



18th December 2023

Dear Resident,

Re: Drinking water sampling at Upper Rissington

As your water provider, Albion Water have a regulatory obligation to monitor the quality of the drinking water supplied by collecting samples from customers' properties on a monthly basis.

Unfortunately the regulations require the sampling to be from a randomly selected property and therefore we are not able to make prior appointments for this to happen. We appreciate that this can be inconvenient, but it is the only way we can verify the quality of the drinking water that you drink.

Albion Water employs ALS laboratories to collect and analyse drinking water samples and therefore from time to time you may come across an ALS sampler requesting to sample from your property. The ALS technician will have proof of ID and will be willing to show it to you. If you are uncertain about the identity of the sampler, please check that they are genuine by contacting the numbers below.

ALS - 02476 856 536 or 07771 674 375

Albion Water Customer Service Team – 03300 242 020

To comply with national requirements, the sampler only needs access to a cold water kitchen tap with no water filters attached which will be will be cleaned and flushed prior to the sample being taken.

Typically, the process will take around 15-20 minutes in total. Thank you for your assistance with this and enabling us to ensure the drinking water in Upper Rissington is safe to drink.

Thanks

Hannah Hall