

# Water Facts

## 1. My Water Supply



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# My Water Supply

## Where does my drinking water come from?

Rainfall is the primary source of water used for public water supply in the UK. It travels and collects in rivers, underground aquifers and in impounding reservoirs. At a high level there are three main categories of source water: groundwater, upland catchment water and lowland river water.

Water is abstracted from the environment by water companies for treatment. Each type of source water presents different treatment challenges, with the composition of water varying with the type of rock the water has flowed over or through and the contaminants it has been exposed to during its journey. In general, the poorer the quality of the original water source, the more complex the treatment required. Water from springs and underground aquifers is generally of a higher quality and may only need basic treatment followed by disinfection. Water from sources such as rivers, lakes, and reservoirs, will normally require more complex treatment as they may contain more impurities. Irrespective of source water quality, all public mains drinking water is treated to achieve the same high standards of quality.

## How does water get to my property or business?

Water is transported through pipes from rivers, reservoirs, lakes, springs, and underground sources to water treatment works. Once at the treatment works, the water is treated to remove and /or render harmless any contaminants to an acceptable level. It's then either pumped, or flows by gravity, through a network of water mains and sometimes underground storage reservoirs to homes and businesses.

## Who is responsible for my water supply?

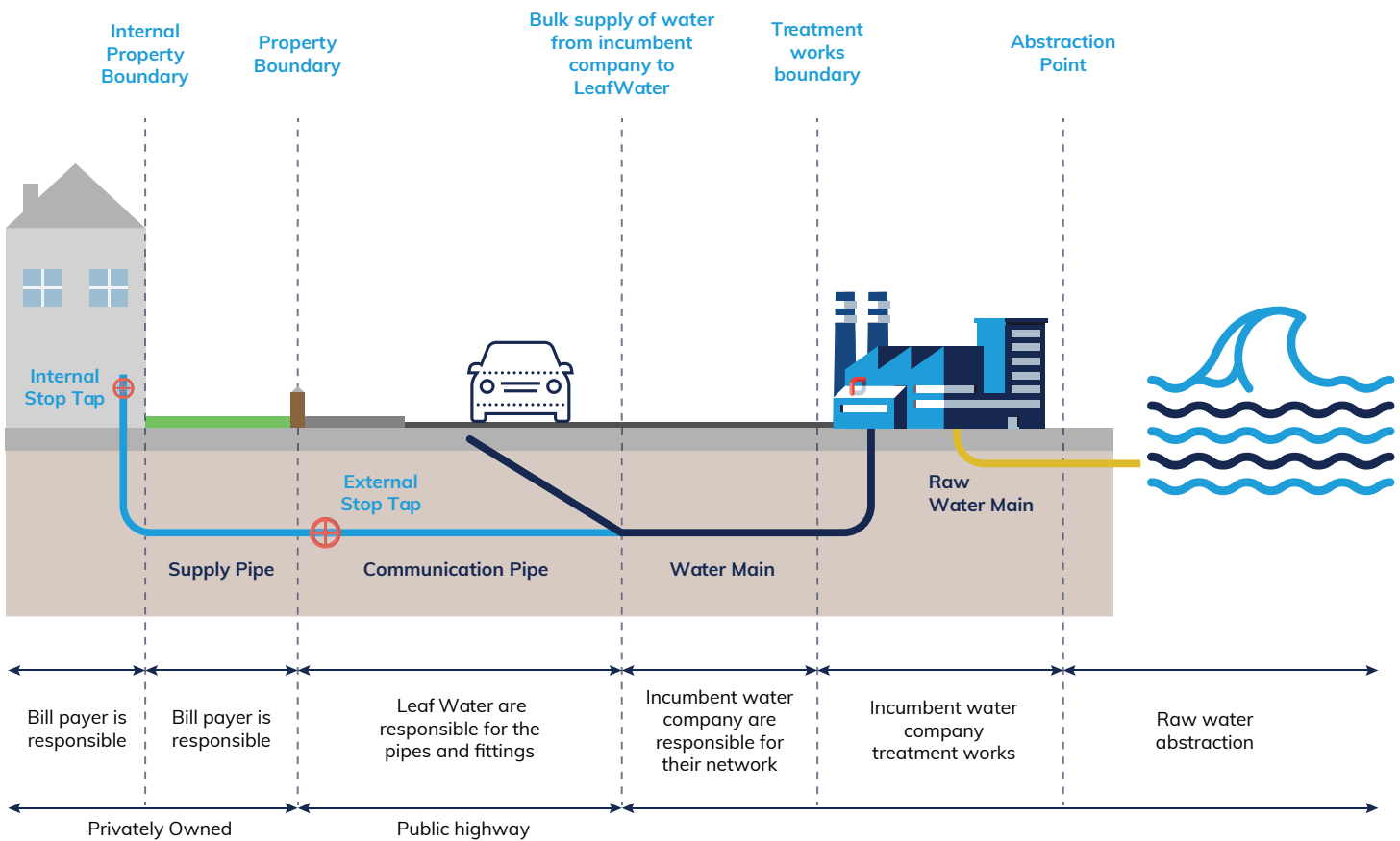
Who is responsible for my water supply? Leaf Water is responsible for your water supply. Unlike traditional water companies, Leaf Water isn't involved in the abstraction or treatment of water supplies. Instead, Leaf Water takes a bulk supply of already treated water from the resident (incumbent) water company in the area. It then distributes it via the last mile of pipework which it owns to homes and businesses in a specified area known as a new application variation (NAV).

Whilst Leaf Water has no control over the abstraction or treatment processes, it is responsible for monitoring and ensuring that the water you receive at your tap is within the required quality standards.

The following infographic provides an overview of the NAV supply process and the corresponding responsibility for the maintenance and replacement of pipework.



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To find out more about your internal plumbing and how it can impact the taste and odour of your water, please [click here](#) to visit the WaterSafe website.

 [www.leafwater.co.uk](http://www.leafwater.co.uk)

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