



Water for the North West

**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
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Warrington WA5 3LP

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**Our ref:** EIR-406

**Date:** 11/06/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto: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).

Dear United Utilities,

I am a resident of [REDACTED] and a customer receiving your drinking water services. I would like to formally request the results of any water quality testing conducted in the last 12 months for the presence of PFAS compounds — including but not limited to PFOS, PFOA, PFHxS, and PFBS — in the drinking water supplied to my area. This request is made under the Environmental Information Regulations 2004 (EIR), which entitle members of the public to access environmental information, including data relating to chemical substances in drinking water.

Please provide the following:

- Dates and locations of PFAS testing within my water supply area
- Names and concentrations (if detected) of individual PFAS compounds
- Any actions taken in response to those results, if applicable. If this information is not available or not held, please confirm this in your response.

With respect to your request specifically for PFAS data, a copy of the most recent results for PFAS compounds for your supply area accompany this response titled 'Appendix 1'. Please note that in line with Regulation 12(5)(a) of the EIR, we are unable to disclose sample locations due to security and public safety.

We can confirm that all of our water sources are monitored for PFAS and in most cases these substances are not present. We do not have any high-risk sources. Water companies focus PFAS monitoring at source locations and water treatment works, rather than consumers' taps, as this allows us to manage and control any issues at a broader scale.

Where very low levels have been detected we have the appropriate risk management plans in place, to ensure the treated water supplied to customers meets the necessary regulatory standards. At this time there are currently no statutory standards for PFAS in drinking water, nor is there a World Health Organisation guideline value. The DWI has taken a precautionary approach and produced tiered guideline values for water companies, which we adhere to.

We can confirm that we have had no detections of PFAS above Tier 1 in drinking water supplied to their area. Tier 1 is the lowest tier set by the Drinking Water Inspectorate, and this is where results are less than 0.01 micrograms per litre.

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 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](mailto: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

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.