

16 April 2026

Reference Number: EIR

Dear

We refer to your request for information submitted to Yorkshire Water dated 20 March 2026 received on 9 April 2026 for information regarding:

- Signed liability stating water is fit for human consumption
- Full process of the water you get from sewers and water treatment plant and how it is treated.
- Lab results listing all the chemicals and ingredients in the water paid for.
- Explain where the water we 'provide' originates from.

Included with this email are the response to your questions:

Signed liability stating water is fit for consumption:

The data protection team have discussed this with the business and have established we do not hold the data. As such for the purpose of EIR we applied exemption 12(4)(a), a public authority may refuse to disclose information to the extent that it does not hold that information when an applicant's request is received.

Water cycle :

Information on the water cycle process is readily available in the public domain via: [Yorkshire Water - The water cycle](#). This explains how we collect water, the water treatment, water distribution, collecting waste water and treating waste water.

There is also some further information in wastewater treatment services: [Yorkshire Water - Wastewater treatment services](#)

Treatment:

Yorkshire Water treats raw water from a variety of sources, including rivers, impounding reservoirs, and groundwater sites. The treatment processes applied vary depending on the characteristics of the raw water source and its chemistry.

Treatment methods may include, but are not limited to:

- Coagulation and flocculation
- Filtration
- Disinfection
- pH correction and stabilisation

The precise combination of treatment processes applied at individual treatment works is determined by operational and regulatory requirements to ensure compliance with drinking water quality standards.

The following chemicals are used in the water treatment process over our operating area and these chemicals vary across our water treatment works, not all chemicals are used at each works.

Product Name	Active Ingredient	BS EN Standard
Airopfos	Potassium Tripolyphosphate	1198:2005
Aluminium sulphate	Aluminium sulphate	878:2016
Ammonium Sulphate	Ammonium Sulphate	12123:2012
Carbon (PAC)	Activated Carbon	12903:2009
Ferric Sulphate	Ferric Sulphate	890:2012 (Grade E, Level 2, Type 2)
Hydrochloric acid	Hydrochloric acid	939:2016 Type 2
Kalic (Liquid Lime)	Calcium Hydroxide	12518:2014
Lime	Calcium Hydroxide	12518:2014 Class 1 Grade A Type 1
Microsand	Microsand	12904:2005
MIEX Resin	MIEX Resin	12873-3:2019
MIEX salt	Sodium Chloride	14805:2008
MSP	Monosodium phosphate	1198:2005
Phosphoric Acid	Phosphoric Acid	974:2003
Polymer	Polyacrylamide	1407:2008
Salt	Sodium Chloride	14805:2008

Sodium Bisulphite	Sodium Bisulphite	12120:2012
Sodium Hydroxide	Sodium Hydroxide	896:2012 Type 1
Sodium Hypochlorite	Sodium Hypochlorite	901:2013
Sulphuric Acid	Sulphuric Acid	899:2003

Yorkshire Water, in common with other water supply companies in England and Wales, operates in accordance with a Water Supply Licence, as set out in the Water Act 2014. The water industry is highly regulated at all levels, including the use of chemicals and materials used in the treatment and conveyance of potable water.

Yorkshire Water treats water from a wide range of sources, including rivers, impounding reservoirs and groundwater. These require different types of treatment, dependent on water chemistry. All chemicals used must conform with their respective BS EN standards and are controlled by the regulator under Regulation 31 of The Water Supply (Water Quality) Regulations 2016.

Water Quality results:

Please see below our response to your request. Water companies in the UK are responsible for testing the quality of drinking water, the datasets provided contains the results of samples taken to make sure they meet the standards set out by UK and European legislation. This data shows the location, date, and measured levels of determinands set out by the Drinking Water Inspectorate (DWI).

We can advise you that we do have water quality sample information readily available in the public domain below in relation to your request:

- [Yorkshire Water - Check your water hardness](#) from here you are able to enter your postcode and download the report for your area.
- [Stream - Portal](#) where you can search the water samples we have taken by LSOA area

We trust that the provision of this data satisfies your request. In accordance with the Environmental Information Regulations 2004, if you are not satisfied with this

reply to your request you can ask for an internal review. A request for an internal review must be submitted within 40 working days by contacting the Data Protection Team.

Thank you for contacting Yorkshire Water.

Yours sincerely,
Data Protection Team

Email: EIR@Yorkshirewater.co.uk