



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-413

Date: 10/06/2025

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). Please see our comments, as follows.

Dear United Utilities Customer Services, I am writing to request clear up to date evidence that the tap water supplied to my address is safe for human consumption.

Please provide:

- 1. The most recent water quality test results for my supply zone including dates, locations sampled, and the parameters measured e.g. microbiological chemical and turbidity levels**
- 2. A statement explaining how these results compare with the statutory standards set by the Drinking Water Inspectorate DWI.**

If you are unable to supply satisfactory proof of compliance with current DWI standards within 14 days of this email i.e. by 02 06 2025, I will consider the service unfit for purpose and will withhold payment until the matter is resolved.

Please see the attached document titled 'Appendix 1', which shows all the water quality results taken from properties across your water supply zone from 01/01/2024 to 30/04/2025. Please note that in line with Regulation 13 of the EIR, and UK GDPR, sample locations have been removed from the dataset as these are deemed personal information. In total, there have been 183 samples taken which all met the relevant regulatory standard.

Water companies collect samples daily from, but not limited to, water treatment works (WTW), service reservoirs (SRs) and customer properties. Samples are analysed in a laboratory to confirm that the water quality meets requirements in the Water Supply (Water Quality) Regulations 2016. Within these regulations, 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 Value (PCV) or, more simply, the 'regulatory standard' or 'legal limit'. A full list of the parameters that water companies must monitor for, including PCVs, can be found on the Drinking Water Inspectorate's website by following this link: [Drinking Water Standards and Regulations - Drinking Water Inspectorate](#). It is worthy to note that PCVs are set based on several factors and most exceedances of the regulatory standard would not be considered a risk to health.

The most informative way to understand the quality of the water supply in your area is to view a

summary of water quality analysis on our website at: <https://www.unitedutilities.com/help-and-support/your-water-supply/your-water/water-quality/>. This summary report, specific to your water supply zone when you insert your postcode into the relevant box. This report also contains the regulatory limit for each parameter and is regularly updated on our website as more results become available. Please see attached a copy of your postcode specific report, titled 'Appendix 2'.

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.