



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-490
Date: 19/08/2025
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 am requesting the following data relating to the drinking water supplied to my residential area (postcode*: * [REDACTED]) over the past **6 months**:

1. Weekly measurements of **chlorine levels** (both free and total chlorine) recorded at the point closest to distribution for my supply area.
2. Weekly or routine test data on **mineral content** (e.g calcium, magnesium, nitrates, sodium, sulphates, etc) over the same period.
3. A list of any reported **exceedances, customer complaints or anomalies** relating to taste, odour or chlorination in my area during that time.
4. The **sampling location** and frequency relevant to my postcode.

The request is prompted by an ongoing strong chemical odour and taste from the tap water, which at times closely resembles a swimming pool. I'd be grateful if you could also confirm whether there has been any change in treatment approach or dosing levels in my supply area during this period.

Our response:

You can view the latest water quality data for the water supplied to your area on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. If you input your postcode into the box, then it will return the results of samples taken in the last 12 months for your area.

Check your water quality

Find out more about the quality of your water by entering your postcode below

SEARCH

Typical water hardness:	Water supply zone:
Hard	<div></div>
Hardness clerk:	Water supply zone ref:
16.24	<div></div>
Date of update:	
15/08/2025	

Postcode search

Your postcode

SEARCH

The summary report, specific to your local water supply zone (“WSZ”), 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. There have been no issues detected in the WSZ over the last 12 months.

You requested the routine data for chlorine and mineral content; I have attached a spreadsheet for your attention which includes this data. The spreadsheet also confirms the following:

- The sample date and time
- The location (water supply zone sample or service reservoir sample)
- The determinands that we have analysed for

The result including qualifier (whether a result is greater than or less than the limit of detection)

For context, all laboratory methods have a Limit of Detection (LOD). This means that the method cannot read lower than a certain value. Any results marked as less than the LOD means that the result is lower than the lowest quantifiable value that the method can detect. In this dataset, column F is the qualifier, and any results less than the LOD are marked ‘<’.

Please note that in line with Regulation 12(5)(a) of the EIR, we are unable to disclose specific sample locations due to security and public safety, however we have included reference to whether this was taken from a property within your WSZ (“Zone Sample”), or from the nearest storage point (“Service Reservoir”).

Over the last 6 months, there have been 2 taste and odour complaints made by customers within the same area as yourself. The nature of the complaint and the actions we took are included in the below table. I can also confirm that there have been no exceedances, or anomalies relating to taste or odour in your area. There has been no change to the treatment process at the water treatment works that supplies your property. However, the treatment works take raw water from a number of groundwater sources (boreholes). The chemistry of the groundwater varies slightly between the boreholes, which may result in slight changes to the hardness of the water, but all the boreholes are subject to the same robust treatment processes to ensure that the water meets the required standards and remains safe to drink.

Date	Problem Reason	Summary
07/06/2025	Taste / Odour	Customer called to report a metallic taste to their water supply. Samples taken all passed, and advice was given on what could be causing the issue.
02/07/2025	Taste / Odour	Customer called to report a TCP smell and taste to their water. Samples were arranged, however not collected as customer was not home at the time of the appointment. The customer has not arranged another appointment.

For awareness, the [Water Supply \(Water Quality\) Regulations 2016](#) set out the following requirements with respect to sampling locations and frequency:

- Where the samples must be taken; this includes from the water treatment works, the storage tanks in our network (service reservoirs) and from customers' properties.
- How many samples must be taken; this depends on the location and the size of the water treatment works, the service reservoir or the population of the water supply zone as set out in the regulations.

I note that in your request, you have mentioned noticing a strong chemical taste and odour in your water supply. For awareness, whilst there is no specific regulatory maximum level of chlorine in drinking water in England, the World Health Organisation has set a guideline maximum value of 5 mg/l. Typically the chlorine concentration leaving a water treatment works is between 1 and 1.5 mg/l. As you can see from the data included, from your local WSZ the chlorine residuals are well below this level and are not unusual for public water supplies in the United Utilities area.

Chlorine is applied to disinfect the water and ensure it remains safe on its way to the customer's tap this is a matter of public health and therefore, our first priority. Chlorine degrades over time as it travels through our network of pipes. This means that the chlorine levels can vary. This can depend on a number of factors, including a customer's proximity to the treatment works, water use in the area and temperature. We review chlorine levels at our treatment works and at customer's taps on a regular basis to ensure that they are optimised to provide adequate protection, whilst minimising the taste impact.

A slight taste of chlorine is normal, but some people are more sensitive to the taste and smell than others. The taste and odour can be overcome by filling a jug, covering it and allowing the water to stand in the fridge until required for use. Any water not used after 24 hours should be discarded.

I have also passed your request onto our Water Quality Team to investigate further and can see that they have arranged for samples to be collected from your home on 12th August 2025. Once they have received a copy of all sample results, a member of their team will be in contact to discuss this further with you.

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.

Thanks,



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.