**c2026 WATER QUALITY REPORT FOR DRINKING WATER IN YOUR AREA with DATA AVERAGED OVER 12 MONTHS – Jan 2025 to Dec 2025**

**Name of water supply zone**: *N208 Hillhead Zone*

**Water source(s):** *River or reservoir (surface water)*

## Drinking Water Introduction:

**Northumbrian Water's** supply area is divided into zones, and these are generally supplied by more than one water treatment works.

This means that the water you receive in your home or business is normally a mix or blend. It also means that where we extract the water from, known as the catchment, will have a variety of water sources. Sometimes the blend changes and this can also change the taste and appearance of the water.

But it is always provided to you in accordance with our country's regulations, specifically the Water Supply (Water Quality) Regulations. We do this by sampling and testing customer taps and reporting our findings to the Drinking Water Inspectorate (DWI).

Throughout the year, we preserve and clean our network of pipes that carry the water to your homes and businesses in order to maintain the high quality of water we supply. You can refer to our website here - https://www.nwl.co.uk/, for an up to-date record of where we are out working. Much of our work is programmed and planned, with our regulator (DWI) remaining informed and monitoring our progress. Other work may be due to bursts, new mains or supply changes, but all our water is tested and monitored throughout to ensure you continue to receive the best possible clean, clear and wholesome water.

## What can your water contain?

**Chlorine** – Water is treated with a small amount of chlorine to keep it disinfected and stop any harmful organisms growing in it, as it travels to your tap. In your water supply zone, we do not add a small amount of ammonia during treatment, so the water is not chloraminated.

**Fluoride –** Is naturally occurring in all water sources. Additionally, your water supply zone has a small amount of fluoride added to your water, based on statutory instructions from the Department of Health and Social Care and the Local Authority for dental hygiene care.

**Minerals/hardness –** Water which has a lot of natural minerals dissolved in it is called hard water. It is measured using several different scales and the information can be seen in the table of results below. With blended water, hardness is given as a range. Hard water advice is available on our website - https://www.nwl.co.uk/services/water/water-quality/hard-water/

**Lead –** Some older properties, pre-1970, may have lead pipes or lead soldering and we are working to remove lead in your water zone. Please visit our website or call us and we can arrange a free water test.

## Testing your water quality:

Northumbrian Water work hard to bring you clean water. You can read more about our mission - https://www.nwl.co.uk/services/water/water-quality/

Every day, we carry out water sampling and testing to ISO 17025 certification. This is a general requirement used by testing and calibration laboratories to make sure that the highest quality water gets through to your taps. Our testing of your water supply shows that we met or exceeded the requirements of the regulations.

All sample tap failures are fully investigated to identify the source of the problem as soon as they occur. We then take action to correct the issues and make recommendations to our customers about their properties plumbing if this is the cause. During the investigation and following any changes we take further samples to ensure that we provide wholesome water, and we report all of these activities to the Regulator DWI.

## Table of water test and water sample results:

*µg - micrograms or one part per billion = one drop in an Olympic sized swimming pool.*

*mg - milligrams or one part per million = one drop in 100 litres.*

### Total hardness:

The water in your area is classed as slightly hard.

| Scale/units | Average | Maximum | Minimum |
|---|---|---|---|
| CaCO3 mg/l Calcium Carbonate | 123.16 | 149.22 | 101.15 |
| mg/l Ca | 40.64 | 50.20 | 33.38 |
| **total hardness** | 49.26 | 59.69 | 40.46 |
| Degrees Clarke | 8.57 | 10.39 | 7.04 |
| French Degrees | 12.32 | 14.92 | 10.12 |
| German Degrees | 7.00 | 8.48 | 5.75 |
| Millimoles mmol/l | 1.25 | 1.51 | 1.023 |

### Brewers information:

| Scale/units | Average | Maximum | Minimum |
|---|---|---|---|
| CaCO3 mg/l Calcium Carbonate | 123.16 | 149.22 | 101.15 |
| mg/l Chloride | 19.66 | 25.70 | 15.20 |
| mg/l alkalinity (HCO3) | 57.01 | 81.33 | 32.24 |
| mg/l Ca - Calcium | 40.64 | 50.20 | 33.38 |
| mg/l Mg -Magnesium | 5.12 | 7.51 | 3.47 |
| mg/l Sodium | 12.87 | 15.58 | 9.30 |
| mg/l Sulphate | 65.62 | 76.14 | 49.61 |

