

SEVERN

TRENT

WATER

Monitoring our Water Quality

The standards
of service you
can expect
from us



Thank you for letting us take a water sample from your tap.

Taking regular, random samples is a legal requirement set by the UK Government. Our quality is also monitored by public health doctors and environmental health officers.

Why do we do it?

We want to make sure that the water you receive is of excellent quality and meets the standards enforced by the Drinking Water Inspectorate. To ensure that this happens we test about 20,000 samples taken from households chosen at random throughout our region every year.

Who are the quality inspectors?

Our quality inspectors have been carefully selected and trained. They are important members of our team working round the clock everyday of the year to make sure you receive excellent quality water.

What happens to the sample?

We take the sample to our laboratories where we analyse the water using state-of-the-art equipment to check that it meets bacteriological and chemical standards. In the unlikely event that our tests reveal something wrong, we will tell you straightaway and take action to put things right. If you do not hear from us then you can be assured that the water we have tested complies with all the UK and EU standards.



If you would like to check the identity of the quality inspector please ring us on **0345 604 1655**.

Want to know more?

The quality inspector will do their best to answer any questions you may have when they visit you. If you would like more detailed information about the quality of the water in your area, visit our website.



Call us on **0800 783 4444**



or visit our website at stwater.co.uk to find out more.

Did you know?



99.9%

of all quality tests carried out on tap water supplied by Severn Trent Water, pass all UK and European requirements. This makes our tap water one of the best quality drinking water supplies in the UK and the world



Tap water in the UK has to comply with more rigorous standards than bottled water

Thank you once again for your assistance.



This publication is available in alternative formats, including large print and Braille.

For further information:



Call **0345 750 0500**

Textphone **0800 328 1155**



customercare@severntrent.co.uk

Calls to 0800 numbers are free from UK landlines. Calls to 0345 numbers are charged at a local rate and when phoning from a mobile, may be included in your free minutes package.

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