

# Category 2 Responders - Generic Emergency Planning Arrangements

## Water and sewerage undertakers

### Summary of Information on Water Companies Available on Websites

#### Introduction

This summary reports the type of information that is published on websites in the public domain that gives details of Water and Wastewater Companies, their type and scale of operation, and locations of principle works. It also reports on any other information that could be used to build a picture of the National Water Infrastructure.

#### Legislation

In general all Water Company external websites have standard information for customer services purposes (billing, moving house, complaints procedure). They also have information regarding environmental impact, water quality, recreation, education and work in the community.

Some company websites go further - some include maps of their operating area, some of those maps give locations and addresses of principle works. Some websites give reasonably detailed information on how water is abstracted, treated, and then returned to the environment - this information is often in their education section.

All companies offer an asset location service (water and wastewater infrastructure) for building or planning applications. Some have online forms to request this information, but the information requested is not available online.

All company external websites were examined; in addition the Water UK, OFWAT, DWI, Environment Agency and DEFRA sites were inspected.

#### Specific Notes on Website Content by Company/Organisation

##### **Water UK** [External website]

Gives links to all water company external websites.  
General information on treatment and processes.  
Concentrates on policy and regulation.  
No data on CNI issues.

##### **Anglian Water** [External website]

Has a Water Alert box for emergency announcements and information.  
Map of operating area - no site locations.

##### **Bournemouth & West Hampshire Water** [External website]

Map of supply area includes location of principle sites and type of treatment.  
Includes the fact that they supply Fawley Oil Refinery.

##### **Bristol Water** [External website]

Map of supply area.  
No asset location information.

**Cambridge Water** [External website]  
Map of supply area.  
No asset location information.  
Emergency information board.

**Dee Valley Water** [External website]  
No map of supply area.  
No asset location information.

**Dwr Cymru/Welsh Water** [External website]  
Site in both Welsh and English.  
No map of operating area.  
No asset location information.  
Emergency information board.

**Essex & Suffolk Water** [External website]  
Map of supply area.  
No asset location information.

**Folkestone & Dover Water Services** [External website]  
No map of supply area.  
No asset location information.

**Jersey Water** [External website]  
Very detailed map of supply area.  
Hyperlinks give details of treatment and resources at each site.

**Mid Kent Water** [External website]  
Map of supply area.  
Map of Medway Supply Scheme gives general locations of main pumping stations and reservoirs.

**Northern Ireland Water Service** [External website]  
No maps of operating area.  
No asset location information.

**Northumbrian Water** [External website]  
Map of supply area.  
No asset location information.

**Portsmouth Water** [External website]  
Map of supply area shows general location of assets.  
Lists sources of supply, but no details of locations.

**Scottish Water** [External website]  
No map of operating area.  
No asset location information.  
Emergency information board.

**Severn Trent** [External website]  
No maps of operating areas.  
No asset location information.  
'Facts and Figures' lists numbers of operational assets, supply and demand figures and financial information.

**South East Water** [External website]  
Map of supply area.  
No asset location information.

**South Staffordshire Water** [External website]

No map of supply area.

A page gives details of sources of supply with capacities.

**South West Water** [External website]

No map of supply area.

No asset location information.

Emergency page gives contact numbers only.

**Southern Water** [External website]

Map of operating area.

No asset location information.

Emergency information board.

**States of Guernsey Water Board** [External website]

No map of operating area.

No asset location information.

**Thames Water Utilities** [External website]

PDF map of operating area.

No asset location information.

'Facts and Figures' and PDF 'Key Facts' similar to Severn Trent.

**Three Valleys Water** [External website]

Map of supply area.

No asset location information.

Emergency information board.

**United Utilities Water** [External website]

No maps of operating areas.

No asset location information.

General notes on water supply and wastewater treatment.

UU offer tours of four Water Supply and 4 Wastewater Treatment works.

**Wessex Water Services** [External website]

No map of operating area.

No asset location information.

Page showing supply and treatment statistics.

**Yorkshire Water Services** [External website]

No map of operating area.

No asset location information.

Site contains a 'virtual tour' of a Wastewater Treatment works.

Map showing location of recreational areas - mostly large impounding reservoirs.

**OFWAT** [External website]

Water Company contact information.

Information on latest pricing determination (PR04).

**Drinking Water Inspectorate** [External website]

Information on water quality standards.

Site shows operating area maps for each UK company.

**Environment Agency** [External website]

It was reported that it was possible to view the locations of all boreholes in operating areas via this website. This facility has been removed. Site has a page on 'Reservoir Safety'. EA intends publishing the Reservoir Register and other details in their 'What's in your backyard' page shortly.

**DEFRA** [External website]

Details on policies for Water Supply & Regulation. Some information on the Security and Emergency Measures Direction consultation on new guidance.