## Testing your water quality:

| THE TEST | FURTHER INFORMATION | OFFICIAL STANDARD | UNITS |
|---|---|---|---|
| Alkalinity | Occurs naturally where water passes through chalk or limestone. | No standard | mg/l |
| Aluminium | Found naturally in all water sources and is used in the treatment process but is effectively removed and carefully monitored at the water treatment works. | 200 | µgAl/l |
| Ammonium | Is naturally present in some supplies. | 0.5 | mg$NH_4$/l |
| Antimony | Not normally found. | 5 | µgSb/l |
| Arsenic | Not normally present. Very low levels appear naturally. | 10 | µgAs/l |
| Boron | Occurs naturally. | 1 | mgB/l |
| Cadmium | Not normally present. Very low levels appear naturally. | 5 | µgCd/l |
| Calcium | Occurs naturally especially if water passes through limestone or chalk. | No standard | mgCa/l |
| Chloride | Occurs naturally. | 250 | mgCl/l |
| Chlorine | Small amounts of chlorine are added to our water to kill any harmful bacteria. Its use was responsible for helping eliminate diseases such as typhoid and cholera. Occasionally customers may notice a slight chlorine taste, but this is completely harmless. (World Health Organisation guideline value - 5mg/l) | No standard | mg$Cl_2$/l |
| Chromium | Not normally present. Very low levels appear naturally. | 50 | µgCr/l |
| *Clostridium perfringens* | Groups of bacteria indicating possible faecal contamination of water supplies. An occurrence of *Clostridium perfringens* is always investigated immediately. | 0 | per 100ml |
| Coliform bacteria (total coliforms) | These bacteria indicate that the supply may have been contaminated. In most cases this is from the tap itself and may be present because of normal domestic operations. We recommend that taps, including the inside of the spout, are cleaned regularly. An occurrence of coliform bacteria is always investigated immediately. | 0 | per 100ml |
| Colony counts 3 days at 22° C | This is a measure of a number of groups of naturally occurring bacteria and is not indicative of any health hazard. However, unusually high numbers are investigated. | No abnormal change | per ml |
| Colour | Water may occasionally have a slight tint which is caused by natural colouring such as peat. | 20 | mg/1 Pt/Co scale |
| Conductivity | A measure of the dissolved mineral content of the water. | 2500 | µS/cm |
| Copper | Presence is largely due to the influence of domestic plumbing systems. | 2 | mgCu/l |
| Cyanide | Not normally present. Very low levels appear naturally. | 50 | µgCN/l |
| *E. coli* Enterococci | Groups of bacteria indicating possible faecal contamination of water supplies. An occurrence of *E. coli* or Enterococci is always investigated immediately. | 0 | per 100ml |
| Fluoride | Occurs naturally in some of our supplies. In other areas fluoride is added at the treatment works at the request of the Health Authority to protect the teeth of children. | 1.5 | mgF/l |
| pH (Hydrogen ion) | The pH of water is controlled at the treatment works to prevent corrosion of pipes and fittings. | >6.5, <9.5 | pH value |
| Iron | Occurs naturally and is removed at the treatment works. However, some mains are made from cast iron and may corrode to give the water a rust coloured appearance which, while undesirable, is not a health hazard. | 200 | µgFe/l |
| Lead | Many homes still have lead pipes and it is normally in these properties where the standard is exceeded. Mains water contains little or no lead. | 10 | µgPb/l |
| Magnesium | Occurs naturally as a result of passage of water through the ground. | No standard | µg/l |

