



guardians of drinking water quality

DRINKING WATER INSPECTORATE

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Sarah Critchley
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Our ref: 2018/1016E
Date: 11 October 2018

Dear Ms Critchley

REQUEST FOR INFORMATION: pH of Drinking Water

Thank you for your further enquiry received on 3 October regarding concerns about the pH of your water.

In answer to the questions you have raised, I have reviewed the data going back to 2004 for the zones that supply Burnley. I have gone back to 2004 because that is the start of the records we hold that provide the analytical results of samples taken. None of the pH measurements have been outside of the required range of 6.5-9.5.

pH samples are recorded by the sampler while in the property being sampled and are measured on a device that is required to be maintained and calibrated in order to give a reliable result. The water company is responsible for taking the samples however the process is independently accredited and samplers are trained. The Inspectorate has powers to audit the water company and carries out audits taking a risk based approach.

The regulations applying to drinking water allow for water to be in the range of pH 6.5-9.5.

We would strongly suggest that in the first instance you contact the company and request a sample be taken from your property for two reasons, firstly because the company should be given the opportunity of investigating your complaint and secondly they would be able to carry out a fittings inspection of your property to ensure that you don't have any unusual plumbing arrangements in your property such as cross connections to a water softener as an example, or something else. I have spoken to the company and if you wish to provide an address then this service could be provided free of charge.

If you wish to obtain your own sample result that is analysed appropriately, you would need to contact a laboratory that is capable to analysing drinking water and is accredited by UKAS. I can suggest the following but you can also contact UKAS directly to ask about other laboratories on <https://www.ukas.com/>

1). LPD Lab services Ltd, Blackburn 01254 676074 or enquiries@lpdlabservices.co.uk
They will charge a minimum of £300

2). Derwentside Environmental Testing <http://www.dets.co.uk/> 01207 582333. They charge in the region of £50 as I understand, though I have not spoken to them myself.

In response to your question about drinking water in Burnley, it is suitable for drinking and bathing.

If you have any queries about this letter please contact me.

Yours sincerely

Sue Pennison

Principle Inspector
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