denotes effluent type)

Private Sewer
(colour denotes effluent type)

Rising Main
(colour denotes effluent type)

Manhole

Public Pumping Station

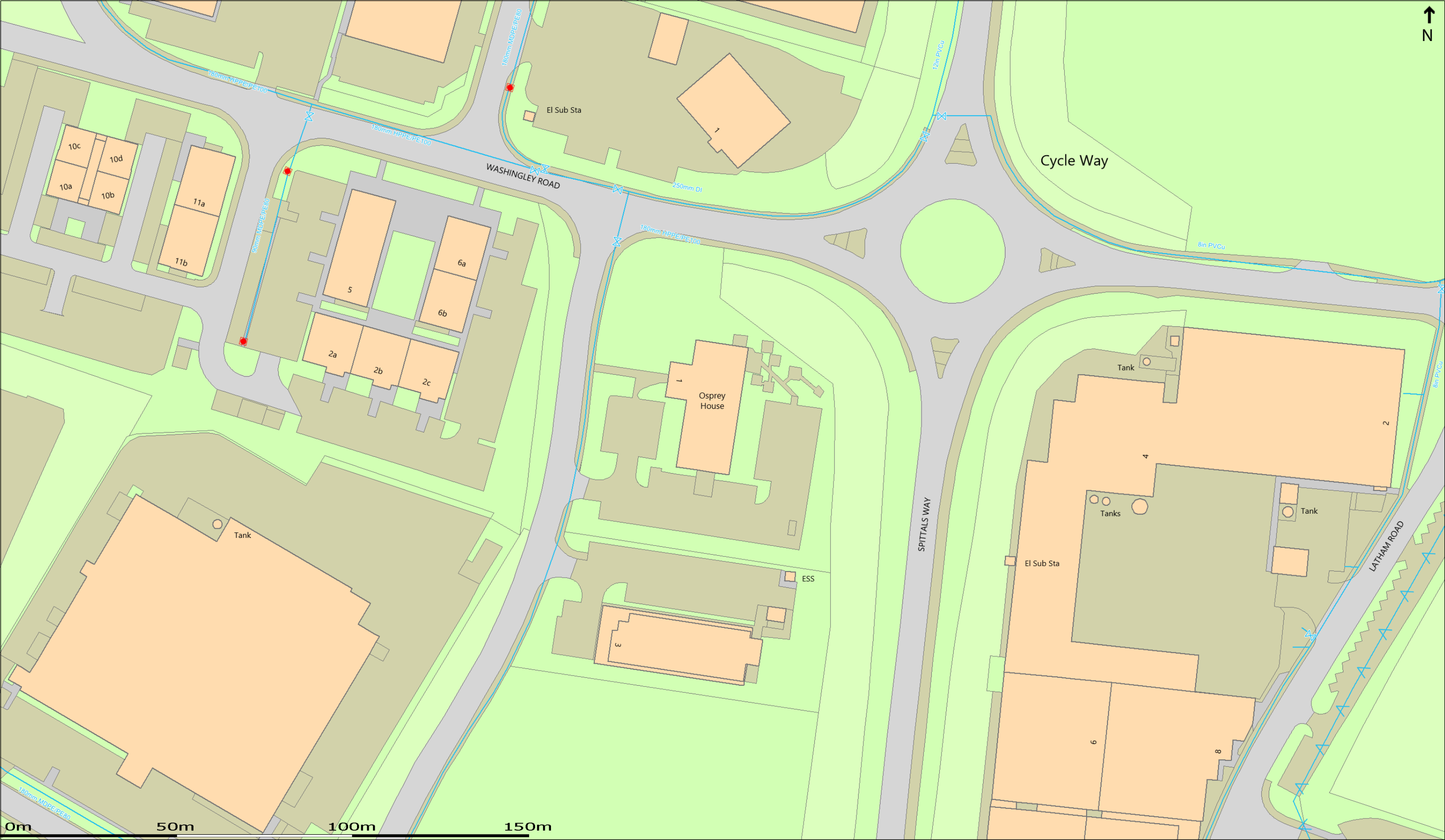
Private Pumping Station

Sewage Treatment Works

Outfall

Inlet

This plan is provided by ***** pursuant its obligations under the Water Industry Act 1991 sections 198 or 199. It must be used in conjunction with any search results attached. The information on this plan is based on data currently recorded but position must be regarded as approximate. Service pipes, private sewers and drains are generally not shown. Users of this map are strongly advised to commission their own survey of the area shown on the plan before carrying out any works. The actual position of all apparatus MUST be established by trial holes. No liability whatsoever, including liability for negligence, is accepted by ***** for any error or inaccuracy or omission, including the failure to accurately record, or record at all, the location of any water main, discharge pipe, sewer or disposal main or any item of apparatus. This information is valid for the date printed. This plan is produced by ***** (c) Crown copyright and database rights 2017 Ordnance Survey 100022432. This map is to be used for the purposes of viewing the location of ***** plant only. Any other uses of the map data or further copies is not permitted. This notice is not intended to exclude or restrict liability for death or personal injury resulting from negligence.



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Date: Scale: 1:1000 Map Centre: 523271,273774 Title:

COMMERCIALDW

DRAINAGE AND WATER ENQUIRY

Water Main (Potable)			Hydrant
Decommissioned Water			
Water Main (Raw)			Fitting

This plan is provided by ***** pursuant its obligations under the Water Industry Act 1991 sections 198 or 199. It must be used in conjunction with any search results attached. The information on this plan is based on data currently recorded but position must be regarded as approximate. Service pipes, private sewers and drains are generally not shown. Users of this map are strongly advised to commission their own survey of the area shown on the plan before carrying out any works. The actual position of all apparatus MUST be established by trial holes. No liability whatsoever, including liability for negligence, is accepted by ***** for any error or inaccuracy or omission, including the failure to accurately record, or record at all, the location of any water main, discharge pipe, sewer or disposal main or any item of apparatus. This information is valid for the date printed. This plan is produced by ***** (c) Crown copyright and database rights 2017 Ordnance Survey 100022432. This map is to be used for the purposes of viewing the location of ***** plant only. Any other uses of the map data or further copies is not permitted. This notice is not intended to exclude or restrict liability for death or personal injury resulting from negligence.

