

Freedom of Information/EIR Refusal

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

By email

17 February 2020

Environmental Information Regulations 2004

Request For Information

Reference: EIR 202002015

Dear [REDACTED]

Thank you for your email in which you request:

'1.What chemicals are added to the water supply and why (full list not partial) any why these chemicals are added?

2.Why did my water authority lie. What are they trying to hide this information?'

Ofwat does not collect or hold information on the chemicals water companies use in treating water before putting into the public supply. However, depending on the characteristics of the raw water a water company may typically use a range of chemicals including, but not limited to, flocculants, coagulants, adsorbents and disinfectants to ensure they discharge their duty to supply adequate quantities of wholesome water. They may additionally dose supplies with orthophosphate to reduce leaching of lead from lead pipework and, at the behest of the local health authority, fluoride to improve dental health.

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Regulation 31 of The Water Supply (Water Quality) Regulations 2016 (as amended)¹ implements Article 10 of the Council of the European Union Drinking Water Directive (DWD) in England and Wales and governs the use of all chemicals and construction products used by water undertakers, from the source of the water, up to the point of delivery to the consumer's building. It ensures that water suppliers, when producing and distributing drinking water, only use products and substances that do not cause any detrimental effects on the safety or quality of the drinking water. The DWI maintains a list of approved products for use in public water supply in the UK, including chemicals. Further information, including the List of Approved Products, may be found at: <http://dwi.defra.gov.uk/drinking-water-products/index.htm>

I confirm that the information you requested is not held by Ofwat and has therefore been refused under regulation 12(4)(a).

In terms of your second point if you wish to raise a complaint about your water company, you will need to address this with the water company directly in the first instance and allow them to respond. If you have already done this, have exhausted their process and are still unsatisfied please send details of the complaints you have made with dates and evidence to the Consumer Council for Water who will then investigate the case. More information is available at <https://www.ccwater.org.uk/make-a-complaint/>

We will hold the information in this response in accordance with Ofwat's Retention and Disposal schedule which can be found in our Publication Scheme at the following link <https://www.ofwat.gov.uk/foi/policies-and-procedures/>. If you have any concerns how Ofwat processes your personal data please contact the Data Protection Officer at dpo@ofwat.gov.uk. To view Ofwat's full Privacy Policy please go to <https://www.ofwat.gov.uk/foi/policies-and-procedures/>

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 the office below in writing within 40 days of receipt of the refusal notice.

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Programme and Project Management Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

foi@ofwat.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

Yours sincerely,

A solid black rectangular box used to redact the signature of the Records Management Assistant.

Records Management Assistant