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/ID574
Date: 12/11/2025
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).

Your request:

1. Monitoring data or test results, including the type of water tested (groundwater, surface water, or tap water) as well as the sampling date, location, quantification and detection limits, and any other relevant associated information, for vinyl chloride monomer (VCM) in water supplies.
2. Information on VCM monitoring and detection strategies, including: sampling protocols (frequency, locations, triggering criteria), analytical methods used (detection limits, laboratories), risk assessment methodologies for identifying high-risk areas or pipe sections, and any changes to monitoring approaches over time.
3. Information regarding plans or measures to manage VCM contamination in drinking water, including (but not limited to): communication strategies for informing consumers, flushing protocols, pipe replacement prioritisation criteria, risk mitigation measures, or any other corrective actions taken or planned.
4. Information on the inventory, location, and replacement programmes for PVC pipes installed before 1980 in water distribution networks.

Please include records held for the period 1998 to the present.

Our response:

1. We do not routinely monitor for VCM in drinking water supplies. VCM concentrations are controlled by product specification and only where there is a significant risk are we required to analyse for the determinand. All our supply systems are subject to Drinking Water Safety Plan risk assessments in line with the World Health Organisation's water safety planning framework. Our risk assessments have not identified any supplies where there is a significant risk for VCM breaching the regulatory standard of 0.5 ug/l.
2. Should we identify a risk, our laboratory has a method for detection of VCM. The analysis is carried out by Gas Chromatography–Mass Spectrometry (GCMS) with headspace sampler and has a limit of quantification of 0.090µg/l in raw waters and 0.085µg/l in drinking water.
3. All the products that we use in contact with drinking water, including PVC pipes, are approved for use by the Drinking Water Inspectorate. The list of approved products is

available on the DWI website (www.dwi.gov.uk).

4. PVC pipes make up less than **15%** of our water distribution network. We are replacing over **925km** of water mains in the period from 2025 to 2030. The replacement is prioritised on condition and performance of the pipework.

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