Drinking Water Quality Report for the Huntingdon North Public Water Supply Zone (FW40)

Report period: January 2016 to December 2016

Your drinking water supply

***** region is divided into around 160 water supply areas called Public Water Supply Zones, each providing our customers with an excellent drinking water supply. We carry out around 140,000 tests each year on drinking water samples taken from customer taps. The number of drinking water samples we take, and the tests we carry out, are specified in the current Water Supply (Water Quality) Regulations and our regulator, the Drinking Water Inspectorate, carry out regular audits to make sure we comply with these regulations.

During the period of this report, all samples taken in this Public Water Supply Zone met the legal limits specified in the current Water Supply (Water Quality) Regulations, except for one sample which did not meet the legal limit for coliform bacteria. Investigations identified the cause to be the hygiene of the tap at the property and not the drinking water supply. Elevated levels of the pesticide metaldehyde have been found in samples of water taken in this Public Water Supply Zone. The Health Protection Agency has advised that there is no risk to health from the levels found. As metaldehyde cannot be readily removed using our water treatment processes, we are working with other water companies, regulators, pesticide manufacturers and suppliers, landowners and farmers to reduce the levels of metaldehyde in the environment.

Source:

Your drinking water supply comes from a surface water source (either river or reservoir).

Hardness:

Your drinking water supply is classified as very hard. The hardness has been shown in different units below to help you set your domestic appliances:

Total hardness as Calcium (mg/l)	Total hardness as Calcium carbonate (mg/l)	Total hardness as Degrees Clark (°Clark or °e)	Total hardness as Degrees French (°f)	Total hardness as Degrees German (°dH)	Total hardness as millimoles (mmol/l of Ca)
124.2	310.5	21.611	31.05	17.636	3.105

(mg/l = milligrammes per litre is the same as parts per million)

Fluoride:

We don't add fluoride to your drinking water supply, but there is naturally occurring fluoride present in all drinking water supplies.

Chlorine:

Disinfection is important to ensure there are no harmful organisms in the water. We use chlorine to disinfect drinking water supplies. In this Public Water Supply Zone we add a small amount of ammonia in this process which means your drinking water supply is chloraminated.

