



This document is provided to certify that all drinking water provided by **Water Direct** can be regarded as **wholesome** in accordance with Regulation 4 of the **Water Supply (Water Quality) Regulations 2016 (as amended)**.

All water supplied by **Water Direct** is abstracted under license from the water utility mains distribution system using only appropriately licensed equipment that complies with Regulation 4 of the **Water Supply (Water Fittings) Regulations 1999 (as amended)** and Regulation 31 of the **Water Supply (Water Quality) Regulations 2016 (as amended)** and by this virtue does not contain any concentration or value of any parameter, including micro-organisms (such as *E. coli* and Coliforms) or chemicals (such as pesticides and heavy metals) that exceeds those stated in the regulations. This also includes parameters relating to the way water looks, smells and tastes.

All water supplied by **Water Direct** is handled by technicians trained under the **Energy & Utility Skills Register's National Water Hygiene Scheme** in hygienic best practice, who follow operating procedures and management systems developed in accordance with **Water Industry best practice and the 'Principles of Water Supply Hygiene'**.

Each transfer and storage vessel employed by **Water Direct** is uniquely identifiable, a full record of maintenance (including cleaning and disinfection), movement, fill and discharge is available by request in addition to abstraction data and detailed source analysis of the water delivered, if required.

As such, the water supplied can be regarded, at the point at which it emerges from a **Water Direct** transfer or storage vessel, as **Quality Assured** and suitable for the purposes of **cooking, drinking, washing, food preparation or for food production purposes**.

For more information:

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