



Water for the North West

United Utilities Water Limited
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Warrington WA5 3LP

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Our ref: EIR-615

Date: 11/12/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for your request for information regarding the quality of the water supplied to your property. We appreciate your interest and want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR). I'm sorry if your water supply has given you cause for concern. We can confirm that we spoke with you on 29 November 2025 regarding the samples collected from your property.

We'd like to reassure you that we do take water quality very seriously, so please allow me to explain how we ensure that the water supplied to our customers meets the standards set in the Water Supply (Water Quality) Regulations 2016 (the Regulations) and is safe to drink.

With respect to water quality at your property, I am pleased to tell you that our investigations did not identify any concerns with your water quality. We didn't identify any coliform bacteria or non-target colonies within the sample from your tap. The sample taken on 21 November 2025 showed that the water supply met the relevant quality standards. I have included a copy of your results, please refer to the document: [REDACTED] - WQ results'

We have provided an individual response to each of your requests below:

1. **A detailed explanation of water test results in [REDACTED] including bacteria mentioned and any risks associated to it.**

We continuously monitor the quality of the water leaving our water treatment works as well as taking samples for analysis for a range of parameters at our treatment works, storage reservoirs and at customer properties. A summary of water quality sample data is available on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. Should any of these sample results be above the standard a full investigation is undertaken.

We analyse the samples for a range of microbiological and chemical parameters to ensure that the water quality meets the required standards. One of the tests involves analysing the water for coliform bacteria, if they were present this could indicate an issue with the water supply. During this test we filter the water through a membrane, place it onto a growth media and incubate the membrane overnight. The following morning, we check to see if any bacteria have grown on the membrane. On some occasions other harmless bacteria can grow on the media, these are referred to as non-target colonies.

It is these harmless non-target colonies that have been identified in some of the samples in the [REDACTED] Area. When these are identified we carry out further sampling across a wider area to investigate why they may be present. They do not present a risk to health.

Our investigations showed that the non-target colonies present were associated with the taps that were sampled. There was no evidence that the source of the issue was from our distribution network. Samples taken directly from the mains did not contain these non-target colonies.

It is important that taps that are used for drinking water are kept clean. Whilst the water coming to your tap is safe, many bacteria can live in the kitchen, and some can grow both on the outside of the tap and inside the lip of the spout. They are not visible to the naked eye, but the tap can become contaminated from food or items washed in the sink. For this reason, you should never allow food or animals to come into contact with the end of the tap.

2. An outline of steps UU will take to resolve issues and ensure highest water quality standard.

Thank you for sharing your concerns with us. We understand how important it is for you to feel confident about the quality of your water, and we want to reassure you that we've taken this matter very seriously.

When we identify a potential issue with a sample, we carry out further investigations. This means further samples are collected from properties either side of the original sample location as well as the upstream water treatment works and service reservoirs that supply water to the property and check the local network.

With regards to the investigations carried out for the failures in the [REDACTED] area:

- We carried out thorough investigations, which included collecting additional samples from neighbouring properties, other homes within the estate, and locations further afield. At properties where we had identified that non-target colonies were present, we collected samples from a second tap within the property to determine if this was a tap specific issue and also collected samples from local hydrants in order to determine if any non-target colonies were present in the water as it went through our network.
- Our technicians attended the area to investigate the local network, including the valves and carried out flushing of the pipes in the area. No issues were identified.
- Our Public Health team reviewed all of the results as they became available and reviewed the feedback from the local network technicians. As outlined in Section 1, our investigations confirmed that the issue was linked to the specific tap where the original sample was taken, rather than the water supply to the property and therefore the public health risk for customers in the [REDACTED] area was considered as low.
- To provide further reassurance, we have offered additional water quality inspections to those customers, along with advice to help prevent similar issues in the future.

3. Immediate review of communication practices ensuring residents are informed of testing and not disrupted late at night.

We're really sorry for the disturbance caused by our sampling and the time of day in which we attended. We arrange further sampling as soon as possible, ideally at a time of day when someone is likely to be home. If access isn't possible, our Water Quality Officer will visit other nearby properties to collect the necessary samples.

As part of our investigations, we will take samples from a wider area to ensure that the quality of the water in our pipes is of the right standard. In this case, we took samples from within [REDACTED] and we try to take these samples as quickly as possible to aid the investigations. Where we identify an issue with any of the samples that have been taken, we will contact the customer with those results and arrange a convenient time to take additional samples. We try not to disturb customers late at night and apologise for any inconvenience caused.

4. A full report on the water quality based on recent test results outlining the bacteria concerns.

Please be assured that the bacteria detected during sampling is not considered harmful. It is commonly found in the environment and can occasionally appear in tap water due to factors such as the condition of internal plumbing or fixtures, rather than the mains supply. These organisms do not pose a health risk and are not associated with illness. As noted earlier, our investigation confirmed that the issue originated from the taps themselves, rather than the wider water network. This means the overall water supply remains safe and meets regulatory standards.

Enclosed is a copy of the drinking water register which can also be located on our website. Please refer to '**Drinking Water Register – Zone 161**'. I have included a useful factsheet called '**Your Drinking Water Quality**'. This will help you understand the information included within this report. Please note that non-target colonies do not appear on the Drinking Water Register because they are not part of the regulatory parameters monitored for compliance. The register focuses only on substances and indicators that are required by law to ensure drinking water safety and quality. This is a rolling 12-month table which is updated every week. You can enter your postcode on the website at any time to view a report specific to your local water supply.

As mentioned above, if you have any questions or require further information, please do not hesitate to contact our Service Recovery team on 0800 316 2125. We appreciate your understanding and cooperation whilst we were carrying out our investigations and helping us maintain the highest 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

[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.