Lead:

If you live in a house built before 1970, you may have lead pipework. If you think you may have lead pipework, call our Lead Advice Line on 0345 070 3445 to arrange for a free lead test.

Work in your area:

To make sure the quality of the drinking water we supply remains excellent, we sometimes need to carry out work to ensure we continue to meet the legal limits specified in the Water Supply (Water Quality) Regulations 2000 (as amended). This work is known as a Programme of Work. Our Regulator, the Drinking Water Inspectorate, closely monitors the progress of this work and will formally sign it off when it is completed. The table below shows what we are doing in the Huntingdon North PWSZ:

Parameter	Programme of Work
Metaldehyde, clopyralid and total pesticides	Catchment management

Drinking water sample results:

The results of tests carried out on drinking water samples taken from customer taps in this Public Water Supply Zone for the period are shown in the following table:

Parameter	Legal Limit	Units	Number of samples taken	Sample Results			Number of samples not meeting legal limit
				Minimum	Average	Maximum	
MICROBIOLOGICAL PARAMETERS							
Clostridium perfringens	0	No. per 100 ml	368	0	0	0	0
Coliform bacteria	0	No. per 100 ml	126	0	0	2	1
Colony counts (2 day at 37°C)	No abnormal change	No. per 1 ml	38	0	1	10	0
Colony counts (3 day at 22°C)	No abnormal change	No. per 1 ml	38	0	1	16	0
E. coli	0	No. per 100 ml	126	0	0	0	0
Enterococci	0	No. per 100 ml	8	0	0	0	0
CHEMICAL PARAMETERS							
1,2-dichloroethane	3	µg/l	26	<0.025	<0.12	<0.127	0
Aluminium	200	µg/l	19	<14	<14	<14	0
Ammonium	0.5	mg/l	19	<0.042	<0.108	0.187	0
Antimony	5	µg/l	8	0.35	0.4	0.46	0
Arsenic	10	µg/l	8	0.28	0.36	0.44	0
Benzene	1	µg/l	26	<0.013	<0.047	<0.06	0
Benzo(a)pyrene	0.01	µg/l	8	<0.001	<0.001	<0.001	0
Boron	1	mg/l	26	0.069	0.091	0.108	0
Bromate	10	µg/l	26	<0.35	<1.9	3.03	0
Cadmium	5	µg/l	8	<0.007	<0.011	0.03	0
Calcium	No legal Limit	mg/l	2	110	111	112	0
Chloride	250	mg/l	26	69.3	74.6	84.7	0
Chlorine (free)	No legal Limit	mg/l	128	0.05	0.07	0.3	0
Chlorine (total)	No legal Limit	mg/l	128	0.11	0.49	0.94	0
Chromium	50	µg/l	8	<0.673	<0.673	<0.673	0
Colour	20	mg/l	16	<0.34	<0.73	1.1	0
Conductivity	2500	µS/cm @ 20 °C	368	687	722	757	0
Copper	2	mg/l	8	0.005	0.089	0.397	0
Cyanide	50	µg/l	26	<1	<1	<1	0
Fluoride	1.5	mg/l	26	0.243	0.274	0.293	0
Hardness (total) as calcium	No legal Limit	mg/l	2	123.2	124.2	125.2	0
Iron	200	µg/l	19	<7	<14	130	0
Lead	10	µg/l	8	<0.16	<0.194	0.306	0
Magnesium	No legal Limit	mg/l	2	8.1	8.11	8.12	0
Manganese	50	µg/l	19	<1	<1	1.9	0
Mercury	1	µg/l	26	<0.029	<0.029	<0.029	0
Nickel	20	µg/l	8	2.67	3.43	5.87	0
Nitrate	50	mg/l	38	9.59	15.22	19.7	0
Nitrite	0.5	mg/l	38	<0.009	<0.063	0.223	0
Nitrite/Nitrate	1		38	0.191	0.324	0.42	0
Odour	Acceptable to consumers and no abnormal change	Dilution No.	19	0	0	0	0
PAHs (sum of 4)	0.1	µg/l	8	0	0	0	0
pH (hydrogen ion)	6.5 - 9.5	pH value	19	7.36	7.53	7.72	0
Phosphorus	No legal Limit	µg/l	66	827	945	1140	0
Selenium	10	µg/l	8	<0.35	<0.35	<0.35	0
Sodium	200	mg/l	8	39.4	46.4	53.6	0
Solvents (tetrachloroethane and trichloroethene)	10	µg/l	26	0	0.01	0.21	0
Sulphate	250	mg/l	26	98.3	110.2	116	0
Taste	Acceptable to consumers and no abnormal change	Dilution No.	19	0	0	0	0
Temperature	No legal Limit	°C	67	6.7	11.3	17.7	0
Tetrachloromethane	3	µg/l	26	0.054	<0.086	<0.094	0
Total organic carbon (TOC)	No abnormal change	mg/l	27	3.02	3.61	4.3	0
Trihalomethanes (THMs) (total)	100	µg/l	10	13.9	22.7	29.1	0
Turbidity	4	NTU	19	0.03	0.12	0.86	0
PESTICIDES							
2,4-D	0.1	µg/l	26	<0.005	<0.005	<0.005	0
Atrazine	0.1	µg/l	26	<0.003	<0.003	0.005	0
Bentazone	0.1	µg/l	26	<0.004	<0.007	0.045	0
Bromacil	0.1	µg/l	26	<0.003	<0.003	<0.003	0
Carbetamide	0.1	µg/l	26	<0.002	<0.01	0.016	0

