

99003026058000

Consumer complaint about drinking water quality

Heruntergeladen am 06.07.2025

<https://fimportal.de/xzufi-services/6000532-99003026058000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99003026058000
Leistungsbezeichnung I	Consumer complaint about drinking water quality
Leistungsbezeichnung II	Consumer complaint about drinking water quality
Typisierung	4 - Land: Regelung
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	

Modul	Sachverhalt
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	• Trinkwasserverordnung (TrinkwV) • Richtlinie (EU) 2020/2184 – EU-Trinkwasserrichtlinie
Teaser	Water supply companies are responsible for ensuring that only safe drinking water is supplied to consumers. What can you as a consumer do if the water is discoloured, smells or tastes unusual or causes discomfort?
Volltext	Water supply companies are responsible for ensuring that only safe drinking water is supplied to consumers. What can you as a consumer do if the water is discoloured, smells or tastes unusual or causes discomfort? The first point of contact is the water supply company - it must investigate the problem. However, you can also contact the public health department if you have a justified complaint. Note: Drinking water can also be contaminated by the domestic installation. The respective homeowner or landlord is responsible for the quality of the domestic installation and therefore also for its repair or maintenance.
Erforderliche Unterlagen	
Voraussetzungen	Suspicion of contamination in drinking water
Kosten	• The health authority will decide on any costs of an official drinking water test. • The respective authority will inform you about the costs of a self-initiated test (without an official complaint) by recognised drinking water laboratories.
Verfahrensablauf	Reporting a suspicion • You can report to the responsible authorities in person, in writing or by telephone. • Give a description of the change (colour, smell, taste).

Modul	Sachverhalt
	Taking a sample In response to your complaint, an employee of the water supply company or the public health department may visit your household and take a drinking water sample. This will be analysed in the laboratory.
Bearbeitungsdauer	
Frist	none
weiterführende Informationen	
Hinweise	
Rechtsbehelf	non applicable
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	