# Appendix B: Proposals to carry out improvements for drinking water quality reasons – submission of information

An up-to-date regulation 28 risk assessment report must be appended with all submissions.

This document lists all of the information that companies should provide to the Inspectorate with PR24 proposals for drinking water quality.

## Details of the proposed Scheme

### Section 1

| **Background information** |
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| Water Company |  |
| Date of submission |  |
| Name of Supply System |  |
| Regulation 28 report(s) reference number(s) (Unique reference number for each report that applies): |  |
| Name of Water Treatment Works/ Distribution System/ Service Reservoir/ Other asset |  |
| Water Quality hazard(s)/driver(s) identified: |  |
| Reference to outcome in company’s long-term strategy:*[Any other long-term planning the company may have already published that their proposals feed into].* |  |

### Section 2

| **Details of water treatment works and associated supply system**  |
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| 1 | Provide supply arrangements and treatment works details:  |
|  |
| 2 | A description and diagram of the supply system related to the treatment works  |
|  |
| 3 | Design capacity of the water treatment works (Ml/d) |
|  |
| 4 | Volume supplied: * Daily average (Ml/d)
* Daily maximum (Ml/d)

*[Please include a commentary if there are any constraints on deployable output due to limitations associated with any part of the treatment process. E.g. constraints in relation to blend water or seasonal constraints]* |
|  |
| 5 | Sources of raw water (continuous/ seasonal/ standby)*[Include names of each individual source, nature of the source (eg, surface direct abstraction; surface impounding reservoir; borehole; spring; type of aquifer). Where appropriate include detail of any existing raw water optimisation / control measure(s) that are in place (e.g. artificial mixing; selective withdrawal depths for abstraction; raw water monitoring; water column profiling; etc.)]* |
|  |
| 6 | Treatment processes currently employed (including pre-treatment of raw waters) *[In this case, blending is defined as treatment. This includes blending of raw waters prior to treatment. Please also indicate if bankside storage of raw water is utilised, and average retention time in the reservoir]* |
|  |
| 7 | Service reservoirs/ booster pump details |
|  |
| 8 | Water supply zones supplied and the population of each water supply zone *[If the supply is blended with waters from other treatment works in the zone, please indicate the relative proportions (as %)]* |
|  |

### Section 3

| **Hazard identification and Risk Characterisation** |
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| 1 | Provide details of the methodology used to identify the hazard. For example:* Historical data,
* Events/ incidents including near miss situations,
* Operator knowledge,
* Modelling and validation of modelling
* Site visits/ technical audits
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|  |
| 2 | Summary of historical data on the values and concentrations of the organism, substance(s) or parameter(s) associated with the hazard in the raw water source and the water entering supply from the relevant treatment works from compliance, investigative, or operational sampling  |
|  |
| 3 | Details of any existing contraventions of regulatory requirements and whether they are likely to recur (at WTW, SR and/or at consumers taps)  |
|  |
| 4 | If evidence of likely to contravene any regulatory requirement, details of when this is likely to occur (at WTW, SR and/or at consumers taps) including trend analysis & prediction modelling |
|  |
| 5 | Details of any other data relevant to the hazard identified  |
|  |
| 6 | If appropriate, summary of data/ information on consumer complaints |
|  |
| 7 | Details of any events that have occurred in the catchment, at the treatment works and in supply that are associated with hazard identified |
|  |
| 8 | Details of any existing control measure(s) that might influence the values and concentrations of the organism, substance(s) or parameter(s) associated with the hazard in the catchment, in treatment and in supply |
|  |
| 9 | Details of monitoring of the existing control measure(s) (including validation monitoring)  |
|  |
| 10 | Details of any changes in practices or policy which might have influenced the values and concentrations of the organism, substance(s) or parameter(s) associated with the hazard in water supplied to consumers, i.e., in relation to resources, blending arrangements, treatment or supply arrangements and the dates of those changes |
|  |
| 11 | Details of any licensed abstraction issues which might influence the values and concentrations of the organism, substance(s) or parameter(s) associated with the hazard in raw water  |
|  |
| 12 | Reasons for the presence of the hazard, if known, otherwise details of what is being done to identify the source of the hazard  |
|  |
| 13 | Outline Risk characterisation. For example, details and score arising from consequence v. likelihood matrix, where score sits in the risk profile for the supply system. |
|  |

### Section 4

| **Control Measures Required – Details of short, medium and long term control measures** |
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| 1 | Details of short-term actions currently in place to mitigate against risk & their effect |
|  |
| 2 | Details of mid to long term control measures identified for any residual risk:* Options the company has considered which should, where appropriate, include catchment management controls, or communications controls in association with other stakeholders
* Timescale for delivery of each option
* Capital costs and net additional operating costs of each option considered
* Summary of costs and benefits of each option
* Reasons for choosing the preferred option
* Specific supporting evidence that the preferred option will address risk of hazard within the required timescale
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|  |
| 3 | Full details of how the company intends to assess and measure the benefits delivered (the outcome), including details of proposed sampling programme, number of samples to be taken over the specified period and parameters to be monitored. |
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