Chlorotoluron	0.1	µg/l	26	<0.005	<0.005	<0.005	0
Clopyralid	0.1	µg/l	26	<0.004	<0.029	0.048	0
Dichloroprop	0.1	µg/l	26	<0.002	<0.002	<0.002	0
Diuron	0.1	µg/l	26	<0.004	<0.004	<0.006	0
Glyphosate	0.1	µg/l	26	<0.002	<0.003	<0.02	0
Isoproturon	0.1	µg/l	26	<0.003	<0.004	0.018	0
Linuron	0.1	µg/l	26	<0.007	<0.007	<0.007	0
MCPA	0.1	µg/l	26	<0.004	<0.004	<0.004	0
MCPP (Mecoprop)	0.1	µg/l	26	<0.003	<0.003	0.007	0
Metalddehyde	0.1	µg/l	26	0.064	0.079	0.102	1
Pesticides - Total	0.5	µg/l	26	0.14	0.167	0.228	0
Propyzamide	0.1	µg/l	26	0.014	0.025	0.036	0
Quinmerac	0.1	µg/l	26	<0.006	<0.018	0.027	0
Simazine	0.1	µg/l	26	<0.005	<0.005	<0.005	0
Terbutryne	0.1	µg/l	26	<0.003	<0.003	<0.003	0

Units	
<	Below the limit of detection of our analysis
mg/l	Milligrammes per litre or parts per million
µg/l	Microgrammes per litre or parts per billion
Pt/Co	Platinum/Cobalt
µS/cm	Micro Siemens per centimetre
Bq/l	Becquerel per litre
mSv/year	Micro Sieverts per year
NTU	Nephelometric Turbidity Units
No legal limit	There is no legal limit set in the Regulations

