

Refill and hydration FAQs

Here are some FAQs you may receive from your community, as well as advice on how to respond. If you need any further assistance, please email press.office@wessexwater.co.uk

Q: Are the refill points safe to use?

A: Yes. The refill point will be cleaned, maintained, and inspected every week to ensure the highest standards of hygiene and water quality. We also sample the water every month to ensure the units maintain these high standards.

Q: Does the refill point cost money to use?

A: No, it is free of charge for the community.

Q: How can I report a problem with a refill point?

A: If you are unable to use a refill point or spot an issue, please call Wessex Water on 0345 600 4 600 and quote the ID number on the side of the refill point.

Q: Are Wessex Water going to install more water refill points in other locations?

A: We have now completed the installation of 24 refill points available across our region and have no plans to install more at this stage. You can see where to find your local refill points by visiting www.wessexwater.co.uk/refill

Q: I would like to install a water refill point for my local community. How does the process work?

A: There are various steps to follow and checks to be made to ensure water quality is protected from deterioration and a safe supply provided to all. Information about installing a water refill point can be found on Wessex Water's website here: <https://www.wessexwater.co.uk/community/water-refill/installing-a-refill-point>

Q: Is the water filtered?

A: No, the water is not filtered as it is already safe to drink.

Q: What minerals are in the water?

A: Water can contain a variety of natural mineral salts depending on where it has been abstracted from. More information about the water quality in your area can be found here: <https://www.wessexwater.co.uk/water-quality>

Q: Do Wessex Water add fluoride to water?

A: Fluoride is not added to the water supply. Traces of fluoride do occur naturally in many water sources.

Any decision to add fluoride to water would be made by local authorities and, through them, the department of health. If you're concerned about fluoride, please contact your local health authority.