



Water for the North West

United Utilities Water Limited

Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](https://www.unitedutilities.com)

Our ref: EIR/ID383

Date: 03/06/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/383

Thank you for your request environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

I am a resident at [REDACTED] and I am writing to formally request detailed information about the chemical composition of the drinking water supplied to my area.

Specifically, I would like to receive a comprehensive list of all chemical substances detected in the water, including concentration levels. I am also requesting information on any substances added during water treatment processes (e.g., chlorine, fluoride, or other disinfectants), as well as the results of routine water quality monitoring for my location.

You requested a comprehensive list of all chemical substances detected in the water, including concentration levels. You also requested information on any substances added during water treatment processes (e.g., chlorine, fluoride, or other disinfectants), as well as the results of routine water quality monitoring for my location.

The most informative way to understand the quality of the water supplied to your postcode area, along with regulatory parameters and chemical concentrations, is to view a summary of water quality analysis on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. If you insert your postcode into the box on the website, it will provide a summary report, specific to your water supply zone. This includes the results of laboratory analysis of the water we supply, including both naturally occurring minerals, some of which may be removed or reduced during water treatment, and any residual water treatment chemicals such as chlorine. The report covers a rolling 12-month period and is updated weekly. I have attached a copy of this for you titled 'Appendix 1 - Drinking Water Register'.

For a clearer view of the results on each water quality sample collected from your water supply zone with dates and times of when they were taken, please see PDF document attached titled 'Appendix 2 - Sample Results'. These results range from samples collected on 01/05/2024 to 10/05/2025. You may have noticed on the Drinking Water Register there is a failed percentage for coliform bacteria, this is also highlighted on Appendix 2. 99.5% of 201 samples taken for coliform bacteria analysis met the regulatory standard. 1 of the 201 samples failed the standard for coliform bacteria.

Where there is an exceedance of the regulatory standard a full source to tap investigation is carried out including and not limited to obtaining resamples from appropriate locations, onsite investigations by field staff and carrying out a review of water quality and online data. Where a root cause is identified, action is taken to rectify the issue and customers are advised how to prevent an occurrence where the cause is related to customer owned assets.

As part of our thorough investigations into the single coliform infringement in your water supply zone, we determined the likely cause of the bacteria infringement was a property specific issue, most likely due to poor tap hygiene and the customer was advised of actions to carry out to prevent a reoccurrence.

All chemicals that are used in the treatment process have to meet strict requirements that are set out in the relevant British Standards. The amount of chemical added to the raw water as part of the treatment process is monitored closely to ensure that the minimum amount required is added. Treated water is monitored online 24 hours a day 7 days a week, as well as samples taken from our water treatment works, at storage points in the network and at customer properties to demonstrate that the water is safe to drink.

A fact sheet accompanies this response titled Appendix 3 - Water Treatment Chemicals. This fact sheet lists all the chemicals used throughout the treatment process but please be aware that this sheet lists all the possible chemicals that can be used, and we do not necessarily add every chemical on this list at every one of our treatment sites. For example, we do not dose hexafluorosilicic acid to the water that supplies your property, the water supply to your area is not artificially fluoridated and is low in naturally occurring fluoride (See Appendix 3 – Water Treatment Chemicals).

If you have specific concerns regarding the water quality at your property, we would be happy to arrange for one of our Water Quality Officers to attend and collect water samples from your property.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Kind regards