

Data Protection Office
Yorkshire Water Services Ltd
Halifax Road
Bradford
BD6 2SZ

25 September 2025

Reference Number: **EIR**

Dear

We refer to your request for information submitted to Yorkshire Water dated 9 September 2025:

1. Water Treatment Substances: A complete list of all chemicals, additives, and treatment products added to the water supplied to my property.
2. Water Quality Reports: Copies of internal and external test results, monitoring data, and quality assessments for my local supply area.
3. Contamination Incidents: Records of any contamination, exceedances of permitted levels, or breaches of safety standards in my supply area within the past five years.
4. Sewage Discharge Scrutiny: Details of any audits, regulatory actions, or investigations relating to Yorkshire Water's sewage management
5. Health & Safety Risk Assessments: Internal reports or communications regarding potential health risks linked to water supplied in my area.

Included with this email are the response to your questions:

1. Water Treatment Substances: A complete list of all chemicals, additives, and treatment products added to the water supplied to my property.

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
Airophos	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.

2. Water Quality Reports: Copies of internal and external test results, monitoring data, and quality assessments for my local supply area.

Please find enclosed a copy the publicly available information on within the water hardness section of our website.

3. Contamination Incidents: Records of any contamination, exceedances of permitted levels, or breaches of safety standards in my supply area within the past five years.

Details of undertakings and notices (Improvement programmes) applicable can be obtained from the DWI website: Yorkshire Water Improvement Programmes – Drinking Water Inspectorate

4. Sewage Discharge Scrutiny: Details of any audits, regulatory actions, or investigations relating to Yorkshire Water's sewage management

Included with this email is our response to your request, please refer to the publicly available information:

- Environment Agency (EA)
prosecutions: <https://www.data.gov.uk/dataset/6f06910a-8411-4117-9905-6284f1997c33/environment-agency-prosecutions>

- Drinking Water Inspectorate (DWI) prosecutions and caution record: <https://www.dwi.gov.uk/press-media/prosecution-and-caution-record/>
- Ofwat enforcement power details: <https://www.ofwat.gov.uk/regulated-companies/investigations/closed-cases/enforcement-cases/> and <https://www.ofwat.gov.uk/yorkshire-water-to-pay-40m-enforcement-package-following-ofwat-wastewater-investigation/>

5. Health & Safety Risk Assessments: Internal repolis or communications regarding potential health risks linked to water supplied in my area.

The principle in the water industry (at least in England and Wales) is that there is a legal document titled the Water Supply (Water Quality) Regulations 2016 that defines exactly how we must operate in terms of achieving an acceptable level of water quality. We have a dedicated regulator, Drinking Water Inspectorate that oversees compliance with the regulation.

The Regulations define a series of parameters for which we must test, the required frequency and location of testing, and the acceptable level of these parameters. The Regulations also have a wider requirement to supply water that is “wholesome” – which covers any parameter that Regulations couldn’t anticipate when they were written. So as long as our water supply conforms to the requirement of the Regulations, then the water we supply is considered wholesome and customers can drink it.

There are occasions where the standard of water falls below what we would expect. Sample compliance with regulations is around 99.98%, but we always investigate and respond to failure.

The overwhelming majority of failures against the standard do not represent a risk to health. If for any reason we become aware of any reason where the supply of water may have been contaminated to the point that it is not safe to drink, then we have a legal (and moral) obligation to make customers aware of this. Realistically, the vast majority of the occasions where we do this are related to

contamination that has occurred due to third party contamination and usually the customer themselves.

In summary, there is a legal framework and designated regulatory overseeing supply of drinking water in England and Wales. We would always encourage customers to contact us if they have specific concerns about their specific water supply, but in general water supplied is considered wholesome against the regulations and can be safely drunk without impact on health.

We do not have a Health & Safety Risk Assessments: Internal repolis or communications regarding potential health risks linked to water supplied in my area. As such for the purposes of paragraph 12(4) a public authority may refuse to disclose information to the extent that (a) it does not hold that information when an applicant's request is received.

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