



DRINKING WATER INSPECTORATE

Seacole Building
Ground Floor
2 Marsham Street
London
SW1P 4DF
Enquiries: 0330 041 6501

E-mail: dwi.enquiries@defra.gov.uk
DWI Website: <http://www.dwi.gov.uk>

[Redacted]
By email: [Redacted]

Our ref: EIR2025/22366
3 November 2025

Dear [Redacted]

REQUEST FOR INFORMATION: Drinking Water Notices in England and Wales (2020–2025)

Thank you for your request for information of 16 October 2025 about Drinking Water Notices in England and Wales (2020–2025). We have handled your request under the Environmental Information Regulations 2004 (EIRs).

The EIRs apply to requests for environmental information, which is a broad category of information defined in regulation 2 of the EIRs. Public authorities are required to handle requests for environmental information under the EIRs. They give similar access rights to the Freedom of Information Act 2000 (FOIA).

Your information request and our response are set out below.

I am seeking anonymised data on the following from January 2020 to October 2025:

- 1. The total number of drinking water notices per city, broken down by year*
- 2. If held, a breakdown of the reasons behind each drinking water notice — broad categories (e.g., microbial contamination, treatment failure, infrastructure issue) is acceptable*

Please find attached at Annex C the list of all Drinking Water Quality Notices that we have issued from January 2020 to October 2025 by category of water company, as held in our systems. The name of the notice provides a broad category relating to the reasons for the notice. Where the closed/revoked date is blank, the notice is still “live”. Where the “Assets covered by notice” field is blank, the notice is likely to be companywide.

Please also note that we publish all open notices on our website at:

<https://www.dwi.gov.uk/water-companies/improvement-programmes/>

Information disclosed in response to this EIRs request is releasable to the public. In keeping with the spirit and effect of the EIRs and the government’s Transparency Agenda, this letter and the information disclosed to you may be placed on [GOV.UK](https://www.gov.uk), together with

any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex A, explaining the copyright that applies to the information being released to you, and Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact us.

Yours sincerely

[Redacted]

DWI FOIA and EIR team

dwi.enquiries@defra.gov.uk

Annex A

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents produced by Defra will be protected by Crown Copyright. Most Crown copyright information can be re-used under the [Open Government Licence](#). For information about the OGL and about re-using Crown Copyright information please see [The National Archives website](#).

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the [Intellectual Property Office's website](#).

Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Damian Lynch, Head of Information Rights via email at InformationRequests@defra.gov.uk and they will arrange for an internal review of your case. Details of Defra's complaints procedure is on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure.

The ICO can be contacted using the following link:

<https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>