



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-458

Date: 28/07/2025

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).

Your request:

I'm a customer in Lancaster (Zone Z060) and would like information under the Environmental Information Regulations about PFAS. Specifically:

1. Are any PFAS (e.g. PFOS, PFOA) monitored in Zone Z060?
2. If so, please provide the latest test results and dates.
3. If not, has the zone been risk-assessed for PFAS?
4. Are there any plans to begin PFAS monitoring in this area?

Our response:

With respect to your request specifically for PFAS data, I have attached a copy of the most recent results for PFAS compounds for your supply area, titled 'Appendix 1'. Please note that in line with Regulation 12(5)(a) of the EIR, we are unable to disclose sample locations due to security and public safety.

We can confirm that all of our water sources are monitored for PFAS and in most cases these substances are not present. We do not have any high-risk sources. In line with industry guidance, water companies focus PFAS monitoring at source locations and water treatment works which is representative of the water supplied at customer properties.

Where very low levels have been detected we have the appropriate risk management plans in place, to ensure the treated water supplied to customers meets the necessary regulatory requirements. At this time there are currently no statutory standards for PFAS in drinking water, nor is there a World Health Organisation guideline value. The DWI has taken a precautionary approach and produced tiered guideline values for water companies, which we adhere to.

We can confirm that we have had no detections of PFAS above Tier 1 in drinking water supplied to your area. Tier 1 is the lowest tier set by the Drinking Water Inspectorate (DWI), and this is where results are less than 0.01 micrograms per litre.

Should we receive any elevated PFAS results; we carry out investigations and increase monitoring. We keep the DWI and the relevant health authorities up to date on the results and there are options

available to us for example, removing a source from supply, additional treatment using granular activated carbon, or carrying out controlled blending to minimise any concentration.

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], 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]

We'd love to hear your feedback on how we handled your request! If you have a moment, please complete our short survey [here](#) – your input helps us improve our service.