



Water for the North West

United Utilities Water Limited
Haweswater House
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Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID308
Date: 04/03/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

Thank you for reaching out with your request! 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).

Our [From source to tap](#) report which you refer to in your request, has been superseded with the [Shaping the future of the water in the North West](#). These reports provide a summary of our Water Resources Management Plan with the latter providing the summary from 2025 onwards. Unfortunately, we no longer calculate or state where the majority of water comes from so therefore this isn't included in this latest report so we cannot provide the data behind the statistic.

Whilst we no longer calculate where the majority of water comes from, we have used alternative data sources to provide you with information that we believe will still be valuable to you.

For each of the towns and cities you requested, we have provided the typical percentage of water supplied from Wales, Cumbria and other local sources based upon details from our Drinking Water Register and the linkages between our Water Treatment Works and Water Supply Zones (WSZ). The information is based upon normal operating conditions and is included in the table below. Our Drinking Water Register, which is available via our website at: <https://www.unitedutilities.com/help-and-support/your-water-supply/>, provides a summary the water quality for an area but also includes details regarding the source water type and location for that area.

Town	WSZ	Drinking Water Register Source Details	Percentage of Water from Wales	Percentage of Water from Cumbria	Percentage of Water from other locations
Carlisle	WSZ 003	The water supply to this area comes from local reservoirs and from the River Eden.	0%	100%	0%
Penrith	WSZ 017	The water supply to this zone is from local groundwater sources.	0%	100%	0%
Whitehaven	WSZ 031	The water supply to this area comes from Thirlmere reservoir.	0%	100%	0%
Kendal	WSZ 053	The water supply to this area comes from Haweswater Reservoir in the Lake District.	0%	100%	0%

Town	WSZ	Drinking Water Register Source Details	Percentage of Water from Wales	Percentage of Water from Cumbria	Percentage of Water from other locations
Barrow-in-Furness	WSZ 046	The water supply to this area comes from upland impounding reservoir sources in the Barrow area and from Haweswater Reservoir in the Lake District.	0%	100%	0%
Blackburn	WSZ 092	The water supply to this area comes from upland sources in the Trough of Bowland and can be supplemented with supplies from the Lake District.	0%	10%	90%
Bolton	WSZ 216	The water supply to this area comes from local reservoir sources.	0%	0%	100%
Morecambe	WSZ 059	The water supply to this area comes from upland sources and river sources.	0%	0%	100%
Lancaster	WSZ 060	The water supply to this area comes from upland sources and river sources.	0%	0%	100%
Burnley	WSZ 107	The water supply to this area comes from local reservoirs in the Burnley area and from the Lake District.	0%	57%	43%
Preston	WSZ 327	The water supply to this area comes from upland sources, groundwater sources and river sources.	0%	16%	84%
Southport	WSZ 200	The water supply to this area comes from the River Dee and from local groundwater sources.	0%	0%	100%
Blackpool	WSZ 333	The water supply to this area comes from upland sources, groundwater sources and river sources.	0%	2%	98%
Rochdale	WSZ 233	The water supply to this area comes from the Lake District and from local reservoir sources.	0%	75%	25%
Wigan	WSZ 115	The water supply to this area comes from local upland reservoirs and can be supplied by the River Dee and Lake Vyrnwy.	0%*	0%*	100%
Manchester	WSZ 284	The water supply to this area comes from the Lake District.	0%	90%	10%
Oldham	WSZ 246	The water supply to this area comes from the Lake District and from local reservoir sources.	0%	15%	85%

Town	WSZ	Drinking Water Register Source Details	Percentage of Water from Wales	Percentage of Water from Cumbria	Percentage of Water from other locations
Stockport	WSZ 263	The water supply to this area comes from the Lake District.	0%	100%	0%
Liverpool	WSZ 178	The water supply to this area comes from the River Dee and from Lake Vyrnwy.	52.5%	5%	42.5%
Warrington	WSZ 130	The water supply to this area comes from the River Dee.	0%	0%	100%
Crewe	WSZ 153	The water supply to this area comes from the River Dee and local surface water sources.	30%	0%	70%
Macclesfield	WSZ 307	The water supply to this area comes from the Lake District, local reservoir sources and groundwater sources.	0%	15%	85%
Birkenhead	WSZ 143	The water supply to this area is from local groundwater sources and from the River Dee.	0%	0%	100%

**This area is typically supplied via local sources but can be supplemented with water from Cumbria.*

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
EIR Team