

# DOMS – What can we learn

Milo Purcell  
Deputy Chief Inspector (Regulations), DWI

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## Presentation Summary

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- 3 DWI review of DOMS
- 4 Looking forward



## DWI aspirations for DOMS

- To facilitate long term sustainable means of maintaining drinking water quality
- To challenge culture:
  - From reactive to proactive and preventative
  - Risk based
  - Integrated approach across operations and maintenance
- To underpin minimum expectations within a shared framework



## Water Quality in Distribution Parameter compliance Northern Region

Company	Parameter			
	Iron	Manganese	Turbidity	Benzo(a)pyrene
Dee Valley Water	100%	100%	100%	100%
Hartlepool Water	100%	100%	100%	100%
Northumbrian Water	99.33%	99.81%	99.84%	100%
United Utilities	99.21%	99.61%	99.91%	99.75%
Yorkshire Water	99.56%	99.87%	99.98%	100%
<b>Region overall</b>	<b>99.31%</b>	<b>99.70%</b>	<b>99.91%</b>	<b>99.84%</b>



## Consumer contacts about drinking water in Northern Region 2004

Company	Consumer Contacts about Drinking Water Quality	% consumer contacts relating to discoloured drinking water	Rate of contact per 1000 population
Dee Valley	55	7%	<1 per 1,000
Hartlepool	125	87%	1 per 1,000
Northumbrian Water	12,147	64%	5 per 1,000
United Utilities	35,641	71%	5 per 1,000
Yorkshire Water	23,045	54%	5 per 1,000
<b>Region Total</b>	<b>71,013</b>	<b>64%</b>	<b>5 per 1,000</b>

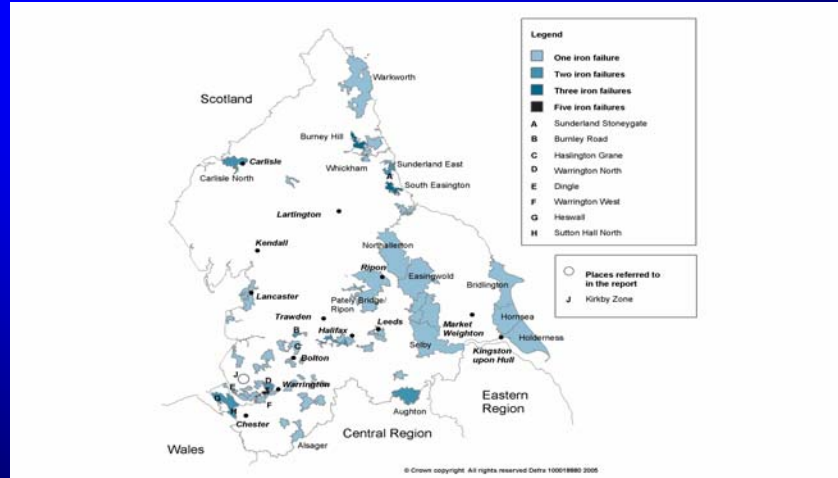


## Water quality events in Northern Region 2004

Water company	No. of events notified	No. classed as incidents
Dee Valley Water	0	0
Hartlepool Water	1	0
Northumbrian Water	21	12
United Utilities	24	15
Yorkshire Water	32	18
<b>Region Total</b>	<b>78</b>	<b>45</b>



## Iron failures location



## Water Quality in Distribution Remedies Northern Region

Company	Length of main renovated or replaced in 2004	Length of main still to refurbish or replace	Date for completion
Dee Valley Water	None in England	None	September 2004
Hartlepool Water	None	None	N/A
Northumbrian Water	372.9 km	2,016.1 km	November 2008
United Utilities	862.8 km	2,567.7 km	June 2009
Yorkshire Water	512.1 km	2,085 km	March 2009
<b>Total for region</b>	<b>1,747.8 km</b>	<b>6,668.8 km</b>	



## Some matters arising

- What type and level of activity is necessary to maintain and operate the new, renovated and untouched ds assets for water quality reasons?
- What level of service should the activity deliver?
- Where and when is the activity required?



## Water safety plans

- Integrated source to tap approach
- Risk-based approach to public health protection
- Distribution system is one of four areas of focus



## Water safety plans

Primary objectives:

- Prevention and awareness of contamination of source waters
- Reduction or removal of contamination through treatment to meet water quality standards
- Prevention of contamination during treatment, storage and distribution



## Water safety plans

Basic approach:

- Identify the hazard
- Assess the risk
- Define the multiple barriers, establish operational control criteria (targets)
- Define corrective action
- Verify corrective action
- Document
- Verify and audit (internal/external)



## Water safety plans

- Constraints of timing
- Incorporated in the DOMS development process
- DWI will review for content and consistency



## DWI review of DOMS

- DWI requirements and expectations set out in IL 15/2002
- No change, except for last key action...
- IL 15/2005
  - Revised submission date 30 June 2006
- To accommodate inclusion of UKWIR report



## DWI review of DOMS

Expectations for submission not changed:

- Review functioning of DOMS
- Take account of
  - feedback on its effectiveness
  - Interactions between components
  - Improved knowledge and methods



## Looking forward

- DOMS are a significant challenge requiring buy-in at all levels within a company across functions
- 2006 review will need to provide evidence of implementation and experience of use
- Name and shame policy



## Looking forward

Regulatory regime:

- Self regulation
- Risk-based approach
- Autonomy to manage own affairs; significant incentive for companies
- Greater challenge when requirements and expectations not met
  - DOMS provide evidence of due diligence
  - Pressure to reduce consumer complaints and incidents
  - Regulatory instruments to deliver



## Looking forward

We need to:

- Enable smaller companies to participate
- Encourage transparency to justify need and support funding arrangements
- Consider medium to longer term timescales



## In conclusion

- “Clean safe drinking water” – the priority for customers when surveyed for PR04
- Operation and maintenance of distribution systems will be the key to delivering what consumers want



guardians of drinking water quality

**dwi website**  
**<http://www.dwi.gov.uk>**

Department for Environment,  
Food & Rural Affairs

Cynulliad Cenedlaethol Cymru  
The National Assembly for Wales