GLOSSARY		
Parameter	What it means	Legal limit
1,2-dichloroethane	Used in industrial processes. Trace amounts may be found in some water sources. Removed by water treatment.	3 µg/l
Acrylamide	A monomer not found naturally in water but found in polyacrylamide which can be used for water treatment. Use of polyacrylamide is tightly controlled.	0.1 µg/l
Alkalinity	Alkalinity is the amount of calcium and magnesium salts dissolved in the water. Known as temporary hardness and removed by boiling.	No legal limit
Aluminium	Naturally present in some water sources. Can be used in water treatment processes but is then removed. ***** do not use aluminium in any water treatment process.	200 µg/l
Ammonium (ammonia and ammonium ions)	Naturally present in most water sources. Can be added as part of the disinfection process to maintain chlorine in the distribution system (known as chloramination).	0.5 mg/l
Antimony	Not found naturally in drinking water. Traces found in water are likely to be due to contact with brass fittings or lead solder.	5 µg/l
Arsenic	Low levels can occur naturally in some groundwater sources. Arsenic is removed by water treatment.	10 µg/l
Benzene	Used in the petrochemical and plastics industry. May be present in water sources due to industrial pollution but is removed by treatment.	1 µg/l
Benzo(a)pyrene	One of several compounds known as poly aromatic hydrocarbons (PAHs). Coal tar was historically used to line water mains to prevent corrosion; trace levels can be found in drinking water where coal tar linings are still present.	0.01 µg/l
Boron	Low levels may occur naturally in some water sources. Industrial discharges or detergents in treated sewage effluents can increase levels in surface waters.	1 mg/l
Bromate	May occasionally be detected in groundwater sources caused by industrial pollution. Can also be formed by the reaction of naturally occurring bromide with oxidants (such as ozone) used in the disinfection of drinking water.	10 µg/l
Cadmium	Low levels may occur naturally in some groundwater sources. Cadmium is removed by water treatment.	5 µg/l
Calcium	Occurs naturally in water as it passes through mineral deposits and rock strata.	No legal limit
Chloride	A common component of salt and found naturally in most water sources.	250 mg/l
Chlorine (free) Chlorine (total)	***** disinfects all water supplies using chlorine. The concentration of chlorine used is carefully controlled to ensure disinfection of the water is maintained whilst minimising any taste or odour issues for customers.	No legal limit
Chromium	Rarely found in drinking water. Traces may be found if water has passed through rock strata containing naturally occurring chromium.	50 µg/l
<i>Clostridium perfringens</i>	Organisms found in the gut of warm blooded animals. Their presence in treated water indicates possible contamination and requires investigation.	0 per 100 ml
Coliform bacteria	Organisms found in the environment (soil, water and vegetation). Their presence in treated water indicates possible contamination and requires investigation.	0 per 100 ml
Colony counts - 2 day at 37°C - 3 day at 22°C	Are a measure of naturally occurring harmless bacteria found in drinking water.	No. per 1ml - No abnormal change
Colour	Slight tingeing of the water can occur naturally in some water sources. It is removed by water treatment.	20 mg/l Pt/Co scale

