

---

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 combined 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 licensed water supplier to comply with—
  - (i) any enforcement order made under section 18 of the Act<sup>(1)</sup>;
  - (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 made in relation to the discharge of duties under these Regulations;
- (i) such other particulars as the water undertaker or licensed water supplier 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—

---

<sup>(1)</sup> 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.

- (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);
- (d) such other particulars as the retail licensee may determine.
- (3) A water undertaker or combined 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 combined 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.