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Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID387  
**Date:** 02/07/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear Mr. [REDACTED]

EIR Reference: EIR/ID/387

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 have carefully reviewed your request and provided answers to each of your questions below.

**Monitoring data and reports concerning compliance with drinking water standards, including fluoride, nitrate, lead, microbial contamination, and any other chemical or biological substances recorded in public water supplies.**

Water Companies collect samples daily from, but not limited to, Water Treatment Works (WTW), Service Reservoirs (SRs) and customer properties. Samples are then analysed in a laboratory to confirm the water quality meets the requirements set in the Water Supply (Water Quality) Regulations 2016. Within the Water Supply (Water Quality) Regulations 2016, there is a list of parameters which companies must monitor for, where the monitoring should occur (e.g. at a WTW) and the maximum level which is acceptable in drinking water; these levels are known as a Prescribed Concentration or Values (PCV) or more simply as the water quality standards. A full list of the parameters that Water Companies must monitor for, including the PCVs, can be found on the Drinking Water Inspectorate's website by following this link: [Drinking Water Standards and Regulations - Drinking Water Inspectorate](#)

The most informative way to obtain monitoring data regarding compliance, 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/>. On this site, you can enter your postcode, and you will be provided with a rolling 12-month summary of water quality data for your local water supply zone. The data covers a combination of random samples that have been collected from properties within the water supply zone and also the supplying water treatment works.

The water supply zones in West Cumbria are listed below:

WSZ Number	WSZ Name
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004	Quarry Hill
028	Crummock
031	Ennerdale North
032	Ennerdale South

We have extracted five years of monitoring data from West Cumbria from our Drinking Water Register which accompanies this response (see attached). Please note the Drinking Water Register is a rolling 12-month data set. In West Cumbria, in the past five years there has been exceedances of the water quality standards for the following parameters:

- Iron
- Manganese
- Turbidity
- Coliform bacteria
- Taste
- Odour

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's own internal plumbing. A summary of each of the exceedances is included below:

Date Sampled	WS Z	Location	Parameter Name	Result	Unit	Root cause
29/05/2020	Z032	Customer Property	Coliform bacteria	6	N/DL	Internal Plumbing or Tap
15/06/2021	Z032	Customer Property	Coliform bacteria	4	N/DL	Unknown Cause. Investigations identified there were no issues with the quality of the water supplied to the customer's property
28/07/2021	Z031	Customer Property	Coliform bacteria	5	N/DL	Internal Plumbing or Tap
29/07/2021	Z032	Customer Property	Coliform bacteria	1	N/DL	Internal Plumbing or Tap
24/08/2021	Z028	Customer Property	Coliform bacteria	8	N/DL	Unknown Cause. Investigations identified there were no issues with the quality of the water supplied to the customer's property
06/10/2021	Z031	Customer Property	Coliform bacteria	33	N/DL	Internal Plumbing or Tap
24/01/2022	Z028	Customer Property	Iron	2790	UG/L	Unknown Cause. Investigations identified there were no issues with the quality of the water supplied to the customer's property
02/02/2022	Z028	Customer Property	Coliform bacteria	1	N/DL	Internal Plumbing or Tap
29/06/2022	Z032	Customer Property	Coliform bacteria	5	N/DL	Unknown Cause. Investigations identified there were no issues with the quality of the water supplied to the customer's property
31/10/2022	Z028	Customer	Taste Odour	11	Dilution	Unknown Cause. Investigations identified

Date Sampled	WSZ	Location	Parameter Name	Result	Unit	Root cause
		Property			number	there were no issues with the quality of the water supplied to the customer's property
30/03/2023	Z028	Customer Property	Iron	687.9	UG/L	Transient sediment from historic mains deposits in the distribution main supplying the property.
28/06/2023	R059	Service Reservoir	Coliform bacteria	25	N/DL	Ingress from two hatches on the top of the asset.
27/06/2024	Z031	Customer Property	Taste Odour	11	Dilution number	Unknown Cause. Investigations identified there were no issues with the quality of the water supplied to the customer's property

**Information relating to water fluoridation in this region, including:**

- **Whether any part of the West Cumbria water supply is fluoridated.**

We can confirm that water supplies in WSZ 028, WSZ 031 and WSZ 032 received a fluoridated water supply. With respect to the towns across water supply zones, these are: Workington, Seaton, High Harrington, Great Clifton, Silloth, Maryport, Flimby, Cockermouth, Whitehaven, Arlecdon, St Bees, Frizington, Salterbeck, Egremont, Cleator Moor, Beckermeth, Ravenglass and Bootle.

- **The legal and regulatory basis under which fluoridation occurs (if applicable).**

The Water Industry Act 1991 states that the Secretary of State can instruct a water company to fluoridate the water supply in a particular area if it is technically feasible to do so. If it is technically feasible, we cannot refuse to add fluoride. We do not make or influence these decisions.

