

## **Water source change affecting customers in some areas of Haydock, Warrington and Newton-Le-Willows**

We have contacted you regarding a temporary change we are making to the water which supplies your home.

**We will be carrying out this change from week commencing Monday 4 May 2026 for around 12 weeks.**

Please be reassured that no action is required on your part, and there will be no interruption to your water supply. Most importantly, your water will remain safe to drink and will continue to meet all national water quality standards.

### **Why are we making the change?**

We will be doing some routine maintenance at the Winwick Service Reservoir. This work will help us ensure we provide a stronger and more resilient water network for your community. While this work is underway, your water will be supplied from another one of our drinking water treatment sites to ensure everything continues as normal.

### **What will the changes mean for you?**

Your water will temporarily change from hard/very hard to soft.

Whilst most people do not notice a difference in their drinking water, we understand that any changes to your water supply may raise questions.

If you would like to find out more about this, please visit [unitedutilities.com/yourwater](https://unitedutilities.com/yourwater). You can find some frequently asked questions below:

### **Why is my water softer?**

Your water supply will now come from one of our other treatment sites which treats water from one of our reservoirs. This water is naturally softer and has lower concentration of naturally occurring minerals like calcium and magnesium, which are found in hard water. You may notice changes in taste, how your skin feels after washing, or how your appliances perform. Rest assured, your water remains clean and safe for you and your family.

### **Do I need a water filter?**

This is a matter of personal choice, you don't need to have a water filter as all drinking water across the North West meets all water quality standards, which are monitored by the Drinking Water Inspectorate.

### **I keep fish or reptiles. What should I do?**

If you keep reptiles, fish or aquatic species, it's recommended to test at each and every water change to help understand what treatment you may need to carry out and to continue regular monitoring. You can use our water quality register on [unitedutilities.com/yourwatersupply](https://unitedutilities.com/yourwatersupply) to see how the water chemistry for your area changes over time, but please remember that the data isn't real time and illustrates the typical value over a 12-month period. We also recommend that you speak to an expert or pet shop for any further advice.

**Are you changing the water chemically?**

The drinking water supplied to you will continue to meet the standards required by national legislation. Water from ground water sources, even when treated, is generally harder as it absorbs the naturally occurring minerals in the environment as it moves into the ground and flows through rock. The water still undergoes rigorous treatment whether it originates from a reservoir or groundwater source, so you can continue to use water as you normally would.

**Is chlorine or fluoride added?**

Chlorine is used for safety and monitored closely; some may notice its taste or smell. Fluoride is sometimes added to drinking water; however this is not the case in Merseyside.

**Will there be any impact on my bill?**

No, this change will not have any impact on how much you pay for your water.

**Want to provide us with some feedback?**

Thank you for your support and understanding. If you have any further queries, please get in touch by completing our [feedback form](#).

**If you need to get in touch with us**

You can always call us on 0345 672 3723 (select option 1) quoting the project number on the letter or email you've received or contact us via our social media channels.