



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

Our ref: EIR-408

Date: 11/06/2025

Email: 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 writing to formally request information regarding the levels of PFAS Per and Polyfluoroalkyl Substances or any related chemical contaminants in the water supply serving my address at [REDACTED]

Specifically, I would like to receive:

- 1. The most recent test results showing PFAS levels in the water supply for my area**
- 2. The dates on which these tests were conducted**
- 3. Any supporting documentation or reports related to chemical exposure testing including PFAS carried out in my water supply area**

This information is important to me as I wish to better understand the quality and safety of my household water supply. Please confirm receipt of this request and let me know if there are any forms I need to complete or further details you require

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.

In addition to the data, 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.

Water Companies collect samples daily from, but not limited to, Water Treatment Works (WTW), Service Reservoirs (SRs) and customer properties. Samples are then analysed in a laboratory to confirm the water quality meets the requirements set in the Water Supply (Water Quality) Regulations 2016. Within the Water Supply (Water Quality) Regulations 2016, there is a list of parameters which companies must monitor for, where the monitoring should occur (e.g. at a WTW) and the maximum level which is acceptable in drinking water; these levels are known as a Prescribed Concentration or Values (PCV) or more simply as the water quality standards. A full list of the parameters that Water Companies must monitor for, including the PCVs, can be found on the Drinking Water Inspectorate's website by following this link: [Drinking Water Standards and Regulations - Drinking Water Inspectorate](#)

The most informative way to obtain monitoring data regarding compliance, along with regulatory parameters and chemical concentrations, is to view a summary of water quality analysis on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. On this site, you can enter your postcode, and you will be provided with a rolling 12 month summary of water quality data for your local water supply zone. The data covers a combination of random samples that have been collected from properties within the water supply zone and also the supplying water treatment works. The reports demonstrate that the water that has been supplied to your property over the last 12 months has been compliant with the water quality standards.

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

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.