
STATUTORY INSTRUMENTS

2016 No. 614

The Water Supply (Water Quality) Regulations 2016

PART 9

Records and information

Maintenance of records

34.—(1) Every water undertaker or [^{F1}wholesale licensee] must, in respect of each of the water supply zones which it uses for the purposes of supplying water to consumers, prepare and maintain a record containing—

- (a) the name of the zone;
- (b) the name of every water treatment works, service reservoir and other supply point from which water is supplied to premises within the zone;
- (c) an estimate of the population of the zone;
- (d) particulars of any departure authorised under Part 7 of these Regulations which applies to water supplied in the zone;
- (e) particulars of the action taken or required to be taken by the water undertaker or [^{F2}water supply licensee] to comply with—
 - (i) any enforcement order made under section 18 of the Act ^{M1};
 - (ii) any departure authorised under Part 7;
 - (iii) any notice under regulation 20(4);
- (f) particulars of the result of any analysis of samples taken in accordance with Part 4 of these Regulations or any of regulations 12 to 14, 17 and 28;
- (g) the results of any electronic monitoring where this is carried out in accordance with these Regulations;
- (h) particulars of all consumer contacts ^{F3}... in relation to the discharge of duties under these Regulations;
- (i) such other particulars as the water undertaker or [^{F2}water supply licensee] may determine.

(2) A retail licensee must, in respect of each of the water supply zones which it uses for the purposes of supplying to consumers, prepare and maintain a record containing—

- (a) the name of the water supply zone;
- (b) particulars of any departure authorised under Part 7 of these Regulations which applies to water supplied in the zone;
- (c) particulars of the action taken or required to be taken by the retail licensee to comply with—
 - (i) any enforcement order made under section 18 of the Act;
 - (ii) any departure authorised under Part 7;

- (iii) any notice under regulation 20(4);
- [^{F4}(ca) particulars of all consumer contacts ^{F5}... in relation to the discharge of duties under these Regulations;]
- (d) such other particulars as the retail licensee may determine.
- (3) A water undertaker or [^{F1}wholesale licensee] must make entries in the record —
- (a) in respect of the matters mentioned in paragraph (1)(a) to (d) and (e)(ii), as soon as reasonably practicable and no later than 3 months after the day on which it first introduces water into a supply system for the purposes of supplying water to consumers;
- (b) in respect of the matters mentioned in paragraph (1)(e)(i) and (iii), within 28 days of the date of the order and notice respectively;
- (c) relating to the results of the analysis of samples, within 28 days of the day on which the result is first known to the water undertaker or [^{F1}wholesale licensee].
- (4) A retail licensee must make—
- (a) initial entries in the record in respect of the matters mentioned in paragraph (2)(a), (b) and (c)(ii) no later than 3 months after the day on which it first uses a supply system for the purposes of supplying water to consumers;
- (b) entries in the record in respect of the matters mentioned in paragraph (2)(c)(i) and (iii) within 28 days of the date of the order and notice respectively.
- (5) Without prejudice to paragraph (3), the relevant supplier must at least once in each year review and update the record required to be kept under paragraph (1) or (2).
- (6) Nothing in this regulation requires a relevant supplier to retain a record—
- (a) of information mentioned in any of sub-paragraphs (a), (b) and (f) of paragraph (1) or in sub-paragraph (a) of paragraph (2) at any time more than 30 years after the date on which the information was first entered in the record;
- (b) of information mentioned in any other sub-paragraph of paragraph (1) or (2) at any time more than 5 years after the date on which the information was first entered in the record.

- F1** Words in regs. 31-34 substituted (31.3.2017) by [The Water Act 2014 \(Consequential Amendments etc.\) Order 2017 \(S.I. 2017/506\)](#), arts. 1(1), **32(4)**
- F2** Words in reg. 34(1) substituted (31.3.2017) by [The Water Act 2014 \(Consequential Amendments etc.\) Order 2017 \(S.I. 2017/506\)](#), arts. 1(1), **32(2)**
- F3** Word in reg. 34(1)(h) omitted (11.7.2018) by virtue of [The Water Supply \(Water Quality\) \(Amendment\) Regulations 2018 \(S.I. 2018/706\)](#), regs. 1(1), **2(12)**
- F4** Reg. 34(2)(ca) inserted (31.3.2017) by [The Water Act 2014 \(Consequential Amendments etc.\) Order 2017 \(S.I. 2017/506\)](#), arts. 1(1), **32(5)**
- F5** Word in reg. 34(2)(ca) omitted (11.7.2018) by virtue of [The Water Supply \(Water Quality\) \(Amendment\) Regulations 2018 \(S.I. 2018/706\)](#), regs. 1(1), **2(12)**

Marginal Citations

- M1** Section 18 was amended by sections 36(2) and 49(2) of, and paragraph 4 of Schedule 8 to, the [Water Act 2003 \(c.37\)](#). It is prospectively amended by paragraph 26 of Schedule 7 to the [Water Act 2014 \(c.21\)](#) from a date to be appointed.

Changes to legislation:

There are currently no known outstanding effects for the The Water Supply (Water Quality) Regulations 2016, Section 34.