



DRINKING WATER INSPECTORATE

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12 November 2020

DWI Information Letter 07/2020

To: Board Level and Day to Day Contacts of Water and Sewerage Companies and Water Companies in England and Wales

Dear Sir or Madam

THE WATER INDUSTRY (SUPPLIERS' INFORMATION) DIRECTION 2020

Purpose

1. This letter is to inform you of the introduction of the Water Industry (Suppliers' Information) Direction 2020 on behalf of the Secretary of State and Welsh Ministers, and to outline the key changes within it. A copy of the Direction is sent with this letter and will also be available on the Inspectorate's website (www.dwi.gov.uk).

Background

2. The Water Industry (Suppliers' Information) Direction 2020 will come into effect on 1 January 2021 and will supersede the Water Industry (Suppliers' Information) Direction 2019.

Key changes in the 2020 Direction

3. The amendments to the Direction are summarised:
 - i. Paragraph 8(2)(g) – Water suppliers should provide the reference details for relevant risk assessment lines with compliance breach reports. These details should be included within the text of the reports.
 - ii. Paragraph 9(4)(e) – Water suppliers should provide consumer contact details required for event reports separately in Microsoft® Excel® spreadsheet format and not in another file format (such as PDF) nor embedded within another document. This is to allow files containing consumers' personal details to be easily identified and, when

appropriate, removed from the Inspectorate's electronic filing system in accordance with the Inspectorate's published [Privacy Notice](#).

- iii. Paragraph 9(4)(e) – Water suppliers should provide consumers' email addresses, where that information has been provided by the consumer, to facilitate the Inspectorate making contact with consumers for the purposes of investigating drinking water quality events. The Inspectorate is also considering using online questionnaires to replace paper questionnaires that are mailed to consumers, and sending links to consumers by email is an efficient way of doing this.
- iv. Paragraph 9(4)(e) – this is a new paragraph requiring water suppliers to provide consumers' details for insufficiency contacts, in addition to water quality. We believe that most suppliers are already doing this.
- v. Paragraph 9(4)(f) - Suppliers are asked to provide the reference details for relevant risk assessment lines with event reports. These details should be included within the text of event reports.
- vi. Paragraph 11 – this is a new section *Provision of information - change in company status*. This requires licensed water suppliers to inform the Inspectorate if the supplier is merged with another company or is taken over. The supplier should provide the Inspectorate with the new company name and updated regulation 28 reports before the date that the new licence comes into effect and before commencing the supply of drinking water. Changes to water supply zones and mapping data apply from 1 January after the effective date of the new licence.

This letter is being sent electronically to Board Level and day to day contacts. Please acknowledge receipt by email to dwi.enquiries@defra.gov.uk . Hard copies are not being sent but the letter may be freely copied.

Copies of this letter are being sent to: Christine McGourty, Chief Executive, Water UK; Jan Dixon and Kirstin Green, Deputy Directors Water Quality, Department for Environment, Food and Rural Affairs; Eifiona Williams, Water Management Team, Welsh Government; Sue Petch, Drinking Water Quality Regulator for Scotland; Catriona Davis, Drinking Water Inspectorate for Northern Ireland; Emma Clancy of CCW; Alison Cullen, Ofwat; Simon Moody, Environment Agency; Benedict Duncan, Food Standards Agency; and Stephen Robjohns at Public Health England.

Yours faithfully



Marcus Rink
Chief Inspector of Drinking Water