

PR19 Drinking Water Inspectorate statement for Anglian Water Services Ltd Customer Engagement Forum report to Ofwat

1 Introduction

- 1.1 The Drinking Water Inspectorate (DWI) is the independent regulator of drinking water quality in England and Wales. We protect public health and maintain confidence in public water supplies by ensuring water companies supply safe clean drinking water that is wholesome, and that they meet all related statutory requirements. Where standards or other requirements are not met, we have statutory powers to require water supply arrangements to be improved.
- 1.2 We publish information about drinking water quality and provide technical advice to the Secretary of State for the Environment, Food & Rural Affairs, and to Welsh Ministers.
- 1.3 For PR19, water companies are expected to ensure that their business plans make provision to meet all their statutory obligations, including the need for public water supplies to be safe, clean and wholesome, and that provision is made for a sustainable level of asset maintenance to maintain public confidence in drinking water quality in the long-term. Ministers summarised these requirements in “The government’s strategic priorities and objectives for Ofwat¹ (Sept 2017)”.
- 1.4 In addition, the Inspectorate set out in our “Guidance Note: Long term planning for the quality of drinking water supplies (September 2017)²”. This includes guidance to companies on the regulatory framework for drinking water quality, statutory requirements, the Inspectorate’s role in the Price Review process and our requirements for companies seeking technical support.
- 1.5 It is worth noting the particular emphasis that Ministers placed in their Guidance on the resilience of supply systems, and that the Inspectorate placed on existing duties to manage the introduction of new sources and to plan supply arrangements to protect consumers and ensure no deterioration in the quality of their supplies.
- 1.6 The Inspectorate have supported the Company’s CCG process throughout the PR19 process being available to discuss any matters relating to drinking water quality.

2 Formal drinking water proposals requiring DWI technical support

- 2.1 As with previous periodic reviews, water companies seeking technical support from the Inspectorate must demonstrate the need for each proposal. The case for justification must be accompanied by evidence of the company’s options appraisal process to identify the most robust, sustainable and cost-effective solution, with evidence that the preferred solution will adequately address the risk and deliver the required outcome within an appropriate timescale.

¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/661803/sps-Ofwat-2017.pdf

² <http://www.dwi.gov.uk/stakeholders/guidance-and-codes-of-practice/ltpg.pdf>

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- 2.2 Anglian Water Services Ltd submitted 6 formal proposals for drinking water quality to the Inspectorate, listed in the table in Annex A.
- 2.3 The Company submitted its proposals to the Inspectorate by the published deadline of 31 December 2017. Some further follow up information was requested from the Company and responses received as required.
- 2.4 The Inspectorate has formally supported all of the Company's proposals and we will put legal instruments in place to make the proposals legally binding programmes of work. Our final decision letter was sent to the Company on 30 May 2018.
- 2.5 Four of the Company's proposals relate to facilitating compliance with increasing nitrate levels in raw water. Ion exchange plant will be installed at four groundwater sites alongside catchment management options.
- 2.6 The Inspectorate as also supports the Company's proposals to facilitate compliance with the lead standard. The Inspectorate expects that the Company will have a strategy in place for managing lead in drinking water that should form part of a risk-based programme of work that includes a range of measures to address lead in identified high risk areas, and target high risk properties and vulnerable consumers. In AMP7 the Company proposes an extensive programme of lead pipe replacement/ refurbishment in high risk areas with a view to reducing or removing orthophosphate treatment in the long term.
- 2.7 Additionally the Inspectorate supports the Company's proposal to widen the scope of their current programme of sampling and inspection of water fittings to raise awareness of plumbing issues and facilitate compliance at customer's taps.
- 2.8 Additionally with regard to metaldehyde, we are currently awaiting Ministerial guidance about future use restriction for metaldehyde and will look to revise the existing undertakings once this guidance has been received.
- 2.9 It should be noted that these improvement schemes will make only a small contribution to enabling the Company to meet its legal obligations in respect of drinking water quality. These obligations are met overwhelmingly by the Company making sufficient provision for operational and maintenance requirements in its business plan, and by its use of those resources. These are matters for the Company to determine and deliver. For its part, the Inspectorate will continue to keep under review, and report on, the performance of the Company in meeting its legal obligations.
- 2.10 The summary of improvement schemes above reflects the position at the time of writing this note. Further discussions are needed with the Company to finalise details. We will advise the Forum of any material changes.

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2.11 This note will be copied to Mr Paul Valleley of Anglian Water Services Ltd. Any queries arising should be directed to Sue Pennison, Principal Inspector, Drinking Water Inspectorate, at Sue.Pennison@defra.gsi.gov.uk.

A handwritten signature in black ink that reads "Milo Purcell." The signature is written in a cursive, slightly slanted style.

Milo Purcell
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29 June 2018

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Annex A: Drinking Water Quality schemes and DWI decisions

PR19 DWI ref	Scheme Name	Quality parameter	Scheme type	Preferred option	DWI final decision
ANG 1	Gayton WTW	Nitrate	Treatment	Ion exchange	Support - Regulation 28 notice
ANG 2	Irby reservoir	Nitrate	Treatment	Ion exchange	Support - Regulation 28 notice
ANG 3	Lead strategy	Lead	Treatment/Distribution	Implement lead strategy	Support - Regulation 28 notice
ANG 4	Little Saxham reservoir	Nitrate	Treatment	Ion exchange	Support - Regulation 28 notice
ANG 5	Water in buildings	Multiple parameters	Distribution	Various water fittings solutions	Support - Regulation 28 notice
ANG 6	Wighton WTW	Nitrate	Treatment	Ion exchange	Support - Regulation 28 notice