



Water for the North West

United Utilities Water Limited

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Our ref: EIR-582

Date: 25/11/2025

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). As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

1. The latest Drinking Water Quality Report issued by United Utilities or the Drinking Water Inspectorate (DWI) for the supply zone covering postcode [REDACTED]

You can view the latest water quality data for the water supplied to your area on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. If you input your postcode on the website, the results of samples that have been taken in the last 12 months from your local area can be viewed. Your local water supply zone (WSZ) is called WSZ 293. The report covers a rolling 12-month period and is updated weekly. The number of samples that are required to be taken is set out in the regulations.

A copy of this report has been included with this response, please refer to '**Drinking Water Register – [REDACTED]**'. I have also included a useful factsheet called '**Your Drinking Water Quality**'. This will help you understand the information included within this report.

You may notice on the summary report, that there is an entry in the 'failed percentage' column for coliform bacteria. 0.45% of 224 samples taken for coliform bacteria analysis failed the regulatory standard, meaning, 1 of the 224 samples failed the water quality standard for coliform bacteria. Where there is an exceedance of the water quality standards a full 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. Action is taken to rectify the issue, and customers are advised how to prevent an occurrence where the cause is related to the condition of the internal plumbing within a customer's property. As part of our investigations into the coliform exceedance in your WSZ, we determined the likely cause of the bacteria infringement was related to the specific property that was sampled and was not representative of the water supply to the area. The customer was advised of actions to take to prevent a reoccurrence.

2. The Water Quality Summary Certificate demonstrating compliance with the Water Supply (Water Quality) Regulations 2016 for my supply zone.

Please see the response to request 1 above, whilst we reported a single coliform bacteria detection in your water supply zone, our investigations concluded this was due to the property or tap sampled. This result was not representative of the water supply to the area. All of the remaining samples met the required standards and demonstrate compliance with the Water Supply (Water Quality) Regulations 2016.

3. Laboratory test results (most recent quarterly/annual) for samples taken at the water treatment works and distribution network for my zone.

In addition to providing the link to our drinking water register, we have included 12 months of water quality data for the treatment works and water supply zone with this response. Please refer to **‘Water Quality Data – WSZ 293’** which accompanies this response.

Note, your property receives a blend of water from a number of water treatment works and service reservoirs, there are referenced in the accompanying document as Water Treatment Works 1, Water Treatment Works 2, Service Reservoir 1 and Service Reservoir 2.

4. Chemicals used in my supply zone (e.g., chlorine, orthophosphoric acid, corrosion inhibitors, coagulants etc) accompanied by their Safety Data Sheets (SDS).

Almost all drinking water treatment involves the use of chemicals to make the water safe to drink. Raw water needs to be treated to ensure that it is safe to drink; drinking raw water would cause illness. This is done via carefully controlled and automated processes. The amount of chemical added to the raw water as part of the treatment process is monitored closely to ensure that the minimum amount required is added. All chemicals that are used in the treatment process have to meet strict requirements that are set out in the relevant British Standards. The material safety data sheets are owned by the chemical suppliers. For commercial and safety reasons, we cannot supply a copy of these datasheets but can confirm that the chemicals are approved for use and are used in accordance with the relevant British Standards. In addition, all the chemicals that we use in the treatment of drinking water must be approved for use by the Drinking Water Inspectorate. These approved products and chemicals are listed on the Drinking Water Inspectorates website by following this link: [Drinking Water Inspectorate: List of Approved Products for use in Public Water Supply](#)

A fact sheet accompanies this letter titled **‘Water Treatment Chemicals’**. This fact sheet lists all the chemicals used throughout the treatment process but please be aware that this sheet lists all the possible chemicals that can be used. We do not necessarily add every chemical on this list at every one of our treatment sites and the amount of chemical we add is dependent on the quality of the raw water. The chemicals that are used as part of the water treatment processes at the water treatment works that supply your property are:

- Lime, sulphuric acid sodium hydroxide
- Aluminium sulphate
- Polyelectrolyte
- Chlorine
- Phosphoric acid

5. Chemical dosing logs or operational summaries showing how often and in what amounts each chemical is introduced into the supply for my zone.

As mentioned above, almost all drinking water treatment involves the use of chemicals to make the water safe to drink but while those chemicals are added to the water during treatment, they will not be present in the same concentration or form once treatment is complete. The precise dose may also change dependant on the raw water arriving at the water treatment works. We can confirm that dosing is almost always continuous during the water treatment process but are unable to provide dosing logs or operational summaries with respect to amount of chemical. All processes are continuously monitored 24 hours a day, 7 days a week.

