



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-541
Date: 10/10/2025
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 would like to request the following:

- Frequency of domestic water testing in Greater Manchester?
- How does this frequency compare to national standards of frequency?
- Most recent testing results?

Our response:

Firstly, I would like to thank you for taking the time to speak to me about your request, and for clarifying some of the information.

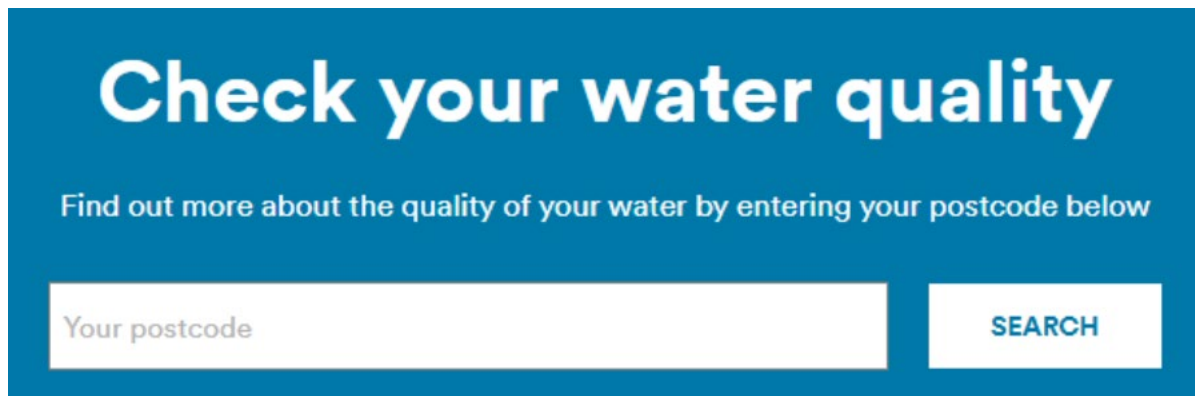
The United Utilities water supply area is split into 228 WSZ, with around 70 WSZs in the Greater Manchester area. As we discussed, sampling frequencies are determined by the resident population of a water supply zone (WSZ).

Each WSZ must have a population of 100,000 or less and maintain uniform water quality. This is standard across all water companies as the requirements are set out in the Water Supply (Water Quality) Regulations 2016 (as amended). You can read more about this on the Drinking Water Inspectorate's website by following this link: [Guidance on implementing the Water Supply \(Water Quality\) Regulations - Drinking Water Inspectorate](#).

The frequency of testing undertaken both in the United Utilities area and nationally, is included in Schedule 3, Part 2 of the above Regulations. The frequency depends on the parameter that is to be tested with the highest frequency for microbiological parameters such as coliform bacteria and *E. coli*. This means that for our largest WSZ we take samples four or five times a week, medium size WSZs are sampled three times a week and for our smallest WSZs, which tend to be in more rural areas, this may be up to once a week. These samples are in addition to those taken at our water treatment works and at the storage points in our network, whilst water quality at our water treatment works is also subject to continuous online monitoring.

All of the results of the regulatory samples that United Utilities take at customer properties are

publicly available through our website. You can view the latest water quality data for the water supplied to your local water supply zone at [Your water supply | United Utilities](#). If you input your postcode into the postcode search box, then the website will return the results of samples taken within the last 12 months for your water supply zone (WSZ). This information is updated on a weekly basis and includes a reference to the number of samples that have been taken.



Where there is an exceedance of the regulatory standard a full source to tap investigation is carried out including and not limited to obtaining resamples from appropriate locations, onsite investigations by field staff and carrying out a review of water quality and online data. Where a root cause is identified, action is taken to rectify the issue and customers are advised how to prevent an occurrence where the cause is related to customer's own internal plumbing.

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



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.