



guardians of drinking water quality

DRINKING WATER INSPECTORATE

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Information Letter 03/09

To: Board Level and Day to Day contacts of Water and Sewerage Companies and Water Companies in England and Wales

Dear Sir/Madam

FURTHER GUIDANCE ON CHANGES WITHIN THE OPERATIONS TEAM AND THE INSPECTOR LIAISON ROLE

1. The purpose of this guidance is to advise you of the changes within the DWI Operations team which affect the communications between the water companies' or water supply licensees and the Inspectorate to meet the duties as specified under the Water Supply (Water Quality) Regulations 2000, (2001 Wales), (Amended 2007) and the Water Undertakers (Information) Direction 2004.
2. You will be aware that the structure of the Operations Team within the DWI now comprises of teams for Events, Audits and Compliance & Consumer Complaints who will deal specifically with those areas. The teams and members of those teams were specified in IL 1/2009 and as a result the means of communications was advised to be through designated DWI Event, Audit and Compliance e-mail boxes.
3. This letter now informs you of the mail addresses, effective dates, process owners and clarifies the role of the liaison Inspector.
4. From 2 March 2009 the Event Team will become fully active and will deal with all 2009 related events. Companies should direct all event enquires and communications to this mailbox from that date. The e-mail for this team is dwi.events@defra.gsi.gov.uk and the process owner is Laura Moss. Any e-mail confirmation of the initial notification to the first contact should be sent to both the first contact Inspector and the event team mail box.

5. From 6 April 2009 the Compliance and Complaints Team will become fully active and likewise will deal with all 2009 related matters on compliance and complaints to the DWI. Companies should direct all related enquires and communications to these mailboxes from that date. The e-mails for this team are dwi.compliance@defra.gsi.gov.uk and dwi.complaints@defra.gsi.gov.uk and the process owner is Keith Smith. Monthly compliance data returns should still go to the same data team e-mail box as currently is the practice.
6. Any technical audits carried out by the DWI forthwith will be the responsibility of the Audits Team. Companies should direct all audit enquires and communications to this mailbox, with immediate effect. The e-mail for this team is dwi.audits@defra.gsi.gov.uk and the process owner is Samantha Vince.

Liaison Inspector Role – Company Guidance

7. Prior to the reorganisation within the DWI Operations group, the role of the Liaison Inspector was to deal with all operational matters for their allocated company and as a conduit for other information. Whilst the Liaison Inspector will not deal with all operational matters for an allocated company anymore, the aspiration is that the Liaison Inspector should still remain a conduit for communications with the companies specified as their first contact as listed in IL 1/2009.
8. This document is designed to be a guide to companies in regular water company liaison meetings to enable point 7. This guidance provides a suggested format. However, the contents of any meeting should not be limited to that described in this document and may include any relevant material which is of interest to both the DWI and the Water Undertaker or Water Supply Licensee.
9. Liaison Meetings provide the forum for issues relevant to the Company and the Inspectorate to be shared, discussed and appropriate decisions made. The meetings will also provide the forum for agreeing wider actions and communications to Inspectorate and company staff.
10. The purpose of the meetings includes:
 - Discussion of core areas such as ongoing events, complaints, compliance and ongoing audits and implementation of any actions arising
 - Key changes in processes and personnel in the company or the Inspectorate
 - Key information from the company and the Inspectorate, including news and updates

11. Meeting Format

- Company liaison meetings should be held at regular intervals as deemed necessary by the company and the Liaison Inspector.
- Meetings may be held either at company or DWI offices whichever is most appropriate and convenient.
- Suggested attendance at these types of meetings would be company day to day contacts, members of the Water Quality team and other company personnel as appropriate.
- Frequency may be based on company size, regulatory workload, experience, but a minimum of two meetings per year would be considered reasonable. It may be desirable to have one of these meetings in the period preceding CIR publication to discuss the previous year's performance with the company and encourage discussion of any outstanding issues prior to compilation of regional CIR reports particularly any regional items of interest and allow an outline of the process and accountability of company performance.
- It is desirable that a draft agenda should be agreed prior to the meeting, (where possible at least one week), to allow items to be added and preparation time for the Inspector to allow comprehensive feedback and preparation time for all.
- It is not expected that the Inspector would have in depth knowledge of every aspect in the key work areas, however these meetings are aimed at ensuring that no obstacles exist in the company meeting regulatory requirements and that guidance is given by the DWI on key topics of interest.
- Where there are matters relating to regulatory requirements or there are a number of issues which are unresolved or show deterioration, (including/over and above that detailed to the company via the usual routes), the Inspector may consider it prudent for a Principal Inspector/s to attend relevant to the area of concern, who would be able to discuss key work areas in more detail. Furthermore the Inspector may highlight the need for a board level meeting to allow for a wider overview of the company performance relative to the rest of the Water Industry and discussion of strategic issues.

12. Copies of this letter are being sent to Pamela Taylor, Chief Executive, Water UK; Richard Wood, Water Supply and Regulation Division, Department for Environment, Food and Rural Affairs; Natalie Howes, Climate Change and Water Division, Welsh Assembly Government; Colin McLaren, Drinking Water Quality Regulator for Scotland; Randal Scott, Drinking Water Inspectorate for Northern Ireland; Tony Smith and Chairs of the Regional Consumer Council for Water; Kevin Ridout, for Office of Water Services.

13. This letter is being sent electronically to Board Level and day to day contacts. Please acknowledge receipt by email to dwi.enquiries@defra.gsi.gov.uk . Hard copies are not being sent but the letter may be freely copied.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Marcus Rink', written in a cursive style.

Marcus Rink
Deputy Chief Inspector (Operations)