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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID468
Date: 05/08/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/468

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).

EIR RESPONSE:

Thank you for your request regarding PFAS information in the Thornton Cleveleys area. I am pleased to say that we have recently updated our website to include information on PFAS, this can be found by following this link: [PFAS | United Utilities - Corporate](#)

Our website, provides background information on PFAS, the regulations that are now in place to seek to restrict PFAS and our suggested way forward. It also provides more detailed information in relation to Wastewater, Bioresources and Drinking Water.

The section on Drinking Water, states that although there are no statutory regulations in place, the Drinking Water Inspectorate (DWI) issued non-statutory guidance to water companies on managing PFAS concentrations with the latest version of the guidance being issued in March 2025. This guidance states that the maximum recommended level for a total concentration of 48 different PFAS is 0.1 ug/l. This value is also the proposal for a new regulatory standard outlined in the recommendations of the Water Quality Standards Advisory Panel.

The DWI's guidance provides three tiers of risks and outlines the actions required for each tier.

- Tier 1: sources are considered to be low risk, and monitoring is carried out quarterly. Most of our water treatment works fall within this category.
- Tier 2: sources require enhanced monitoring and either already have treatment in place to ensure that the water supplied to customers is reduced to Tier 1, or additional treatment is committed in our investment plan for 2025 and 2030.
- Tier 3: sources require action to be taken to ensure that the water supplied to customers is reduced to Tier 2, or below, as soon as possible, with a longer-term strategy to achieve Tier 1. We have no Tier 3 sites.

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 standards. Should we receive any elevated PFAS results; we carry out investigations and increase monitoring. We can also take direct action, for example, removing a source from supply, providing additional treatment using granular activated carbon, or carrying out controlled blending to minimise any concentrations. We also keep the DWI and the relevant health authorities up to date on the results and any actions taken or planned.

With respect to the Thorton Cleveleys area, the area receives a water supply from three water treatment works across Lancashire. In line with industry guidance, water companies focus PFAS monitoring at source locations and water treatment works, which provides a representative assessment of the water supplied at customer properties.

I can confirm that there have been no detections of PFAS chemicals above Tier 1, for the water treatment works supplying the Thorton Cleveleys area. As set out above, Tier 1 is the lowest tier set by the Drinking Water Inspectorate and is where results are less than 0.01 micrograms per litre. I have attached a copy of the results from the past 12 months with this response, called '**PFAS Data – Thorton Cleveleys**'. 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.

For additional information, we publish the results of our regulatory samples within our drinking water register which is available on our website by following this link [Water quality | United Utilities](#). As PFAS does not yet have a regulatory standard, we do not currently include these samples within this register.

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.

Kind regards