



Water for the North West

United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
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Telephone: 01925 237000
unitedutilities.com

Our ref: EIR-782
Date: 15/04/2026
Email: EIRRequests@uuplc.co.uk

Dear Robert

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.

Firstly, I'm sorry if your water supply has given you cause for concern. We'd like to reassure you that we do take water quality very seriously so please allow me to explain how we ensure that the water supplied to our customers meets the standards set in the Water Supply (Water Quality) Regulations 2016 and is safe to drink.

1. The most recent water quality testing results for the water supply zone serving my property including all parameters regulated under the Water Supply Water Quality Regulations 2016.

Please allow me to first provide context on the parameters which water companies must monitor for, along with where this must be carried out. Water companies collect samples daily from water treatment works, service reservoirs and customer properties. These samples are tested in an accredited laboratory using approved methods to ensure that the water quality meets the requirements set in the Regulations. Within the Regulations, there is a list of parameters which companies must monitor for, where the monitoring should occur (e.g. at a customer's property) and the maximum level which is acceptable in drinking water; these levels are known as a Prescribed Concentration or Values (PCV) or more simply the 'regulatory standard' or 'legal limit'. It is however worthy of note, that 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 (DWI) website by following this link: [Drinking Water Standards and Regulations - Drinking Water Inspectorate](#).

A copy of the previous 12-months' worth of water quality results for your water supply zone accompany this response. These results are from customers' properties in your local area, which will be representative of the water supplied to your property. Please refer to '**Appendix 1 - Water Quality Data – WSZ 238**'.

You can also view the latest water quality data for the water supplied to your area at any time, on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. If you input your postcode on the website, the results of samples that have been taken in the last 12 months from your local area can be viewed. The report covers a rolling 12-month period and is updated weekly.

2. Full details of any exceedances, failures or incidents affecting water quality in my area within the past 24 months.

The below table shows the exceedances in your water supply zone within the last 24 months. During this period of time, we carried out over 2,500 tests, and there were two exceedances reported. Due to GDPR, United Utilities are unable to share the precise location or provide the report sent to the DWI, however a summary of the exceedance and associated root causes are listed below. Please note, the sample taken on the 03 September 2024 exceeded the regulatory standard for three parameters.

Date	Parameter	Root Cause
03/09/2024	Aluminium, Iron and Manganese	Investigations confirmed that this exceedance was due to disturbance on the network. Only this property was affected, and it was a short-lived issue which was quickly resolved.
10/07/2025	Iron	Investigations confirmed that the iron exceedance was due to low turnover on the main. Two properties were affected, but following a thorough flushing programme, this was resolved. Samples taken following flushing were satisfactory for iron.

Where there is an exceedance of the water quality standards, a full 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. When a root cause is identified, action is taken to rectify the issue and customers are advised of the actions taken to prevent a reoccurrence. The findings are shared with the DWI as required by the regulations.

3. Evidence of compliance with standards enforced by the DWI including relevant thresholds and how your results compare information on infrastructure affecting supply to my property including the presence or risk of lead service pipes.

United Utilities are responsible for the part of the service pipe which runs from the water main to the highway boundary of your property (also known as the communication pipe). The remaining length of service pipe from the highway boundary to the inside of your property (also known as the supply pipe) is the responsibility of the property owner.

With respect to lead, there is virtually no lead in the water as it leaves our water main. The water in your area is treated to reduce pickup of lead from lead plumbing. However, raised concentrations of lead may still occur when water is in contact with lead pipework for long periods (e.g. overnight) or if lead pipework is disturbed. Following a lead exceedance, we issue flushing advice to reduce the lead content within the drinking water, arrange for further samples to be taken and for a technician to investigate the material of the pipe for which we are responsible. This is completed as soon as possible and if the communication pipe is found to be made of lead, we will then replace this with a preferred material. It would be the property owner's decision to replace any lead pipework found within the property boundary. Customers who apply to us via our 'Lead Replacement Scheme' could be eligible for a subsidy grant of up to £550 to help towards the cost of replacing lead pipework on their property.

Over the past 12 months, we've carried out eight lead tests in your area. All results met the required standards, confirming that the water supplied to your area complies with current regulations.

4. The sources of the water supplied, and any treatment processes applied.

Almost all drinking water treatment involves the use of chemicals to make the raw water safe to drink. Raw water is water which has not yet gone through a treatment process. Drinking raw water would risk public health and may cause serious illness. All chemicals that are used in the treatment process must meet strict requirements that are set out in the relevant British Standards. The amount of chemical added to the raw water as part of the treatment process is monitored closely to ensure that the minimum amount required is added. In addition to taking samples as mentioned above, treatment processes at the water treatment works are monitored continuously 24 hours a day, 7 days a week. Should there be a slight deterioration in the quality of the water, an alarm is triggered and action is taken to either shut the works down or ensure that only wholesome water goes into supply. This ensures that the water we supply from our treatment works meets the required standards and is safe to drink.

I have enclosed a fact sheet titled '**Appendix 2 - Water Treatment Chemicals**' with this response. This lists all the possible chemicals used throughout the treatment process. We do not necessarily add every chemical on this list at every one of our treatment sites. We have included a summary of the treatment process including the chemicals used to treat the water supplied to your area below.

The water supplied to WSZ 238, and your property, comes from the Lake District. Below is a list of chemicals used in the treatment of the water for your area:

- Sodium hydroxide or sulphuric acid
- Aluminium sulphate
- Polyelectrolyte
- Chlorine
- Phosphoric acid

The water supplied to your area originates from two water treatment works, both of which follow a similar process. First, the pH of the raw water is adjusted using sulphuric acid or sodium hydroxide, as applicable. Aluminium sulphate is then added as a coagulant, along with a polyelectrolyte which supports the coagulation process. These chemicals bind to particles in the raw water, causing them to clump together so that the chemicals and particulates can be removed through filtration. After filtration, the water is disinfected using chlorine to ensure it is safe to drink. Finally, small amounts of phosphoric acid are added to reduce plumbosolvency, helping to minimise the risk of lead dissolving into the water if it encounters lead pipework within customer properties.



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5. The frequency, methodology and locations of water sampling and testing in my area

As mentioned above, the Water Supply (Water Quality) Regulations 2016 sets the monitoring schedules for sampling. It states the locations and how many samples we need to take from our water treatment works, storage tanks and customer properties. As the population of your WSZ is 46,866, the maximum number of times we are required to sample your water supply zone is 108 per annum for microbiological parameters, with fewer samples required, as laid out in the regulations referenced above, for the chemical parameters. A list of the sampling frequencies per parameter over the past five years also accompanies this response. Please refer to '**Appendix 3 - WSZ 238 Haweswater Hatters - Sampling Frequency.**'

I hope that our response has provided the reassurance that robust monitoring programmes are in place to ensure that the water supplied to our customers is safe for consumption and that we comply with the requirements of the Water Supply (Water Quality) Regulations 2016.

If you have specific concerns about the water at your property, we'd be happy to arrange a visit from one of our Water Quality Officers to take samples and investigate further.

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.