



Water for the North West

**United Utilities Water Limited**  
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Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR-527

**Date:** 17/09/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto: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:**

- Water quality test results for past 12 months: heavy metals, THMs/HAA, pharmaceuticals, PFAS, microplastics
- Incident reports, communications, remedial plans related to water safety

**Comparison – Bottled Spring Water vs Tap Water:**

- Heavy metals: bottled – none/minimal; tap – possible traces, toxic
- Disinfection by-products: bottled – none; tap – possible, long-term risk
- Pharmaceuticals: bottled – none; tap – trace levels
- PFAS: bottled – none; tap – detectable, persistent
- Microplastics: bottled – none; tap – occasionally detected
- Chlorine/Chloramine: bottled – none; tap – added, forms toxic by-products
- Fluoride: bottled – none; tap – added, potential risk
- Minerals: bottled – natural; tap – treated, usually safe

**Dispute Points:**

- Cannot pay for water unsafe for consumption
- Billed for full year upfront
- Complaint closure deadline and threat to inform third parties is coercive
- Will not allow water officer access until reports provided

**Requests:**

1. Provide EIR information without delay, preferably electronically
2. Confirm account remains on hold until dispute resolved
3. Confirm no information shared with credit agencies while dispute ongoing
4. Confirm statutory compliance to supply safe, wholesome water

Escalation if no response within 20 working days:

- ICO enforcement under EIR 2004
- Notify CCWater and Ofwat
- Consider legal action for distress and unlawful billing

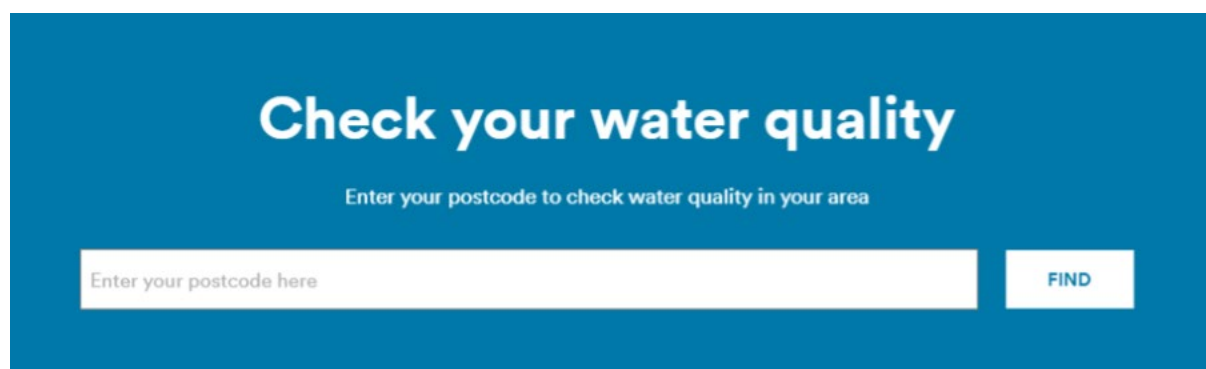
**Our response:**

In terms of your request for a comparison between bottled water and tap water, I can confirm that we do not hold water quality data for bottled water and therefore cannot provide this information. All waters will contain varying levels of minerals and other parameters depending on the source of the water, the nature of any treatment and the bottling process. Bottled water is regulated by the relevant Local Authority.

At United Utilities we monitor the quality of the drinking water to ensure it is safe to drink. Each day, we collect samples from water treatment works, service reservoirs (storage tanks), and customers' properties. All samples are tested in an accredited laboratory using approved analytical methods to make sure the water quality meets the Water Supply (Water Quality) Regulations 2016. Within these Regulations, there is a comprehensive list of parameters which water companies must monitor for, where to test (e.g. our customers' properties) and the maximum level of each parameter which is acceptable in drinking water. These are known as Prescribed Concentrations or Values (PCVs) or put more simply, the regulatory or legal limit. PCVs are set based on several factors and most exceedances of the regulatory standard would not be considered a risk to health. A full list of the parameters that Water Companies must monitor for, including the PCVs, can be found on the Drinking Water Inspectorate's website by following this link: [Drinking Water Standards and Regulations - Drinking Water Inspectorate](#).

In addition, we have online monitoring of all our water treatment works that continuously check that the water treatment processes are operating to the right standard. Should a monitor detect a slight deterioration in the quality, the water treatment works will shut down before any standards are breached. The shut down sends an alarm to our 24/7 control room. An engineer will be dispatched to the site to investigate and solve any problem before the water treatment works is restarted, ensuring the quality of the drinking water.

In terms of water quality results covering the last 12 months, all of the results from our regulatory water quality samples are made available through our website at the following link: <https://www.unitedutilities.com/help-and-support/your-water-supply/>. This information is updated on a weekly basis so will always contain the most up to date information for the previous 12 months. If you enter your postcode into the box on this website link, it will provide a report, specific to your local water supply zone.



**Check your water quality**

Enter your postcode to check water quality in your area

Enter your postcode here

FIND

Typical water hardness: <b>Soft</b>	Water supply zone: [REDACTED]
Hardness clerk: <b>1.68</b>	Water supply zone ref: [REDACTED]
Date of update: <b>06/09/2025</b>	

### Postcode search

As mentioned above, this includes the results of laboratory analysis of the water we supply. This report also shows you how many samples we have taken for a particular parameter. The number of samples that are required to be taken is set out in the regulations. There have been no issues identified in these results in your Water Supply Zone in the last 12 months and therefore, demonstrates that the water provided to your local area including postcode [REDACTED] met the required standards, is safe to drink and that we comply with the requirements of the Water Supply (Water Quality) Regulations 2016, including Regulation 6.

