

Dear [REDACTED]

Thank you for your follow on 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

Having reviewed the material, I would like to seek further clarification, as there remain a number of gaps between the information held and what has been disclosed.

Firstly, with regard to **PFAS**, I note that the accompanying dataset contains specific measured values for individual samples. However, your response only provides a Tier 1 classification (<0.01 µg/L), which is a generalised summary.

Given that precise measurements are clearly held, please provide:

- the actual PFAS concentrations for each sample (in numerical form, not tier classification),
- identification of the specific PFAS compounds analysed,
- the analytical detection limits applied,
- and confirmation of sampling frequency and methodology.

Secondly, the 'Your Drinking Water Quality' factsheet confirms that water quality data is routinely recorded as **minimum, average, and maximum values over a 12-month** period. This indicates that quantified monitoring data is available for multiple parameters.

In light of this, please provide:

- min/avg/max values for aluminium, iron, phosphate, and trihalomethanes for Water Supply Zone 309,
- and any available data on residual concentrations of treatment-related substances in final treated water.

In particular, I note that **trihalomethanes** are explicitly listed as a regulated parameter in your own documentation, yet were not addressed in your response. Please include this data.

Thirdly, regarding **treatment chemicals**, the 'Water Treatment Chemicals' document lists a broader range of substances than those included in your summary. Please confirm which of the following are used at the treatment works supplying my property:

- polyaluminium chloride,



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- polyelectrolytes,
- powdered activated carbon,
- sulphur dioxide,
- phosphoric acid.

For any that are used, please provide details of dosing purpose and any resulting residuals in treated water.

With respect to **microplastics**, your response relies on industry-level research. Please confirm whether United Utilities holds any internal reports, datasets, or communications relating to microplastics in either raw or treated water, regardless of whether routine monitoring is undertaken.

Finally, regarding the **coliform bacteria** exceedance, please provide:

- the date of the sample,
- the measured result,
- and a summary of the investigation that led to the conclusion that the issue was property-specific.

## **Our response**

### **PFAS**

The PFAS data provided in our previous response was a table of results taken from each of the individual treatment works feeding your property. These are listed with the parameter name (specific PFAS compound) and result. All the results fall within the Tier 1 classification. In line with the sampling frequency for Tier 1 sites, we take at least one sample at the final monitoring point and at least four samples at the raw monitoring point. With regards to the sample methodology, this is noted within our UKAS accreditation - [Schedule of Accreditation](#).

### **Drinking Water Quality Factsheet**

The water quality data provided online is displayed as minimum, maximum and average. The minimum, average and maximum values for aluminium, iron and trihalomethanes are available on the link provided in our previous response. I have included this again for completeness: <https://www.unitedutilities.com/help-and-support/your-water-supply/>

We have also provided the individual results for the last 12 months for your water supply zone. This accompanies this response titled 'Appendix 1'. This includes the available data on residual concentrations of treatment-related substances (iron and aluminium) in the water supplied to your property. Note, this also includes the trihalomethane results and a description of what trihalomethanes are, is included within the Drinking Water Quality Factsheet previously provided. For completeness, I have also attached a copy of this.

### **Treatment Chemicals**

We confirmed the treatment chemicals used to treat the water supplied to your zone in our initial

response. In that response, we also provided a summary of the treatment process referencing the chemicals and their use within the process. For completeness I have included the chemicals again below:

- Aluminium sulphate and ferric sulphate
- Sodium hydroxide or sulphuric acid
- Sodium hypochlorite and sodium bisulphate
- Sodium orthophosphate

In your latest correspondence, you asked that we confirm whether any of the following chemicals are used at the treatment works supplying your property:

- Polyaluminium chloride
- Polyelectrolytes
- Powdered activated carbon
- Sulphur dioxide
- Phosphoric acid

I can confirm that whilst some of these chemicals are listed on our 'Water Treatment Chemicals' enclosure, they are used to treat water across the wider North West region, and are not used at the treatment works that supply your property with water.

### **Microplastics**

As previously confirmed, we do not currently monitor for microplastics in drinking water as we are not required to. We do not hold any internal reports or datasets with regards to microplastics in drinking water and as such cannot provide these in line with Regulation 12(4)(a) of the EIR. We are however involved in research in this area, as well as development of standardised methods for future microplastic analysis.

### **Coliform Bacteria Exceedance**

The coliform bacteria exceedance was sampled on 23 November 2025 and contained 3 coliforms per 100ml. In line with our processes for responding to Bacteriological Exceedances, we took follow up samples from the following locations:

- The treatment works supplying the property
- The property including pre-disinfection and post-disinfection samples and swabs.
- Neighbouring properties

In the case of this exceedance:

- The treatment works samples passed
- The pre-disinfection sample from the property detected environmental bacteria
- The post disinfection sample passed
- Neighbouring samples passed



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This allowed us to conclude that the tap hygiene was the root cause of the coliform bacteria exceedance, and the result was specific to the property that was sampled and was not representative of the water supply to the area. The customer was provided with appropriate cleaning advice to prevent a reoccurrence.

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 [EIRequests@uuplc.co.uk](mailto:EIRequests@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



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.