

You, your family and any visitors to your home or business all have a right to expect clean, safe drinking water.

Who are most vulnerable?

There are a number of groups who may be at higher risk from microbiological contamination of a private water supply, such as visitors and employees who would normally drink mains water at home. The most vulnerable are children; elderly people and people with a weakened immune system.



If you think your water supply has caused your visitors or yourself to become ill, please contact the Environmental Health team, Council of the Isles of Scilly:

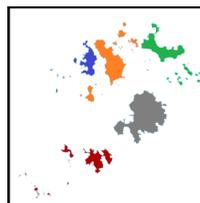
0300 1234 105
environmentalhealth@scilly.gov.uk

Make sure you know where your water comes from and how it reaches your tap. Knowing this can help you understand what could cause a problem.

What I should know?

Clarify who is responsible for maintenance of the supply. Contact the owners of the land where the source is, and discuss your supply with them, and where the source, tank/s and pipework are.

Clarify who is responsible for the whole supply system including water treatment equipment and that it is maintained according to manufacturer's instructions.



Register your water supply

Environmental Health
Council of the Isles of Scilly
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Isles of Scilly
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Council of the ISLES OF SCILLY

1. Private Water Supplies



Owners and Consumers
BE SAFE

This leaflet aims to help those with a private water supply understand how the regulations affect them and their responsibilities.

If the source of your water supply is not provided by a water company (for example South West Water) then it is considered to be a private water supply. Private water supplies come from a variety of sources, including wells, springs and boreholes.

In April 2020, the monitoring and management of all private water supplies was transferred under new regulations to the Council of the Isles of Scilly.

The regulations are concerned with the wholesomeness of water obtained from private supplies and require the CIOS to sample and analyse the water from these supplies.

The regulations aim to protect health and they require the same quality standards as the mains water supply.

Local authorities are responsible for regulating private water supplies used in both domestic and commercial premises.

The Regulations apply to all private supplies intended for human consumption.

What does this mean for me?

Commercial purposes (e.g. food production, holiday homes, bed and breakfast accommodation, caravan and camp sites).

Domestic purposes (e.g. drinking, cooking, food preparation and washing).

If you are a tenant on a private water supply, you can also ask CIOS to investigate your supply if you think there could be a problem.

If the house you and your family live in is the only property supplied by a private water source, and only your family drink the water, CIOS will only risk assess and sample on request, unless there are newly installed supplies which will, under the regulations require an officer to sample and analyse.

There is a scheme in place to recover costs for all services applied. The current charge scheme can be found on the CIOS website.

Untreated water can contain micro-organisms (animal droppings or human excrement) or be chemically contaminated which may not be detectable by taste, smell or by the colour of the water.

What sort of things can affect the water quality?

Poorly maintained water treatment equipment which may cause the water to become unwholesome.

The CIOS will assess the water for both chemical and microbiological parameters as stated in the regulations.

Some micro-organisms, such as coliforms, indicate only that contamination may be present. Others, such as

What harm could contamination cause?

Cryptosporidium, Giardia, Campylobacter and E.coli O157 can cause vomiting and diarrhoea or more severe illnesses in some cases.

The effects of chemicals identified depend on the type and amount of chemical present. One common concern is in relation to lead, which is dissolved within the water from lead pipework.

The regulations allow the CIOS to carry out a risk assessment of your private water supply, from the source to the tap. This risk assessment looks at the source of the supply and the surrounding area to see if contamination is possible. It also involves checks of the storage tanks, any treatment systems and the pipework.

What is a Risk Assessment?

The risk assessment identifies actual and potential hazards that may affect the health of those drinking the water, so that you can take action to make sure your water supply is safe to drink.

Where the water is found to be unsafe, CIOS will further monitor the source to ensure that the supply is improved by the relevant person (s).

“I have drunk it for years and it hasn't hurt me... “