



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

**Our ref:** EIR-808  
**Date:** 01/05/2026  
**Email:** [EIRRequests@uuplc.co.uk](mailto: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.

**I write to request information under the Environmental Information Regulations 2004.**

**This request relates specifically to the water supply at [REDACTED]**

**1. Localised Water Quality Data**

**Please provide water quality test results specific to my supply area (not general regional averages), including:**

- **Chlorine levels (minimum, maximum, and average readings)**
- **Fluoride levels**
- **Metal content (including lead, arsenic, iron, manganese)**
- **Turbidity and discolouration data**

**For the period:**

- **The last 12 months**
- **And specifically during any works carried out in my street or immediate area**

Please allow me first to explain how water companies monitor the quality of the water they supply. We 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 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 as described below.

The water quality results specific to the supply area accompanies this response titled Appendix 1. We have also enclosed a copy of the Drinking Water Register data for [REDACTED] in Appendix 2, which shows the minimum, maximum, and average values for each determinant. The water supply to [REDACTED] is not artificially fluoridated and contains low levels of naturally occurring fluoride. As a result, fluoride is not routinely monitored within the water supply zone.



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## **2. Works and Incidents Affecting Supply**

Please provide details of:

- **Any pipe bursts, repairs, or infrastructure works in my street or surrounding area within the last 12 months**
- **Any recorded water quality incidents linked to these works**
- **Any customer complaints relating to discoloured or contaminated water during this period**

Whilst there have been no pipe bursts, repairs or infrastructure works on your street within the last 12 months, there have been 31 jobs in total on the surrounding streets. A summary of these jobs is included in Appendix 3. There have been no water quality incidents linked to these works, and as such we are unable to provide you with a copy of these in line with Regulation 12(4)(a) of the EIR, as these do not exist.

Within the last 12 months, there have been 29 customer contacts regarding discoloured water, or possible contamination. A summary of these can be found in Appendix 4.

## **3. Flushing and Contamination Events**

Please provide:

- **Records of mains flushing, disturbance, or sediment release events**
- **Any internal logs noting changes in water clarity, colour, or odour**
- **Any risk assessments carried out during or after works**

Please see enclosed records of mains flushing activities in Appendix 5. Both of the jobs were in relation to customer contacts, and were not deemed 'events', as only one property was affected on each occasion.

For awareness, we do not have 'internal logs' of changes in water clarity, colour or odour. We are usually notified of a change to the water when customers contact us via our contact centre. As such, we are unable to provide you with 'internal logs' in line with Regulation 12(4)(a) of the EIR, as these are not held. We can however provide you with summaries of contacts we've had regarding changes in water quality. Records relating to clarity and colour have been disclosed in Appendix 2. Additionally, please see Appendix 6 for records of odour contacts.

## **4. Monitoring and Testing at Point of Supply**

Please confirm:

- **Whether water is tested at or near my property (or nearest sampling point)**
- **Frequency of testing**
- **The nearest sampling location to my property**

As confirmed in our response to your first question, we carry out a routine monitoring programme to assess the water quality across the Northwest. This ensures we continue to provide wholesome drinking water to our customers. We are unable to share specific sampling locations due to data protection requirements; however, we can confirm that in the last 12 months we have collected a sample from a property with the same postcode as referenced in this request and this sample was taken as part of our routine monitoring programme. Sampling frequency varies depends on the

population in your area and the parameter being monitored. The sampling frequency for your water supply zone accompanies this response titled Appendix 7 This outlines the parameters and frequency we sample each one annually.

#### **5. Regulatory Compliance and Breaches**

**Please disclose:**

- **Any exceedances or temporary breaches of regulatory limits affecting my supply area**
- **Any notifications made to regulators regarding water quality issues in this area**

We can confirm that more than 2,100 regulatory tests have been carried out on samples taken in your area over the past 12 months, with no failures reported. This confirms that the water supply in your area fully complies with the Drinking Water Inspectorate (DWI) regulations, and no regulatory infringements have been reported to the DWI for your area.

If you would like sampling to be carried out at your own property, we would be happy to arrange this. Please contact us on 0345 6723 723 to book an appointment with one of our Water Quality Officers.

#### **6. Treatment Process Impact**

**Please provide:**

- **Details of how treatment processes (including chlorination) are adjusted during infrastructure works or disturbances**
- **Any known risks associated with pipe disturbance and sediment mobilisation**

Treatment processes are not adjusted during infrastructure works because robust procedures are in place to maintain water quality while repairs or upgrades are carried out. These standardised methods of operation ensure that works are undertaken in a way that prevents the ingress of contamination into the water mains and protects the treated water within them.

At treatment works, however, all treatment processes are continuously monitored. Where any challenges to treatment performance are identified, processes can be automatically adjusted or, if necessary, shut down to ensure water quality is maintained.

Deposits build up over 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 naturally occurring iron and manganese and are not harmful, however they can cause discolouration and taste and odour issues. As previously mentioned, within your water supply zone there have been no events within the last 12 months relating to sediment mobilisation or pipe disturbance.

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.



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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



Environmental Information Specialist