

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.

Thank you for your response to my request and for the information provided.

However, as treatment chemicals form part of the water treatment process and contribute to the overall service being provided, I would be grateful if you could clarify the following points:

- 1. Whether any information is available regarding the cost contribution of treatment chemicals within the overall water treatment process, even if only at a general or aggregated level.**

We do not currently report specific chemical cost contribution, however we do report the cost of water treatment in table 4J of our [Annual Performance Report](#), which is publicly available on our corporate website. From July 2026 onwards, you will be able to see chemical costs in table 4J on line 14 once the 2025/26 APR is published.

- 2. Confirmation of the water treatment works and supply zone that serves my property.**

Your property is in water supply zone 171. The water supply to this area comes from the River Dee and is treated at two of our water treatment works.

As I am sure you will appreciate, we take our obligations to water quality extremely seriously. The information you have requested in relation to which water treatment works supply your property 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.

- 3. The most recent available water quality monitoring results for that supply zone.**

Please see enclosed a copy of the last 12 months' worth of water quality data for WSZ 171 in Appendix 1. When reviewing the attached dataset, it is important to note that all laboratory methods have a Limit of Quantification (LOQ). This means that the method cannot read lower than a certain value. Any results marked as less than the LOQ means that the result is lower than the lowest quantifiable value that the method can detect. In this dataset, results less than the LOQ are marked 'LT'.

You can also view the latest water quality data for the water supplied to your area on our



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

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.

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 EIIRRequests@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.