Conductivity	A measure of the amount of naturally occurring dissolved inorganic substances in water.	2500 µS/cm at 20°C
Copper	Rarely found in water sources. Can occur in drinking water which has been in contact with copper pipes and fittings in households. May cause blue/green staining.	2.0 mg/l
<i>Cryptosporidium</i>	A parasite that can cause severe gastroenteritis. Continuous monitoring is carried out at any water treatment works classified as being at significant risk.	No legal limit
Cyanide	Rarely found in drinking water. Traces may be found if water has passed through rock strata containing naturally occurring cyanide.	50 µg/l
<i>E. coli</i> and Enterococci	Organisms found in the gut of warm blooded animals. Their presence in treated water indicates possible contamination and requires investigation.	0 per 100 ml
Epichlorohydrin	Not found naturally in water but found in polyamine which can be used for water treatment. Use of polyamines is tightly controlled.	0.1 µg/l
Fluoride	Occurs naturally in many water sources at varying concentrations. Fluoride is added to some drinking water supplies at the request of the local Health Authority.	1.5 mg/l
Gross alpha activity Gross beta activity	Both of these are measured as part of the calculation of the Total Indicative Dose (TID) for radiation (see below).	0.1 Bq/l 1 Bq/l
Hardness (total)	Hardness is due to the calcium and magnesium salts dissolved in the water. The geology of the ***** area means all our water is hard.	No legal limit
Iron	Naturally occurring in many water sources. Can be present in drinking water due to the corrosion of iron water mains. Can also be used in water treatment processes but is then removed.	200 µg/l
Lead	Lead is very occasionally found in water sources. It is more usually found in drinking water due to contact with lead pipes in properties built before 1970. ***** dose phosphate to water supplies in areas where lead could leach from pipework, but the only permanent solution for householders is replacement of any lead pipework.	10 µg/l
Magnesium	Occurs naturally in water as it passes through mineral deposits and rock strata.	No legal limit
Manganese	Occurs naturally in many water sources and is removed by water treatment.	50 µg/l
Mercury	Rarely found in drinking water. Traces may be found if water has passed through rock strata containing naturally occurring mercury.	1 µg/l
Nickel	Occurs naturally in some groundwater sources. It can be found in drinking water due to contact with modern nickel coatings on domestic taps and fittings.	20 µg/l
Nitrate	Occurs naturally in most water sources. Increased levels in water sources can occur as a result of fertiliser use. Dilution with low nitrate water sources and water treatment reduces nitrate levels.	50 mg/l
Nitrite	Occurs naturally at low levels in some water sources but is removed by treatment. It is sometimes produced as a by-product when ammonia and chlorine are used together to disinfect the water.	0.5 mg/l (at customer taps), 0.1 mg/l (at water treatment works)
Nitrite/Nitrate	Measure of the combined concentrations of these two compounds in drinking water. Concentration of nitrate divided by 50 + concentration of nitrite divided by 3 should be less than or equal to 1.	1
Odour	A measure of the aesthetic quality of drinking water. Unusual odours or tastes may indicate a problem which needs investigating.	Acceptable to consumers and no abnormal change
Pesticides – organochlorine compounds (aldrin, dieldrin, heptachlor, heptachlor epoxide)	Persistent in the environment but no longer used in the UK. Treatment processes are used to remove any pesticide residues where present.	0.03 µg/l
Pesticides – other than organo chlorine compounds	Traces of pesticides can occasionally be found in water sources as a result of agricultural and non agricultural use of pesticides in the environment. Treatment processes are used to remove any pesticide residues where present. Monitoring is carried out for the most widely used pesticides in the area of supply.	0.1 µg/l
Pesticides - total	This is the sum of the concentrations of the individual pesticides detected.	0.5 µg/l
pH (hydrogen ion)	A measure of the acidity or alkalinity of water; pH values below 7 are acidic, 7 is neutral and above 7 are alkaline. A low pH can result in pipe corrosion.	6.5 (min) - 9.5
PAHs (sum of 4)	Polycyclic aromatic hydrocarbons (PAHs) may be found in drinking water where coal tar was historically used to line water mains to prevent corrosion. Those measured are benzo (b)fluoranthene, benzo(k)fluoranthene, benzo(ghi)perylene and indeno(1,2,3-cd)pyrene.	0.1 µg/l (sum of 4)
Phosphorus	Occurs naturally in water but can be added during water treatment in the form of phosphate to minimise the amount of lead which can be dissolved in water.	No legal limit
Potassium	Occurs naturally in water as it passes through mineral deposits and rock strata.	No legal limit
Selenium	Rarely found in drinking water. Traces may be found if water has passed through rock strata containing naturally occurring selenium.	10 µg/l
Sodium	Low levels occur naturally in many water sources. Domestic water softeners can increase the sodium concentration. Softened water should not be used for drinking, cooking and preparing babies' feeds.	200 mg/l
Solvents (tetrachloroethane and trichloroethene)	This standard is the sum of both solvents. Traces may be found in water sources due to industrial pollution. Solvents are removed using specialist treatment.	10 µg/l for the sum of both
Sulphate	Occurs naturally in many water sources after contact with mineral deposits and rock strata.	250 mg/l
Taste	A measure of the aesthetic quality of drinking water. Unusual odours or tastes may indicate a problem which needs investigating.	Acceptable to consumers and no abnormal change
Temperature	This is a measure of the water temperature when samples are taken.	No legal limit
Tetrachloromethane	A solvent sometimes found in water sources due to industrial pollution. Solvents are removed using specialist treatment.	3 µg/l
Total Indicative Dose (TID)	TID is the effective dose of radiation exposure the body may receive through drinking water. It is required to be measured if the gross alpha or gross beta activities (see above) exceed the screening values.	0.1 mSv/year
Total Organic Carbon (TOC)	A measure of the total amount of organic matter in the water.	No abnormal change
Trihalomethanes (THMs) (total)	Can be formed during the disinfection of water supplies if chlorine reacts with naturally occurring organic substances.	100 µg/l

Tritium	Tritium is a radioactive isotope of hydrogen which is found naturally in water at very low levels.	100 Bq/l
Turbidity	This is a measure of the cloudiness of the water.	4 NTU at customer taps 1 NTU at water treatment works
Vinyl chloride	Not found naturally in water. May be found in water pipes containing polyvinyl chloride (PVC). Concentrations are strictly controlled by product specification.	0.5 µg/l
Further information can be found on the ***** and Drinking Water inspectorate websites: www.*****.co.uk www.dwi.gov.uk		