- **Any public consultations or risk assessments carried out before implementation.**

The requirement to add fluoride to the drinking water have been in place since the late 1960s/early 1970s and were instigated by the relevant health authority. Any public consultation is carried out by the relevant health authority prior to a scheme being implemented, and therefore, we do not hold a copy of the public consultation or risk assessment so do not have that information to release.

Any fluoridation of drinking water supplies must be undertaken in line with the Code of Practice for the fluoridation of drinking water supplies which is available on the Drinking Water Inspectorate's website. In addition, the chemicals that we use in the treatment of drinking water must be approved for use and comply with the relevant British Standards. The relevant section of the Water Act 2003 specifies that one of two chemicals is permitted for the purposes of increasing the fluoride content of drinking water. These compounds are disodium hexafluorosilicate and hexafluorosilicic acid. Both are covered by European standards (BS EN 12174:2001 and BS EN 12175:2001 respectively). Copies of these standards may be obtained from BSi Customer Services, BSi, 389 Chiswick High Road, London W4 4AL or via their web site at: <https://www.bsigroup.com/en-GB/>.

- **Internal or third-party evaluations of environmental or public health impacts related to fluoride use.**

The Water Fluoridation and Health Monitoring Working Group, on behalf of the Secretary of State for Health and Social Care produces a monitoring report of the effects of water fluoridation in

England at no fewer than four-year intervals. The most recent report was published in March 2022 and can be found using this link [Water fluoridation health monitoring report 2022](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/105444/water-fluoridation-health-monitoring-report-2022.pdf) ([publishing.service.gov.uk](https://publishing.service.gov.uk))

**Records of pollution incidents, including Discharges, spills, or overflows from wastewater systems; Any confirmed contamination of drinking water or natural water sources; Reports submitted to the Environment Agency or other regulators regarding pollution events in the area.**

Please find attached the associated excel spreadsheet showing a break down of all pollution incidents reported between 2020 and 2024 in West Cumbria. This information is sectioned in to 6 columns; the reference number of the incident, the location, the watercourse, the date of the incident, responsibility, and the category grading (according to the EA website). You will notice that there are instances of "third party" in the responsibility column. This is where the incident is linked to a private asset/responsibility, and not the responsibility of United Utilities.

**Internal reports, correspondence, or risk assessments relating to:**

- **The impact of infrastructure failures (e.g. pipe bursts, treatment plant malfunctions) on water quality or service delivery in West Cumbria and mitigation steps taken and any known or anticipated consequences for local residents or the environment.**

As stated in Regulation 35(6) of the Water Supply (Water Quality) Regulations 2016 and the Water Industry (Suppliers' Information) Direction 2024, Water Companies are required to report drinking water quality events to the Drinking Water Inspectorate and every appropriate local authority and UK Health Security Agency (UKHSA).

In the past 5 years, there has been 2 events in West Cumbria that have been reported as per the above associated with Company assets. A summary of the events, including the nature, whether the event was infrastructure related and the risk assessment to understand any customer impact is included below:

Month	Event Type	Water Supply Zone	Infrastructure Related	Description, Impact & Risk Assessment
Feb-20	Restriction of Use Event (Do Not Use)	031	Yes	The pH result in a sample taken from a customer property was above the regulatory standard. Precautionary advice was provided to the single property whilst investigations were undertaken. Investigations identified two broken valves on the distribution network causing a section of poor turnover in the main. The broken valves were replaced and the pH returned to normal.
Jul-23	2 hydraulically linked Service Reservoir (SR) Bacteriological Detections	032	Yes	Coliform bacteria detections were reported at two hydraulically links SRs supplying customers. Investigations identified that one detection was due to ingress at the asset. Investigations did not identify a cause for the second. The risk



Month	Event Type	Water Supply Zone	Infrastructure Related	Description, Impact & Risk Assessment
				assessment concluded that there was no significant risk to public health throughout the event.

Information on whether and how environmental or service failures (e.g. pollution, non-compliance with water quality standards) influence the company's billing practices or customer entitlement to service adjustments or compensation.

Environmental / service failures which result in fines (e.g. from the Environment Agency) are not paid for by customers, but rather from profits and therefore paid for by shareholders' funds. Also, our Performance Commitments (PC) and the resultant Outcome Delivery Incentive (ODI) reward/penalties. These are for out-/under-performance against the Performance Commitment Levels (PCLs, or target) set by Ofwat in the Final Determination (FD). UUW has, for example, a common PC in AMP8 (2025-2030) relating to Total Pollutions. Ofwat has set the PCL for our performance against this. If we underperform against the PCL (e.g. in 2025/26) then we would incur an ODI penalty. This would be deducted from the revenues we can collect from customers. In this example, the 2025/26 performance would be "trued-up" in allowed revenues in 2027/28. This means that we would have to reduce the amount of revenue we can collect from 2027/28 customer bills, compared to what was set out in Ofwat's FD.

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](mailto:EIRRequests@uuplc.co.uk), addressing your request to [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