

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

26 May 2016

Freedom of Information - Request For Information

Reference: EIR 77052016

Dear 

Thank you for your email in which you request the following information:

What are the measures taken to the water utilities (public water supply) in case they fail to supply drinking water to the customers that meets the water quality standards or in case there are long interruptions in water supply? Are they fined for that or even taken to court?

Ofwat confirms it does hold some of the information you have requested.

With regards to the supply of drinking water Ofwat is not the regulator responsible for this area. This is governed by the Drinking Water Inspectorate and there is useful information on their website concerning enforcement which can be found [here](#). Specific queries should be directed to the Inspectorate or if you require further information you can contact them at:

Drinking Water Inspectorate
Area 7e
9 Millbank
c/o Nobel House
17 Smith Square
London
SW1P 3JR

Freedom of Information/EIR Provide the Information

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF
Telephone: 0300 068 6400
E-mail: dwi.enquiries@defra.gsi.gov.uk

Please be advised this is for England and Wales only. Scotland and Northern Ireland have their own inspectorates.

Details of supply interruption can be found on our website at the following link

<http://www.ofwat.gov.uk/households/supply-and-standards/supply-interruptions/>

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
mailbox@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

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Yours sincerely,

Christine Manise
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Programme and Project Management
Ofwat
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