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STATUTORY INSTRUMENTS

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**2016 No. 614**

**The Water Supply (Water Quality) Regulations 2016**

**PART 9**

**Records and information**

**Provision of information**

**35.**—(1) Any person may request a relevant supplier to send them a copy of any record maintained by the relevant supplier under regulation 34, and the relevant supplier must, within 7 days of the receipt of the request, send a copy of the record requested to the person.

(2) A relevant supplier must comply with a request under paragraph (1)—

- (a) in the case of a request relating to a water supply zone, free of charge if the person receives a supply of water in the zone;
- (b) in any other case, on payment of such reasonable charge as the relevant supplier may determine.

(3) Paragraph (1) does not oblige a relevant supplier to comply with a request which is vexatious.

(4) Where a relevant supplier has previously complied with a request made by any person, paragraph (1) does not oblige it to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the subsequent request.

(5) A water undertaker must include in, or append to, at least one of the accounts sent to each customer in any year a statement setting out the rights of that customer under paragraph (1).

(6) As soon as possible after an event which, by reason of its effect or likely effect on the water supplied by a relevant supplier, gives rise or is likely to give rise to a significant risk to human health, the relevant supplier must notify—

- (a) in every case—
  - (i) every appropriate local authority,
  - (ii) Public Health England,
  - (iii) the Council, and
  - (iv) the Secretary of State; and
- (b) in any case where the event gives rise or is likely to give risk to a significant risk to human health in Wales—
  - (i) the National Public Health Service for Wales, and
  - (ii) the Welsh Ministers.

(7) Where a person has received a notification under paragraph (6), that person may require the relevant supplier to provide that person with such further information relating to the event and its consequences as that person may reasonably require.