



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

Our ref: EIR-450

Date: 09/07/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for your request for 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).

As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

I appreciate the level of detail included in the test data, particularly the concentration levels for individual PFAS compounds. However, I would like to respectfully ask for clarification on a few points to ensure that the information provided fully addresses my Environmental Information Regulations (EIR) request:

- 1. The test results are all associated with a generic "Site Reference A004a." Could you please confirm whether this sample site directly supplies drinking water to the [REDACTED] area, or if not, identify which site does?**

I can confirm that "site reference A004a", which was used to provide the data in our initial response is a raw water source which, following water treatment, directly supplies drinking water to the area that you live in. In addition, there are two other raw water sites which, following treatment, also provides drinking water to the area that you live in. Information for these two additional sites is attached in Appendix 2.

- 2. While I understand your reliance on Regulation 12(5)(a) regarding public safety, could you consider providing a general description of the sample site's geographic area (e.g., town or water supply zone), so that I may verify its relevance to my household?**

As I am sure you will appreciate, we take our obligations to water quality extremely seriously. The information that you have requested in relation to location is considered sensitive and forms part of the Critical National Infrastructure, which is why in arriving at this decision, we have followed guidance from DEFRA and sought understanding from the Drinking Water Inspectorate. This is why we engaged Regulation 12(5)(a) of the EIR in our initial response. Whilst we understand that you do not intend to use this data in a negative way, we need to ensure the safety of our drinking water supplies. However, we can confirm that the postcode you provided is part of Water Supply Zone 314. The raw water data we have provided in the original and attached appendices is representative of the River Dee and local groundwater sources.

- 3. In my request, I asked for details of any actions taken in response to PFAS detections. While your letter mentions general risk management practices, could you confirm whether any specific actions were taken in relation to any of the sampling events provided in Appendix 1?**

I can confirm that no specific actions have been taken in relation to any of the sample results provided in Appendix 1. This is because there have been no detections above Tier 1 in the drinking water supplied to the area that you live in. Tier 1 is the lowest tier set by the Drinking Water Inspectorate, and this is where results are less than 0.01 micrograms per litre. However, as with all of our sources, we will continue to monitor the concentration of PFAS as part of our sampling programmes.

We hope that this response answers your request. However, if you're not satisfied with our response, 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], 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.

Many thanks

[REDACTED]