



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-497
Date: 17/09/2025
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:

Please provide a dataset of water hardness measurements for each postcode area within your supply region. Ideally, I would like this information to include:

- Postcode or Postcodes
- Water hardness value (in mg/l CaCO₃, ppm, or °dH)
- Date of measurement or date range
- Method or source of measurement

Our response:

Please see attached a copy of the requested data, which includes:

- The sample date and time
- The determinand
- The qualifier (whether a result is greater than or less than the limit of detection)
- The sample result and unit
- The partial postcode

For awareness, 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, results less than the LOD are marked 'LT'.

In terms of the method or source of measurement, manganese and calcium concentrations are determined by 'Inductively Coupled Plasma Optical Emission Spectroscopy', whilst total hardness is calculated from the concentrations of magnesium and calcium and is expressed as mg/l Calcium Carbonate equivalent.

We have supplied you with the first four digits of each postcode which is in line with Regulation 13 of the EIR, and UK GDPR, as full postcodes can be used to identify individuals, and are therefore deemed to be personal data.

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 [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.