I have downloaded the report, for your postcode, from the website and included it with this response. Please refer to attachment 'Drinking Water Register'. I have also included a useful factsheet called 'Your Drinking Water Quality', this will help you understand the information included within this report.

In line with your request, 12 months of data from your WSZ accompanies this response. The attachment is titled 'Results – [REDACTED]'. This includes the sample results and the dates and times of when each of the samples were taken. These results range from 01/08/2024 to 01/08/2025. As you can see from the results for your WSZ, there have been no exceedances of the regulatory standards.

With regard to the references you have made to the following parameters, please see additional details on these parameters below:

- **Heavy metals (lead and nickel):** Heavy metals are not normally found in water sources. Any lead and/or nickel found in drinking water is usually due to contact with customers' internal plumbing, including taps and water fittings. United Utilities treats water to minimise the pick-up of lead from domestic pipework.
- **Heavy metals (arsenic and mercury):** Mercury is rarely found in water sources but may be present at extremely low concentrations in untreated water if the water has passed through rocks containing naturally occurring mercury. Naturally occurring arsenic may be present in low concentrations in drinking water. These concentrations are well within the relevant standards and do not pose a risk to health.
- **Disinfection by-products (THMs and HAAs) and chlorine:** The regulations we mention above require us to minimise disinfection by products. To be able to demonstrate this, we routinely test for trihalomethanes (THMs) across our water supply zones. The regulatory standard for total THMs is 100 µg/l and all samples we have taken in your water supply zone are lower than the standard.
- In addition, whilst there is no current regulatory standard, or requirement to monitor for haloacetic acids (HAAs), we do test for them as part of our enhanced monitoring programme. The Water Quality Advisory Panel has recommended that HAAs are included in a revision to the Water Supply (Water Quality) Regulations in due course. The Water Quality Advisory Panel have proposed PCV of 80 µg/l for total HAAs. The samples taken as part of

our enhanced monitoring programme confirm we are compliant with the proposed PCV.

- **Pharmaceuticals:** We do not routinely monitor for pharmaceuticals in drinking water. Most of our drinking water comes from upland impounding reservoirs that have very few wastewater inputs, therefore our sources would be considered low risk. We are actively involved in research to understand the concentrations of pharmaceuticals in the environment and should any risks be highlighted through this work, then further investigations, including monitoring will be undertaken. No standards currently exist for pharmaceuticals in drinking water; so, water companies are not required to routinely look for them.
- **PFAS:** All of our water sources at United Utilities are monitored for PFAS and in most cases these substances are not detected. Monitoring for PFAS takes place at the water treatment works. At this time there are currently no statutory standards for PFAS in drinking water, although there are recommendations for a standard to be included in the next revision of the regulations. In the interim, the Drinking Water Inspectorate has taken a precautionary approach and produced tiered guideline values for water companies, which we comply with. The Tiers are based on the results of the water quality sampling for PFAS. Tier 1 is the lowest risk; Tier 2 medium risk and Tier 3 sources are the highest risk. We can confirm that we have had no detections of PFAS above Tier 1 in drinking water supplied to your area. The latest results from the source locations and water treatment works supplying your area are in the attached file. All results were less than the limit of detection, and your water supply is Tier 1 (low risk). You can find more useful information around PFAS on our website [PFAS | United Utilities - Corporate](#).
- **Chlorine and Chloramine:** 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. The concentration of chlorine is kept to a minimum to minimise the formation of disinfection by products. 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 for chlorine. The levels detected at customers taps in your WSZ are well below these levels and are not unusual of public water supplies in the United Utilities area. We do not use chloramine to treat water at United Utilities.
- **Fluoride:** United Utilities have agreements in place with the Secretary of State to add fluoride to the water leaving two of our water treatment works, one in Cheshire, and one in West Cumbria. The agreements date back to the 1970s. I can confirm that water supplies to your WSZ are not fluoridated.
- **Minerals:** Calcium, magnesium, sodium and potassium are all naturally occurring minerals and are present at low levels in most raw water sources due to the water coming into contact with rocks containing these minerals. There are no regulatory standards for these minerals found in drinking water.

Regarding your request for information on incident reports, communications and remedial plans relating to water safety.

As stated in Regulation 35(6) of the Water Supply (Water Quality) Regulations 2016 and the Water Industry (Suppliers' Information) Direction 2024, Water Companies are required to report drinking water quality events to the Drinking Water Inspectorate and every appropriate local authority and UK Health Security Agency (UKHSA). We can confirm that there have been no incidents or events relating to water quality in your water supply zone and therefore there is no information to be released under this request.

Water Quality in your water supply zone meets the required standards, and at the current time

there are no specific remedial plans to improve water quality in your area.

Regarding your query around your account, I can see this was addressed via our Stage 1 complaint process. I can confirm that your account was placed on hold to allow you time to contact him, so that he could arrange for samples to be collected from your property. Whilst on hold, no debt recovery action was taken. Your complaint progressed to a Stage 2 complaint, which meant that your Stage 1 complaint was closed and following a response sent to you via email, the hold on your account was subsequently removed on 9<sup>th</sup> September 2025.

Please be aware that your EIR request is separate to the complaints that you have made, and this response directly answers points 1 and 4 from your numbered 'requests'. As stated above, we are unable to comment on points 2 and 3 that refer to your account, therefore these will need to be taken up directly with our Complaints Team. To contact them, please call them on 0345 075 0711.

Whilst we haven't been able to answer all of the points raised in your request, we hope that the response sets out why and clearly answers the remaining points. 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](mailto: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.