6. Microbiological sampling results including E. coli, coliforms, amoebae, cryptosporidium, or other relevant organisms for my zone.

Please see the response to request 3 which includes 12 months of water quality data for the treatment works and water supply zone with this response. The microbiological data for WSZ 293 is included within 'Water Quality Data – WSZ 293'.

7. Risk assessment or safety procedure documentation for staff handling or dosing chemicals, including the PPE requirements

Standard PPE for all our operational areas is safety footwear, hi-viz vest, gloves, light eye protection and head protection. With regards to handling chemicals, additional PPE is determined by means of a COSHH (Control of Substances Hazardous to Health) assessment, this may include but is not limited to chemical resistant clothing/coveralls, safety goggles/face shield, respiratory protection and chemical resistant gloves. Whilst the chemicals in their concentrated form are considered hazardous and do require the operators to wear protective clothing when they receive deliveries, they are significantly diluted (for example: a 1 in 20,000 dilution for the coagulant) when they are added to the water that is being treated. Any PPE used by our employees is subject to a risk assessment which considers the form and concentration of the chemical used, and how they may come into contact with it. Once added to drinking water supplies the chemicals are highly diluted and the chemical properties change on mixing with the water.

Ensuring the safety of staff during chemical handling, storage, and dosing is a critical priority for United Utilities. Our approach is guided by rigorous health and safety standards, risk assessments, and compliance with COSHH (Control of Substances Hazardous to Health) regulations.

8. Any correspondence between United Utilities and DWI regarding water quality (exceedances, incidents, exceptions) in the last 24 months for the supply zone covering

As referenced above, we can confirm that there has been 1 exceedance in your WSZ which has been reported to the Drinking Water Inspectorate. Please refer to request 1 for the details regarding this.

With respect to water quality incidents, in the past 24 months, we have reported two discoloured water incidents to the Inspectorate that have affected customers in your area. Please see details on these below:

- Central Manchester Discoloured Water (April 2025): Our investigations concluded the discoloured water was due to an increase in flow following a burst main, which led to the resuspension of historic mains deposits.
- Tyldesley Discoloured Water (October 2025): Our investigations concluded the discoloured water was due to a sudden pressure change caused by a fault on a pressure management valve, which resulted in it closing rapidly. This disturbed historic deposits.

Discolouration is typically caused by disturbance of deposits within the water mains. Deposits build up over a period of time in water mains and can be disturbed by changes in the flow of the water or by work taking place in your local area. These deposits consist mainly of iron and manganese and are not harmful to health. To reduce the risk of discolouration events we have a programme of work across our region to carry out mains flushing.

9. A full list of any known neurotoxins, pesticides, biocides or other substances known to kill, harm or impair organic matter, along with their measured concentrations (if present) in the water supplied to my property.

Water Companies collect samples daily from water treatment works, service reservoirs and customer properties. These samples are tested in an accredited laboratory using approved methods to ensure that the water quality meets the requirements set in the Water Supply (Water Quality) Regulations. Within the Regulations, there is a list of parameters which companies must monitor for, where the monitoring should occur (e.g. at a customer's property) and the maximum level which is acceptable in drinking water; these levels are known as a Prescribed Concentration or Values (PCV) or more simply the 'regulatory standard' or 'legal limit'. It is however worthy of note, that PCVs are set based on several factors and most exceedances of the regulatory standard would not be considered a risk to health. 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](#). All of the results of these regulatory samples are made available to the public through our website. A copy of this has been included, please refer to '**Drinking Water Register – [REDACTED]**'. This includes the results for pesticides and chlorine, the results of which are satisfactory and meet the required standards for drinking water.

In addition to the requests listed above, we note your concern relation *Naegleria fowleri*. Although *Naegleria fowleri* is common in environmental waters, typical water treatment processes used for drinking water are effective at removing and inactivating the organism. *Naegleria fowleri* is not considered a risk through drinking water in the UK as water temperatures are unfavourable for growth and wherever possible ensure that a small amount of chlorine remains in the water to maintain the quality at all times.

Whilst we do not test for this specific micro-organism, supplies are regularly tested for indicator organisms, and that if we had any concerns about the water quality, a thorough investigation would be completed. As mentioned above, standard water treatment processes, including chlorination are effective at killing harmful micro-organisms like *Naegleria fowleri*.

I trust that our robust response provides reassurance that the water is safe to drink and meets the requirements of the Water Supply (Water Quality) Regulations.

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

[REDACTED]

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.