



DRINKING WATER INSPECTORATE

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DWI Information Letter 01/2022

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To: Board Level and Day to Day Contacts of Water and Sewerage Companies and Water Companies in England and Wales

Dear Sir/Madam

GUIDANCE ON ALTERNATIVE SUPPLY OPERATIONS 2022

Background

1. In 2021 the Drinking Water Inspectorate completed a set of audits on water company alternative supply operations.
2. To date the Inspectorate has not issued guidance on alternative supply operations. Guidance has largely been delivered through the Water UK Technical Guidance Note 12. Minimum supply requirements that companies must meet have been set out in the Security and Emergency Measures Direction.
3. The audits in 2021 highlighted good and poor practice across the industry and following a review of the audit assessments the Inspectorate has consequently produced a guidance document on alternative supply operations.

Purpose

4. The purpose of this letter is to inform the water industry of the publication of the guidance on alternative supply operations. The guidance document reflects the Inspectorate's position on industry requirements and the expectations of water company roles and responsibilities when providing emergency supplies. The guidance serves to provide further clarification on risk assessment, sampling and alternative supply disinfection practices. It also includes expectations on operational procedures and training and clarifies requirements under regulations 6 and 31.

5. The guidance on alternative supply operations is available on the Inspectorate's website (www.dwi.gov.uk) in Adobe® (pdf) format.
6. The Inspectorate expects water undertakers (and licensed water suppliers) to implement the guidance within alternative water supply operations. It is expected that water undertakers will have their own policies and procedures in place to support the implementation of the guidance.
7. The guidance on alternative water supply operations applies to all water companies including those who utilise third party contractors for the supply of tankers, bowzers or Arlington tanks. Existing operations should be reviewed as they may require improvements to meet the expectations of the guidance document.
8. The guidance on alternative water supply operations will be reviewed and revised in the light of new information. It is anticipated that this review will take place no sooner than five-year intervals unless a significant change in circumstances necessitates earlier revision.

This letter is being sent electronically to board level and day to day contacts. Please acknowledge receipt by email to dwi.enquiries@defra.gov.uk. Hard copies are not being sent but the letter may be freely copied. Any enquiries about the letter should be addressed directly to Sarah Fane by email to sarah.fane@defra.gov.uk.

Copies of this letter are being sent to Christine McGourty, Chief Executive, Water UK; Davide Minotti, Deputy Director Water Services, Department for Environment, Food and Rural Affairs; Eifiona Williams, Water Management Team, Welsh Government; Sue Petch, Drinking Water Quality Regulator for Scotland; Catriona Davis, Drinking Water Inspectorate for Northern Ireland; Alice Laycock and Emma Clancy, CCW; Alison Cullen, Ofwat; Anne Dacey, Environment Agency; Benedict Duncan, Food Standards Agency; and Stephen Robjohns and Anna Ireland at the UK Health Security Agency.

Yours sincerely



Marcus Rink
Chief Inspector of Drinking Water