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-741
Date: 23/03/2026
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).

As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response. We also note that you made a request for related information last year, and that a response was sent to you by our Customer Service Team in November 2025 addressing each of the points you raised.

Please provide the following information in respect of the public water supply serving postcode [redacted] for the most recent complete 12-month period:

1. **A list of all chemical substances, treatment agents, and additives applied during the treatment and conditioning of water supplied to this supply zone.**

The water supplied to your home comes from two of our water treatment works. I have included a summary of the treatment processes for each below, and referenced the chemicals used at both.

At the first treatment works, the pH of the raw (untreated) water is adjusted with hydrated lime, to ensure that the water is at the right pH for the next stage of treatment.

Ferral, an iron-based coagulant is then added to the water along with polyelectrolyte which acts as a coagulant aid. These chemicals bind with all the particles in the raw water to cause them to clump together, which is termed coagulation. These particles, including the ferral and polyelectrolyte, are then removed through a filtration stage.

Following filtration, we need to ensure that any harmful bacteria are made harmless and that the water is safe to drink. At this treatment works, we do this by applying chlorine gas to the water.

Following disinfection, phosphoric acid is added in small quantities to the water to reduce plumbosolvency; this means that if the water comes into contact with lead pipes within customer properties it reduces the chance of the lead dissolving into the water that comes into contact with those pipes.

At the second treatment works, the pH of the raw (untreated water) is adjusted with either sulphuric acid or sodium hydroxide as required to ensure that the water is at the right pH for the next stage of treatment.

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Water for the North West

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Aluminium sulphate coagulant is added along with polyelectrolyte which acts as a coagulant aid. These chemicals bind with all the particles in the raw water to cause them to clump together, which is termed coagulation. These particles, including the aluminium sulphate and polyelectrolyte, are then removed through the filtration stage.

Following filtration, we add chlorine to the water to ensure that any harmful bacteria are made harmless and that the water is safe to drink.

Following disinfection, sodium dihydrogen orthophosphate is added in small quantities to the water to reduce plumbosolvency; this means that if the water comes into contact with lead pipes within customer properties it reduces the chance of the lead dissolving into the water that comes into contact with those pipes.

The following list of chemicals are used in the treatment processes at the sites that supply water to your property:

- Hydrated lime
- Sulphuric acid
- Sodium hydroxide
- Ferral (an iron-based coagulant)
- Aluminium sulphate
- Polyelectrolyte
- Chlorine
- Phosphoric acid
- Sodium dihydrogen orthophosphate

2. The functional purpose of each substance (for example: primary disinfection, secondary disinfection, coagulation, flocculation, pH adjustment, plumbosolvency control, corrosion inhibition, fluoridation, or other treatment function).

Our response to question 1 explains the purpose for each treatment chemical. In addition, I have enclosed a fact sheet titled '**Water Treatment Chemicals'**. This sheet lists all the possible chemicals that could be used throughout water treatment processes, including their purpose within the process.

3. Confirmation whether each substance is applied continuously or conditionally.

Chemical dosing is a continuous process, and all the processes are controlled automatically so that we only use the smallest amount of the chemicals as possible. The amount we add is dependent on the quality of the raw water, and all the chemicals we use are approved for use in drinking water treatment processes. If the water was not treated in this way it would not be safe to drink.

4. Identification of the statutory approval basis for each substance under the Water Supply (Water Quality) Regulations 2016 (or other applicable approval mechanism).

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The chemicals that we use in the treatment of drinking water must be approved for use and comply with the relevant British Standards. These approved products and chemicals are listed on the Drinking Water Inspectorates website by following this link: Drinking Water Inspectorate: List of Approved Products for use in Public Water Supply

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
[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.