

What can I do?

Make sure you know where your water comes from and how it reaches your tap. Knowing this can help you understand what could cause a problem.

- Clarify who is responsible for maintenance of the supply. Contact the people who supply your water and get as much detail as possible of the supply including any information about tanks and pipework. This will reduce the amount of time and therefore cost of completing the risk assessment.
- Clarify who is responsible for the whole supply system including water treatment equipment and that it is maintained according to manufacturers' instructions.



Your property may contain a water storage tank.

Approved Fittings

The Drinking Water Inspectorate has published an approved fitting list. Only products from this list may be used on a private supply. The list is available from www.dwi.gov.uk and is updated every year.

Want to know more...

For further information please contact your Local Council, the Drinking Water Inspectorate at www.dwi.gov.uk or www.privatewatersupplies.gov.uk.

Your Comments...

- If the water is mains water why does it need to be sampled?

Mains water is treated to be suitable for human consumption and water that is supplied by United Utilities to you home should be suitable for drinking. If the water is then further distributed to third parties, by tanks, pipes etc that are not owned/controlled by United Utilities, the water may become contaminated and contain chemicals or bacteria that may be harmful to those drinking the water.

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Private Distribution Systems / Networks



Public Information Leaflet

Private Water Supply Regulations 2009

What are the regulations?

The Private Water Supply Regulations 2009 came into force on 1st January 2010 and apply to supplies of water in England. The Regulations are a result of a European Directive that requires everybody to have access to a water supply of equal quality to the mains supply.

Who do these Regulations apply to?

If United Utilities supplies your premises with mains water and you further distribute the water to a third party these regulations apply to you.

Who does this include?

If you own, for example, a caravan park where United Utilities provide a supply of water to one point then you supply the individual caravans with water and charge for this supply.

Alternatively, if you are supplied with mains water but do not pay United Utilities for this water you may be on a Private Distribution Network (PDN).

Ultimately if you pay United Utilities for a supply of water then charge others for the use of that water regardless if the water is used by yourself.

Examples:

Caravan Parks, Camp Sites, Industrial Parks, Retail Units, Schools, Universities, Hospitals, Airports etc.

What does this mean for me?

If you think these regulations apply to you then please contact your Local Authority will contact you to complete a risk assessment. Your supply of water will also require testing to see if it complies with the relevant standards and limits within the regulations..

What is a risk assessment?

A risk assessment will look at the supply; it involves checks of the storage tanks, any treatment systems and the pipework. The risk assessment identifies any actual and potential hazards that may affect the health of those drinking the water, so that you can take action to make sure your water supply is safe to drink.

Where will the sample be taken from?

The risk assessment will determine the frequency of sampling. The sample will be taken from a tap used to supply water for drinking or cooking (e.g. kitchen or bathroom).

What will we be sampling for?

The Risk Assessment is completed to allow determination of any risks to the supply to be identified. We will assess the storage of water and sampling may include chemical and biological parameters to determine if the water is fit for human consumption.

Results

The results of the sampling will be forwarded to you within 28 days of sampling. If the results are unsatisfactory further action will be required.

Legal Powers to Improve the Quality of Supplies

All private water supplies are required to meet the required standards in the new Regulations. If during monitoring, a failure is detected of one or more of the standards the Local Authority is required to investigate and establish the cause of the failure. We have the legal powers to take the following formal action:

Restriction Notice

If the private supply constitutes a risk to human health we have a new power to serve a 'Restriction Notice' on the owner to prohibit or restrict the use of the supply. It will be an offence to breach a Restriction Notice or fail to comply with it.

Improvement Notice

Where we cannot resolve a problem informally and we do not grant an authorisation we may serve an 'Improvement Notice' on the responsible person(s). We will specify in the Notice what works or measures are necessary to remedy the failure and the compliance period. We have the power to carry out the works and recover the costs.

Charges

These are maximum amounts chargeable to the owner/occupier (or anyone requesting anything):

- Risk Assessment (each assessment) - £500
- Sampling (each visit) - £100
- Investigation (each investigation) - £100
- Granting an Authorisation - £100
- Analysing a sample -

£25 (taken under regulation 10)

£100 (taken during check monitoring)

£500 (taken during audit monitoring)