

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.

My original request was submitted on 2/12/2025, and I have not received a response within the statutory 20 working days required under the Regulations.

Firstly, I would like to clarify why your request was not handled within the statutory 20 working day timeframe. I have checked our mailbox and can confirm that we have not received any correspondence from you, other than your initial request (EIR-582) which was dated 29 October 2025. We subsequently responded to this request on 25 November 2025. As such, this request has not been treated as an internal review.

For clarity, my request was for:

- **PFAS monitoring data in drinking water and source waters**
- **Details of compounds tested (including PFOS and PFOA)**
- **Sampling locations, dates, and frequency**
- **Internal risk assessments and reports**
- **Correspondence with regulators, including the Drinking Water Inspectorate and Environment Agency**
- **Information on any exceedances and actions taken**

The PFAS monitoring data for the treated water and source waters that supply your property accompanies this response titled '**Appendix 1 - PFAS Data**'. You will note that we have not provided the sample location points. As I am sure you will appreciate, we take our obligations to water quality extremely seriously. The information you have requested in relation sample locations is considered sensitive and forms part of the Critical National Infrastructure, and as such cannot be disclosed in line with Regulation 12(5)(a) of the EIR. When arriving at this decision, we have followed guidance from DEFRA and sought understanding from the Drinking Water Inspectorate. Whilst we have been unable to provide the exact name or location, we have classified these as 'Water Treatment Works 1, 2 or 3'.

Currently, there are no regulatory standards for PFAS in drinking water. However, recommendations have been made to include such standards in the next review of the Water Supply (Water Quality) Regulations. In the meantime, the Drinking Water Inspectorate (DWI) has issued guidance that the water industry must follow.

The DWI's approach is based on a three-tier system, which reflects the level of PFAS detected and determines the actions required for detections at each level:

Tiers	Value	Risk Level
Tier 1	<0.01 µg/L	Low Risk
Tier 2	<0.1 µg/L	Medium Risk
Tier 3	>0.1 µg/L	High Risk

The results from the source waters and the WTW supplying your property are assessed as Tier 1 (lowest risk).

Should we receive any elevated PFAS results; we carry out investigations and increase monitoring. We keep the DWI and the relevant health authorities up to date on the results and there are options available to us for example, removing a source from supply, additional treatment using granular activated carbon, or carrying out controlled blending to minimise any concentration. We also note that there have been no PFAS events within your water supply zone, and as such have not had to notify the DWI or EA of any elevated results. As such, we are unable to provide with copies of correspondence in line with Regulation 12(4)(a) of the EIR, as this does not exist.

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.