

## ANNEX IV

### INFORMATION TO THE PUBLIC

The information in the following points shall be accessible to consumers on-line, in a user-friendly and customised way, and consumers may obtain access to that information by other means upon justified request:

- (1) identification of the relevant water supplier, the area and number of people supplied, and the method of water production, including general information on types of water treatment and disinfection applied; Member States may derogate from this requirement in accordance with Article 13(1) of Directive 2007/2/EC;
- (2) the most recent monitoring results for parameters listed in Parts A, B and C of Annex I, including monitoring frequency together with the parametric value set in accordance with Article 5; the monitoring results shall not be more than one year old, except where the monitoring frequency set by this Directive allows otherwise;
- (3) information on the following parameters not listed in Part C of Annex I and associated values:
  - (a) hardness;
  - (b) minerals, anions/cations dissolved in water:
    - calcium Ca,
    - magnesium Mg,
    - potassium K;
- (4) in the event of a potential danger to human health as determined by competent authorities or other relevant bodies following an exceedance of the parametric values set in accordance with Article 5, information on the potential danger to human health and the associated health and consumption-related advice or a hyperlink providing access to such information;
- (5) relevant information on risk assessment of the supply system;
- (6) advice to consumers, including on how to reduce water consumption, where appropriate, how to use water responsibly according to local conditions and how to avoid health risks due to stagnant water;
- (7) for water suppliers supplying at least 10 000 m<sup>3</sup> per day or serving at least 50 000 people, annual information on:
  - (a) the overall performance of the water system in terms of efficiency and leakage rates, once that information is available and at the latest on the date set out in the second subparagraph of Article 4(3);
  - (b) the ownership structure of the water supply by the water supplier;
  - (c) where costs are recovered through a tariff system, information on the structure of the tariff per cubic metre of water, including fixed and variable costs and costs related to measures for the purposes of Article 16, where such measures have been taken by water suppliers;
  - (d) where available, a summary and statistics regarding consumer complaints received by the water suppliers on matters within the scope of this Directive;

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**Status:** EU Directives are being published on this site to aid cross referencing from UK legislation. After IP completion day (31 December 2020 11pm) no further amendments will be applied to this version.

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- (8) upon justified request, consumers shall be given access to historical data for information under points (2) and (3), dating back up to 10 years, if available, and not earlier than 13 January 2023.