

## Water source changes in Hoylake and some areas of Wirral

We're carrying out a range of maintenance activity on local water storage facilities that supplies Hoylake, Meols and some areas of Wirral. Our work will begin by Sunday 21 April and is expected to continue through 2024.

### Why do you need to make changes to my water?

We'll need to make some changes to the way we supply water to homes and businesses, so that our teams can carry out the various elements of maintenance activity. By moving water around the network through different pipes or using another of our water treatment sites, we can make sure the work is carried out as quickly as possible. This will mean the hardness of your water will fluctuate from time-to-time.

Don't worry, we won't need to turn off your water and you can use it as normal, it will continue to be clean and safe, meeting all strict standards set by the Drinking Water Inspectorate although we do understand it may be different from what you're used to.

### How will the water be different?

The water we supply to homes and businesses across our region comes from a variety of raw water sources. Water sourced from underground aquifers tends to be harder than water from lakes and reservoirs due to it containing more minerals as it has passed through layers of rock, before being pumped to the surface, treated and then distributed into the pipe network. This may be more noticeable in hot drinks or when using cleaning or bathing products as it can be a little more difficult to create a lather. In some instances, you may find the water can produce limescale on sinks or kettles. There are cleaning products widely available which are designed to help remove limescale easily.

The typical hardness of your current water supply varies between moderately soft/moderately hard. During our maintenance work we'll be using another of our water treatment sites to supply your water and this will mean the typical hardness of your water will range between hard/very hard

Don't worry, we'll still be supplying you with safe, high-quality water. Many areas in our region are supplied with water from underground aquifers or water which may be blended with from several or different treatment works every day.

### I use a CPAP machine, what do I need to do?

Harder water can cause additional mineral build-up within the machine. Refer to the manufacturer's instructions as you may need to clean the machine more regularly.

### Will I need to alter the settings on my dishwasher?

Refer to your appliance user manual for further information and use the water quality register on our website which shows the typical hardness level for your area.

### I keep fish, what do I need to do?

If you keep fish or aquatic species it's recommended to test at each and every water change to help understand what treatment you may need to carry out and continue to carry out regular monitoring. You can use our water quality register to see how the water chemistry for your area changes over time, but please remember that the data is always slightly behind and does not reflect the current live situation.

### How do I check the water quality for my area?

You can find the typical water quality and hardness level details for your area by entering your postcode at [unitedutilities.com/your-water-supply](https://unitedutilities.com/your-water-supply)

### How are you notifying customers to let them know about the change?

We've contacted customers either by email, text message or letter to let them know about these changes to their water source while we carry out this work. We may need to blend your water supply from time-to-time in the future to help us manage water resources and balance the needs of the environment across our region.

Thank you for your support and understanding. If you have any further queries, please get in touch by completing our [feedback form](#), you can always call us on 0345 672 3723 (select option 1) quoting project number 80042090 or contact us via our social media channels-