| THE TEST | FURTHER INFORMATION | OFFICIAL STANDARD | UNITS |
|---|---|---|---|
| Manganese | Occurs naturally, may build up on corrosion products within mains and is carefully monitored at treatment works. | 50 | ugMn/l |
| Mercury | Very low levels appear naturally. | 1 | µgHg/l |
| Nickel | Not normally present. Very low levels appear naturally. | 20 | µgNi/l |
| Nitrate | Occurs naturally from both mineral or soil processes and from agricultural activity. | 50 | mg/$NO_3$ /l |
| Nitrite | May be associated with the presence of ammonia or nitrate in river water. | 0.5 | mg/$NO_2$ /l |
| Odour (Quantitative) | As well as chemical tests, we also use a team of experienced testers, who compare the sample with one which is known to be free from taste or smell, any abnormal change detected in odour/taste will be investigated. | Any positive detection | Dilution No. (at 25° C) |
| Odour (Qualitative) | Subjective assessment of the type and magnitude of such characteristics. | No standard | |
| PAH | Polycyclic Aromatic Hydrocarbons associated with fossil fuels and if found in water they often originate from coal tar linings in old mains. | 0.1 | µg/l |
| Benzo (a) pyrene | An individual Polycyclic Aromatic Hydrocarbon. | 0.010 | µg/l |
| Individual pesticides | The presence of these compounds is due to their use by farmers, industry and local authorities etc. The current standard is not health based and therefore minor incidents where the standard is exceeded are unlikely to represent a risk to health. | 0.1 | µg/l |
| Total pesticides | The sum of the above. | 0.5 | µg/l |
| Aldrin Diedrin Heptachlor Heptachlorepoxide | These pesticides have a lower standard than the other pesticides detailed above. | 0.03 | µg/l |
| Phosphorus | Occurs naturally as well as in fertilisers and detergents but rarely proves a problem in our supply. Phosphorus is dosed to control lead concentrations from private plumbing. | No standard | mgP/l |
| Selenium | Not normally found. | 10 | µgSe/l |
| Sodium | Occurs naturally as a result of passage of water through the ground. | 200 | mgNa/l |
| Sulphate | Occurs naturally as a result of passage of water through the ground. | 250 | mg$SO_4$/l |
| Taste (Quantitative) | As well as chemical tests, we also use a team of experienced testers, who compare the sample with one which is known to be free from taste or smell. Any abnormal change detected in odour/taste will be investigated. | Any positive detection | Dilution No. (at 25° C) |
| Taste (Qualitative) | Subjective assessment of the type and magnitude of such characteristics. | No standard | |
| Temperature | During warm spells the temperature of tap water will increase, changing its familiar taste slightly but not its quality. If this occurs, you could chill drinking water in the fridge. | No standard | deg. C |
| Tetrachloroethane<br>Trichloroethane<br>Tetrachloromethane | Chlorinated solvents which are used in industry and dry-cleaning processes and should not usually be found in the water supply. | (Combined standard of 10)<br><br>3 | µg/l<br>µg/l |
| Total hardness | Occurs naturally where water passes through chalk or limestone. | No standards | mg/l |
| TOC | Total Organic Carbon content of the water and a measure of effectiveness of treatment in removing natural organic compounds from the supply. | No abnormal change | mg/l |
| Total Trihalomethanes | Formed when chlorine is added to water as a disinfectant and reacts with organic substances. The standard is set well below the level at which it might cause health problems. | 100 | µg/l |
| Turbidity | This is the clarity of the water which can be affected by minute air bubbles or finely suspended particles. If you allow a glass of water to stand for a few minutes, it will normally clear. | 4 | NTU |
| Zinc | Its presence is largely due to the influence of domestic plumbing systems. | No standard | µgZn/l |

## Table of sampling results showing parameters looked for in drinking water, some are naturally occuring in the raw untreated water and others are checked as part of the the water treatment process.

