



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](http://unitedutilities.com)

**Our ref:** EIR/ID525  
**Date:** 21/10/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED],

EIR Reference: EIR/ID/525

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).

**Your request**

*Scope and Granularity*

*Please provide sampling data at the most granular level you hold for regulatory monitoring:*

- **Water Supply Zone (WSZ) or Distribution Management Area (DMA) preferred.**
- *If available, please include **WSZ/DMA boundaries (GeoJSON/Shapefile) or a postcode-to-zone lookup.***

*Parameters Requested*

- **Calcium (Ca), Magnesium (Mg), Total Hardness, Alkalinity**
- **Lead, Arsenic, Nickel, Copper, Iron, Manganese, Nitrate, Nitrite, Fluoride, Sodium, Chloride, Sulphate, pH, Conductivity, Turbidity, THMs (total/species if held)**

*For each parameter/result, please include:*

- *Date (ISO 8601)*
- *Parameter name & unit*
- *Measured value*
- *Sample point type (consumers' tap, works, reservoir, zone)*
- *Zone code & name*
- *Compliance flag (pass/fail vs PCV/PMD)*

*Formats*

**Preferred:** *CSV or Parquet; shapefile/GeoJSON for boundaries; CSV for postcode↔zone mapping.*

- *Include parameter metadata (codes, units, detection limits, method changes).*

*Advice & Assistance*

*If part of the request is too voluminous, please release the data in tranches (starting with Ca/Mg, lead, and arsenic).*

*If any data is not held (EIR 12(4)(a)), please confirm and advise.*

*Licensing*

*Please provide the data under the **Open Government Licence v3.0** where applicable.*

**Our response**

Please find attached the data requested; the data has been provided at a Water Supply Zone level and therefore is from customers' taps (see Appendix A). The spreadsheet also includes the date the

sample was taken, the parameter name, the measured value and unit and the water supply zone name. In addition, where there is a Prescribed Concentration or Value (PCV) for the parameter, the PCV has been included within the spreadsheet and whether the result is a pass or a failure. We are not able to provide you with a shape file of the boundaries as this falls under critical national infrastructure and is therefore exempt from being released. However, information is available for year 2022 in the Stream platform under the nationally recognised LSOA boundary. We are shortly to release data and publish for subsequent years including 2023 and 2024.

Overall compliance with the water quality standards is high with typical compliance of 99.96% annually. However, within the data set, there are a number of exceedances. Where there is an exceedance of the PCV, a full source to tap investigation is carried out including and not limited to, obtaining resamples from appropriate locations, onsite investigations by field staff and carrying out a review of water quality and online data. Where a root cause is identified, action is taken to rectify the issue and customers are advised how to prevent an occurrence where the cause is related to customer owned assets. Please note, the investigations carried out in response to the nitrate exceedances included in the data set concluded that the elevated results were most likely associated with the sampling of the sample rather than the quality of the water supplied.

In addition to providing the data, I have included some further information on the water quality parameters requested. Please see below:

**Arsenic:** Naturally occurring arsenic may be present in low concentrations in drinking water, especially where the raw water is a groundwater source.

**Chloride and Sulphate:** Chloride and sulphate occur naturally in all water sources and are not removed during treatment. The concentrations present in water do not present any risk to health.

**Conductivity:** Conductivity is a measure of the amount of naturally occurring dissolved inorganic substances in water.

**Copper, lead, and nickel:** These metals are not normally found in water sources. Any lead, copper or nickel found in drinking water is usually due to contact with customers' internal plumbing, including taps and water fittings. United Utilities treats water to minimise the pick-up of lead from domestic pipework.

**Fluoride:** United Utilities have agreements in place with the Secretary of State to add fluoride to the water leaving two of our water treatment works, one in Cheshire, and one in West Cumbria. The agreements date back to the 1970s. The fluoride concentration may vary where there is blending of water sources downstream of those water treatment works. There is no fluoride added to the water supplies in the rest of the region.

**Iron and Manganese:** Iron is found naturally in most water sources and is removed effectively during treatment. The concentrations present in water are not harmful to health. Iron compounds are used in water treatment to help remove impurities from the source water and are removed during the treatment process. Manganese occurs naturally in most water supplies and is removed during treatment. Over time iron and manganese deposits can accumulate in network. Exceedances can occur where there has been an unexpected change in flow rate which has mobilised these deposits, for example following a burst.

**Nitrate and Nitrite:** Nitrate occurs naturally in water. Nitrate concentrations are reduced during water treatment. Nitrite in water may be associated with use of ammonia and chlorine for

disinfection. United Utilities does not use ammonia during disinfection of water supplies.

**Minerals including Hardness:** Alkalinity, calcium, magnesium, sodium, are all naturally occurring minerals and are present at low levels in most raw water sources due to the water coming into contact with rocks containing these minerals. There are no regulatory standards for these minerals found in drinking water, with the exception of sodium which is 200 mg/l.

**pH:** pH measurement gives an indication of the acidity of the water. pH 7 is neutral. pH values below 7 indicate acidic characteristics and pH above 7 indicates alkaline characteristics.

**Trihalomethanes (THMs):** THMs can be formed during disinfection of water supplies if chlorine reacts with naturally occurring organics substances. Water treatment is carefully controlled to minimise formation of THMS.

**Turbidity:** This is a measure of the clarity of the water.

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.

Kind regards