



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-622

Date: XX/XX/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:

Dear United Utilities Water PLC, please provide a copy of the chemical analysis certificate, with breakdown of all chemical constituents' ppm/ppb, of the fluoridating acid H₂SiF₆ (BSEN 12175:2013) for each individual tanker delivery (with dates) since fluoridation commenced at the water treatment works, Williamsgate, Nr. Cockermouth, Cumbria.

Having received deliveries now of H₂SiF₆ I expect you will be holding this information as part of your regular Conformity and Health and Safety procedures and that a refusal notice will not be issued as per my request of the 29th. September 2023.

Our response:

Please see attached copies of the certificate of analysis for each fluoride delivery since fluoridation commenced at Williamsgate water treatment works (WTW). Information has been redacted in accordance with Regulation 12(5)(e) and Regulation 13 of the EIR, as well as UK GDPR. These redactions protect commercially sensitive information such as supplier details, and to safeguard personal data such as staff names and contact details.

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.