



DRINKING WATER INSPECTORATE

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[Redacted]
By email: [Redacted]

Our ref: EIR2025/25220
2 December 2025

Dear [Redacted]

REQUEST FOR INFORMATION: Water quality in the Thames Water catchment area with further details to cover Croydon

Thank you for your request for information of 24 November 2025 about water quality in the Thames Water catchment area with further details to cover Croydon. We have handled your request under (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 wish a list of all chemicals approved/and refused by Secretaries of State over the past two decades. Additionally what chemicals have the Committee approve under the voluntary scheme.

Should be in public domain and free of charge from WRc. I have not been able to access those updated documents.

The current list of approved products used in contact with drinking water is available on our website at https://www.dwi.gov.uk/drinking-water-products/resources-for-water-companies/approved-considered-products/approved_products/. All approved chemicals are listed here in section A of the list. Approvals on this list have to seek reapproval every 5 years. Also approved for use in drinking water are the chemicals listed in Annex 2 which is a list of British Standards (BSEN) for chemicals used for the treatment of water. Any chemicals that have been revoked or have had any changes refused also appear on this interactive list. There are no chemicals approved under a “voluntary scheme”.

We do not hold a list of approved and refused chemicals for the last 20 years as this is continually being updated.

The information is therefore exempt under regulation 12(4)(a) of the EIRs, which relates to information which is not held at the time when an applicant's request is received. Regulation 12(4)(a) is a qualified exception, which usually means that a public authority is

required to conduct a public interest test to determine whether or not information should be disclosed or withheld. However, the Information Commissioner's Office (ICO), which is the independent regulator for requests made under the EIRs, takes the view that a public interest test in cases where the information is not held would serve no useful purpose. Therefore, in line with the ICO's view, Defra has not conducted a public interest test in this case.

However, under our duty to advise and assist applicants in pursuance of regulation 9, we can confirm that we are not aware of such a list existing and therefore to the best of our knowledge it is not held by any other public body.

For historical copies of the list please visit the National Archives website at https://webarchive.nationalarchives.gov.uk/ukgwa/*/http://www.dwi.gov.uk/.

For further information on the UK REACH (registration, evaluation, authorisation and restrictions of chemicals) regulations please contact Defra at helpline@defra.gov.uk

A key aim of UK REACH is to provide a high level of protection of human health and the environment from the use of chemicals.

My area of interest: THAMES WATER CATCHMENT AREA. FURTHER REFINED TO COVER CROYDON.

I also seek detailed evidential water quality reports for Croydon.

I need documentary evidence on unapprove chemicals used in Croydon TAP Water.

How many enforcements have been carried out against Croydon Council and Thames Water for dangerous tap water quality?

We have no records of unapproved chemicals being used by Thames Water in any area of their supply, which includes the Croydon area. The information is therefore exempt under regulation 12(4)(a) of the EIRs (please see wording above).

The list of our current enforcement notices with Thames Water are published on our Improvement Programme section of our website at: <https://www.dwi.gov.uk/water-companies/improvement-programmes/thames-water-improvement-programmes/>.

Please note that Thames Water is the supplier of drinking water, not Croydon Council, therefore we would not issue any enforcements to local authorities.

For water quality reports in your area, please visit the Thames Water website at <https://www.thameswater.co.uk/help/water-and-waste-help/water-quality/check-your-water-quality#/search> and enter your postcode.

Does the DWI follow up on TAP water contamination and if so what are your outcomes in the Borough of Croydon?

Full details of what we do regarding protecting your tap water can be found on our website under "What we do" <https://www.dwi.gov.uk/what-we-do/>, especially regarding enforcement policies (<https://www.dwi.gov.uk/what-we-do/enforcement-policy/>) and our strategic objectives (<https://www.dwi.gov.uk/what-we-do/our-strategic-objectives/>). We hold the water suppliers (not local authorities) to account, and full details can be found in our annual reports (<https://www.dwi.gov.uk/what-we-do/annual-report/>).

I recently asked Thames Water to supply their plastic hose manufacturer so I could request the micro plastic in Thames Water Tap Water.

Please advise micro plastic calibration to the tap in Croydon? I already have the asbestos cement calibration but please supply for the Croydon Area so we in Croydon can then compare and contrast?

We do not hold this information as microplastics are not a regulatory parameter in Schedule 1 of the Water Quality (Water Supply) regulations 2016. The information is therefore exempt under regulation 12(4)(a) of the EIRs (please see wording above).

For advice and assistance, Thames Water may hold some operational sample data in the Croydon area. They can be contacted at: <https://www.thameswater.co.uk/contact-us/water-supply/water-quality-and-hardness>.

I read quite a few of your reports.

You stick to the tried and tested, coatings etc but nothing on ever growing commercial waste EG from fast fashion chemicals dumped in tap water in Croydon.

Nothing on contaminated water disease and death tolls.

I fully understand 'Mapping the Underworld' so do not need general information. What I seek is specific information regarding Thames Water and Croydon Council maladministration regarding water quality at least since 2013.

For further Information on the state of the water quality in the environment before it is abstracted by the water company, please contact the Environment Agency at enquiries@environment-agency.gov.uk

Please note regarding the links provided, as the information you have requested is already publicly available and easily accessible to you in another form or format, regulation 6(1)(b) of the EIRs exempts Defra from providing a copy of the information with this response to your request.

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.

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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/>