| Parameter<br>**N208ZON** | Units | No. of samples taken in year | PCV Limit | No. samples above PCV | Min | Mean | Max |
|---|---|---|---|---|---|---|---|
| 1,2-dichloroethane | ug/l | 47 | 3 | 0 | <0.20 | <0.2 | <0.20 |
| 2,4-D | ug/l | 47 | 0.1 | 0 | <0.012 | 0.012 | 0.013 |
| aldrin | ug/l | 47 | 0.03 | 0 | <0.0025 | <0.0025 | <0.0025 |
| aluminium | ug/l Al | 52 | 200 | 0 | 12 | 13 | 20 |
| ammonium | mg/l NH4 | 15 | 0.5 | 0 | <0.020 | <0.02 | <0.020 |
| AMPA | ug/l | 47 | 0.1 | 0 | <0.012 | <0.012 | <0.012 |
| antimony | ug/l Sb | 8 | 5 | 0 | <0.16 | 0.17 | 0.20 |
| arsenic | ug/l As | 8 | 10 | 0 | 0.12 | 0.2 | 0.29 |
| asulam | ug/l | 47 | 0.1 | 0 | <0.016 | <0.016 | <0.016 |
| benazolin | ug/l | 47 | 0.1 | 0 | <0.020 | <0.02 | <0.020 |
| bentazone | ug/l | 47 | 0.1 | 0 | <0.0044 | <0.0044 | <0.0044 |
| benzene | ug/l | 47 | 10 | 0 | <0.030 | <0.03 | <0.030 |
| benzo(a)pyrene | ug/l | 8 | 0.01 | 0 | <0.0021 | <0.0021 | <0.0021 |
| boron | mg/l B | 8 | 1 | 0 | 0.013 | 0.015 | 0.018 |
| bromate | ug BrO3/l | 8 | 10 | 0 | <0.50 | 0.73 | 2.3 |
| cadmium | ug/l Cd | 8 | 5 | 0 | <0.018 | 0.029 | 0.060 |
| carbetamide | ug/l | 47 | 0.1 | 0 | <0.0083 | <0.0083 | <0.0083 |
| chloride | mg/l Cl | 8 | 250 | 0 | 15 | 20 | 26 |
| chlorine (free) (on-site) | mg/l Cl2 | 144 | N/A | N/A | 0.05 | 0.55 | 1.06 |
| chlorine (total) (on-site) | mg/l Cl2 | 144 | N/A | N/A | 0.05 | 0.69 | 1.17 |
| chlormequat | ug/l | 47 | 0.1 | 0 | <0.0034 | <0.0034 | <0.0034 |
| chlortoluron | ug/l | 47 | 0.1 | 0 | <0.0031 | <0.0031 | <0.0031 |
| chromium | ug/l Cr | 8 | 50 | 0 | 0.67 | 0.71 | 0.89 |
| clopyralid | ug/l | 47 | 0.1 | 0 | <0.0097 | <0.0097 | <0.0097 |
| clostridium perfringens (confirmed) | /100ml | 15 | >0 | 0 | 0 | 0 | 0 |
| colony counts after 3 days at 22C | /ml | 52 | 299 | 0 | 0.0 | 1.3 | 31 |
| colour | mg/l Pt/Co scale | 52 | 20 | 0 | <0.81 | 1.2 | 2.5 |
| copper | mg/l Cu | 8 | 2 | 0 | 0.0016 | 0.014 | 0.038 |
| cyanide (total) | ug/l CN | 47 | 50 | 0 | <5.5 | <5.5 | <5.5 |
| cypermethrin | ug/l | 47 | 0.1 | 0 | <0.012 | <0.012 | <0.012 |
| diazinon | ug/l | 47 | 0.1 | 0 | <0.0074 | <0.0074 | <0.0074 |
| dieldrin | ug/l | 47 | 0.03 | 0 | <0.0019 | <0.0019 | <0.0019 |
| diflufenican | ug/l | 47 | 0.1 | 0 | <0.0072 | <0.0072 | <0.0072 |
| diuron | ug/l | 47 | 0.1 | 0 | <0.0055 | <0.0055 | <0.0055 |
| E.coli (confirmed) | /100ml | 144 | >0 | 0 | 0 | 0 | 0 |
| electrical conductivity | uS/cm 20C | 52 | 2500 | 0 | 240 | 290 | 350 |
| enterococci (confirmed) | /100ml | 8 | >0 | 0 | 0 | 0 | 0 |
| ethenes (total by calculation) | ug/l | 47 | 10 | 0 | 0.00 | 0 | 0.00 |
| ethofumesate | ug/l | 47 | 0.1 | 0 | <0.0070 | <0.007 | <0.0070 |
| fenpropimorph | ug/l | 47 | 0.1 | 0 | <0.0083 | <0.0083 | <0.0083 |

