United Utilities Water Limited
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Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID523
Date: 02/10/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

EIR Reference: EIR/ID/523

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).
We also want to take the opportunity to thank you for the helpful way that you responded to our request for clarity regarding your earlier request. As you will note from our response, although your re-stated data request permitted us to restrict the response to just the Blackpool and Fylde Coast areas, we have provided the information you requested for the area supplied by Franklaw during the event. We trust that this is of assistance to you.

Your request

I request disclosure of the following information relating to the **Cryptosporidium contamination incident affecting the North West water supply**:

1. ***Regulator submissions (Aug 2015 – Dec 2016)***

Copies of reports or summaries submitted by United Utilities to regulators (DWI, PHE/UKHSA, Ofwat, Environment Agency) that specifically reference customers in Blackpool & the Fylde Coast.

2. ***Customer Complaints & Health Concerns (Aug–Sept 2015)***

Aggregated totals of complaints from Blackpool & Fylde Coast customers, including the number that reported illness or health concerns. Please provide any internal summary tables prepared for CCWater, regulators, or incident coordination groups.

3. ***Compensation Data (Blackpool & Fylde Coast)***

a. *Total compensation paid to households and to businesses.*
b. *Number of recipients.*
c. *Payment ranges (minimum/median/maximum).*
d. *The criteria/basis used for making such payments.*
- *The published material only refers to "30,000 compensation cheques per day" with no breakdowns.*

4. ***Sampling Summaries (Aug–Oct 2015)***

Weekly summary tables of Cryptosporidium detections at Franklaw final water and Barnacre service reservoir prepared for internal/external reporting.

Our response

1. ***Regulator Submissions (Aug 2015 – Dec 2016).***

I have attached as Appendix A, a PDF copy of the report "United Utilities Franklaw Customer Communications Final". We have redacted this document in line with regulation 13 of the EIR, and UKGDPR to remove any personal information such as names and addresses.
This is the final report that was submitted by United Utilities to the DWI that specifically references customers and contains a summary of all the pertinent facts. For clarity, we did send earlier reports, although all the relevant information from these earlier reports was included, and where relevant updated, in this final version.

2. ***Customer Complaints & Health Concerns (Aug–Sept 2015)***

The aggregated total number of customer calls associated with the event was 87,616.
In total during August and September 2015, we received 74 contacts for customers reporting illness or health concerns in the area covered by the "Boil Water Notice". For clarity, this is the total figure and covers all types of illness and not just related to cryptosporidium.
It is however important to note that despite these customer contacts, following the event, Public Health England (PHE) confirmed that there were no cases of cryptosporidiosis in the community that could be directly linked to the cryptosporidium detections at Franklaw WTW. Consequently, PHE published the linked article "The potential impact of media reporting in syndromic surveillance: an example using a possible Cryptosporidium exposure in North West England, August to September 2015 - PMC", which noted that there had been no cases of illness attributed to the water supply but that the media reporting had resulted in a general increase in illness reporting to pharmacies.

3. ***Compensation Data (Blackpool & Fylde Coast)***

a. Compensation – As reported on page 34 of our Annual Report and Financial Statements for the year ended 31 March 2016 compensation and operating costs relating to the Lancashire water quality incident in summer 2015 totalled £24.8 million.
b. Number of recipients – Every property that was subject to the "Boil Water Advice" received discretionary compensation. In total this payment was made to 320,811 properties.
c. Payment ranges - The compensation payments were either £50, £55 or £60, based upon the criteria in (d) below.
d. Payment criteria - The principal criteria used for determining the payments that we made was the length of time that the property had been subject to the boil water advice, with the scale of the payments being based upon inconvenience and the cost of boiling the water.

4. ***Sampling Summaries (Aug–Oct 2015)***

I have attached an Excel spreadsheet (Appendix B) called "Franklaw data request". As requested, this spreadsheet contains two worksheets, one for Franklaw WTW and one for Barnacre service reservoir.
Each worksheet contains the date and time that each sample was taken (ranging from 31st July 2015 to 31st October 2015) and contains the results from the Franklaw final water and Barnacre service reservoir cryptosporidium monitoring for the period August 2015 to October 2015. The unit of measurement (No/10L – meaning the number of cryptosporidium oocysts in 10 litres) and the result of that sample. We have also identified where a "LT" qualifier was applied to the sample. This "LT" qualifier indicates that the sampling could only confirm that the value in the sample was less than the recorded value.
When reviewing the data within this spreadsheet It should be noted that:

1. Although the results from 14 August 2015 onwards reported positive values of cryptosporidium oocysts the evidence now indicates that these were algal bodies mimicking cryptosporidium in the tests that were available at the time. They were unlikely to be cryptosporidium.
2. By the time the Boil Water Advice was lifted, ultraviolet (UV) treatment had been installed on the upstream supply. Consequently, from that time onwards, UV disinfected water had been flushed through the system. UV kills live cryptosporidium, so any detections of cryptosporidium from that point onwards would have been 'inactivated' rather than live

cryptosporidium. Inactivated cryptosporidium is harmless to human health.

3. As mentioned previously, Public Health England confirmed that there were no cases of cryptosporidiosis in the community that could be associated with the detections at Franklaw WTW.

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], 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.

Kind regards