

[REDACTED]

From: EIR
Sent: 23 April 2025 14:50
To: [REDACTED]
Subject: [REDACTED]

Dear requester

Provision of requested information

Thank you for your request for information about water quality monitoring and contaminant exceedances, which we received on 6 March 2025 and your clarification on 25 March 2025. Your request has been considered under the Environmental Information Regulations 2004.

I am requesting information regarding water quality monitoring and contaminant exceedances within your water supply area. Specifically, I request the following information for the period January 2020 – Present:

Contaminants Exceeding Legal Safety Limits

- A list of any instances where contaminants exceeded legal safety thresholds, including but not limited to:
 - Heavy metals (e.g., lead, arsenic, mercury)

A full list of regulatory exceedances for the parameters tested in treated water as part of our regulatory monitoring programme is provided as Appendix 1. The full list of Prescribed Concentrations or Values (PCVs) is available to the public here [The Water Supply \(Water Quality\) Regulations 2016](#).

- PFAS chemicals

There is no compliance legal water quality threshold for PFAS however the DWI expect treated water to be below a 0.1 µg/l total PFAS ‘wholesomeness standard’. There have been no breaches of this level from our routine monitoring of treated water points.

- Pesticides and agricultural runoff

There were no individual pesticide detections above the PCV (0.1 µg/l) or detections above the total pesticide PCV (0.5 µg/l) in treated water samples between 2020 – 2024, or to date in 2025.

- Pharmaceuticals and microplastics

There are no compliance legal water quality threshold for pharmaceuticals and microplastics. We do not test for pharmaceuticals and microplastics in the water supply. Please refer to the following links for information on research into microplastics by the drinking water quality regulator, the Drinking Water Inspectorate: <https://www.dwi.gov.uk/research/completed-research/drinking-water-treatment/research-on-removal-of-microplastics-by-drinking-water-treatment-processes/>

- For each exceedance, please provide:
 - The date of detection

Please see Appendix 1.

- The affected region(s)

The list of downstream Public Water Supply Zones is provided in Appendix 1 alongside each failure.

- The level recorded vs. the legal limit

exceedances of the drinking water quality regulations for are listed in Appendix 1.

2. Reports to UK Health Security Agency (UKHSA)

- Have you reported any contamination incidents to UKHSA under the Water Supply (Water Quality) Regulations 2016?
- If so, please provide:
 - A summary of reports submitted
 - Any risk assessments conducted before or after reporting to UKHSA

Our exceedance records show that we have notified UKHSA regarding 236 water quality events since January 2020. A summary table of event type is provided as Table 1.

Type	Number of events
Storage Point Microbiological	7
Water Treatment Works Chlorate	1
Water Treatment Works Microbiological	3
Public Water Supply Zone Hydrocarbons	116
Public Water Supply Zone lead	12
Public Water Supply Zone Microbiological	33
Public Water Supply Zone PAH	1
Public Water Supply Zone Potential Ingress	44
Public Water Supply Zone Taste and Odour	18
Boil Water Notice issued in error	1

Table 1 – Summary of events notified to UKHSA between January 2020 and 10 April 2025

For any event notified to UKHSA we will review our risk assessment records for the relevant Public Water Supply Zone(s), Treatment Works or Storage Point(s). We follow the Drinking Water Safety Plan (DWSP) process which is recommended by the World Health Organisation and supported by the DWI. The process encompasses each stage of the water supply process from catchment to consumer. As part of this process we risk assess each identified hazard or hazardous event taking into account likelihood and severity. Control measures are then identified along with validation and monitoring steps for these control measures. This information is kept under continuous review and is routinely returned to DWI on a monthly basis in accordance with our regulatory obligations.

Remedial Actions & Enforcement

- What corrective actions were taken following any identified exceedances?
- Have any regulatory enforcement actions, penalties, or improvement notices been issued to your company regarding water quality breaches since 2020?

A list is available to the public on the Drinking Water Inspectorate website accessed by the following link: [Anglian Water Improvement Programmes - Drinking Water Inspectorate](#)

As the region’s water company, we are fundamentally responsible for providing clean, wholesome drinking water to over four million customers. But this doesn’t happen by chance, which is why we’ve invested £100 million over the last five years, in drinking water quality alone. Our drinking water is among the best water on the planet and some of the most heavily regulated in terms of quality, [by the Drinking Water Inspectorate](#).

Before it gets to your tap, your drinking water is cleaned, disinfected and tested. We carry out hundreds of

thousands of tests every year on our treatment sites, across the water network and at customer taps too to make sure the water reaching our communities is of the highest standard. Chlorine is a very effective disinfectant, so we add a low level of chlorine to drinking water to remove harmful bacteria. However, as soon as the water comes into contact with air, the chlorine evaporates.

We receive thousands of calls every year about water issues that have been caused inside people's homes – all of which are easily fixed. The most common cause of water quality issues is in fact, poor tap hygiene. The damp and humid conditions of a bathroom are a perfect breeding ground for bacteria, like E.coli. What's more, the bathroom tap is often the first thing people touch after they go to the toilet. Similarly, in the kitchen, things like washing raw meat and letting pets drink from the tap can cause bacteria to breed on the tap head. Regularly soaking your taps in a bleach solution will keep them clean.

In the rare case where our tests give us a reason to be concerned about the quality of the water we're providing, we carry out an enhanced sampling and testing programme. If there's any cause for concern, we'll let our customers know and ask them either to boil their water and let it cool before consuming it, or not to use it at all.

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If you are unhappy with the service you have received in relation to your request and wish to request an internal review, you should email EIR@anglianwater.co.uk or write to:

Legal Director, Anglian Water Services, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon PE29 6XU

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

If you have any queries about this email, please contact me.

Yours sincerely

EIR Team

Anglian Water Services Limited

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Email EIR@anglianwater.co.uk