PCV = Prescribed Concentration or Value and '>'means greater than, '< ' means less than

| Parameter<br>**N208ZON** | Units | No. of samples taken in year | PCV Limit | No. samples above PCV | Min | Mean | Max |
|---|---|---|---|---|---|---|---|
| fluoride | mg/l F | 8 | 1.5 | 0 | 0.16 | 0.73 | 0.98 |
| fluoride (fluoridated) | mg/l F | 8 | N/A | N/A | 0.16 | 0.73 | 0.98 |
| fluroxypyr | ug/l | 47 | 0.1 | 0 | <0.0063 | <0.0063 | <0.0063 |
| glyphosate | ug/l | 47 | 0.1 | 0 | <0.0077 | 0.0077 | 0.010 |
| heptachlor | ug/l | 47 | 0.03 | 0 | <0.0018 | <0.002 | <0.0026 |
| heptachlor epoxides | ug/l | 47 | 0.03 | 0 | 0.0 | 0 | 0.0 |
| hydrogen ion (pH) | pH units | 52 | 9.5 | 0 | 6.7 | 7 | 7.4 |
| iron | ug/l Fe | 52 | 200 | 0 | <5.2 | 12 | 89 |
| isoproturon | ug/l | 47 | 0.1 | 0 | <0.0025 | <0.0025 | <0.0025 |
| lead (total - 10) | ug/l Pb | 8 | 10 | 0 | <0.065 | 0.28 | 1.8 |
| manganese | ug/l Mn | 52 | 50 | 0 | 0.28 | 0.88 | 9.9 |
| MCPA | ug/l | 47 | 0.1 | 0 | <0.0093 | 0.0097 | 0.019 |
| MCPB | ug/l | 47 | 0.1 | 0 | <0.015 | <0.015 | <0.015 |
| MCPP | ug/l | 47 | 0.1 | 0 | <0.011 | <0.011 | <0.011 |
| mercury | ug/l Hg | 47 | 1 | 0 | <0.022 | <0.022 | <0.022 |
| metaldehyde | ug/l | 47 | 0.1 | 0 | <0.0071 | 0.0072 | 0.011 |
| metamitron | ug/l | 47 | 0.1 | 0 | <0.0074 | <0.0074 | <0.0074 |
| metazachlor | ug/l | 47 | 0.1 | 0 | <0.015 | <0.015 | <0.015 |
| nickel | ug/l Ni | 8 | 20 | 0 | 1.4 | 1.8 | 2.2 |
| nitrate | mg/l NO3 | 8 | 50 | 0 | 1.8 | 3.1 | 4.9 |
| nitrite | mg/l NO2 | 8 | 0.5000 | 0 | <0.0061 | <0.0061 | <0.0061 |
| nitrite/nitrate formula | mg/l NO2 | 8 | 1 | 0 | <0.038 | <0.063 | <0.099 |
| odour (quantitative) | DN | 52 | >0 | 0 | 0.0 | 0 | 0.0 |
| pendimethalin | ug/l | 47 | 0.1 | 0 | <0.0064 | <0.0064 | <0.0064 |
| pesticides total (calculated) | ug/l | 47 | 0.5 | 0 | 0.00 | 0.01 | 0.150 |
| picloram | ug/l | 47 | 0.1 | 0 | <0.026 | <0.026 | <0.027 |
| propyzamide | ug/l | 47 | 0.1 | 1 | <0.012 | 0.018 | 0.14 |
| quinmerac | ug/l | 47 | 0.1 | 0 | <0.0089 | <0.0089 | <0.0089 |
| selenium | ug/l Se | 8 | 10 | 0 | <0.83 | <0.83 | <0.83 |
| sodium | mg/l Na | 8 | 200 | 0 | 9.3 | 13 | 16 |
| sulphate | mg/l SO4 | 8 | 250 | 0 | 50 | 66 | 76 |
| taste (quantitative) | DN | 52 | >0 | 0 | 0.0 | 0 | 0.0 |
| tetrachloromethane | ug/l | 47 | 3 | 0 | <0.11 | <0.11 | <0.11 |
| total PAH | ug/l | 8 | 0.1 | 0 | 0.00 | 0 | 0.00 |
| total coliforms (confirmed) | /100ml | 144 | >0 | 0 | 0 | 0 | 0 |
| total organic carbon | mg/l C | 47 | 25 | 0 | 1.5 | 2.3 | 3.1 |
| total THM | ug/l | 8 | 100 | 0 | 28 | 43 | 77 |
| triclopyr | ug/l | 47 | 0.1 | 0 | <0.012 | <0.012 | <0.012 |
| turbidity | NTU | 52 | 4 | 0 | <0.20 | 0.23 | 0.53 |

Any samples which don't meet the regulatory limits are fully investigated, with corrective actions put in place and are reported to the DWI.