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/ID1054
Date: 12/11/2026
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:

Could you please provide the following information for my water supply zone:

- The most recent testing results for PFAS, including PFOA and PFOS, and any other PFAS compounds monitored.
- The measured concentrations of individual PFAS and, where available, the total concentration of PFAS detected.
- The dates and locations of the samples, including whether they were collected from treated water leaving the treatment works, service reservoirs, or customers' taps.
- The analytical detection limits and the applicable regulatory or operational thresholds used to assess the results.
- Whether United Utilities has identified any PFAS contamination concerns affecting the Preston West supply zone, and what monitoring or treatment measures are in place to manage potential contamination.

If PFAS results are not routinely published in the postcode-specific water quality report, I would appreciate it if you could provide the relevant data or direct me to the appropriate department responsible for environmental contaminants and drinking water quality.

Our response:

Thank you for your request for information relating to PFAS. At United Utilities, all our water sources

are regularly monitored for PFAS (per- and polyfluoroalkyl substances). In most cases, these substances are not detected.

Currently, there are no regulatory standards for PFAS in drinking water. However, recommendations have been made to include such standards in the next review of the Water Supply (Water Quality) Regulations. In the meantime, the Drinking Water Inspectorate (DWI) has issued guidance that the water industry must follow.

The Drinking Water Inspectorate (DWI)'s approach is based on a three-tier system, which reflects the level of PFAS detected and determines the actions required for detections at each level:

Tiers	Value	Risk Level
Tier 1	<0.01 µg/L	Low Risk
Tier 2	<0.1 µg/L	Medium Risk
Tier 3	>0.1 µg/L	High Risk

Please find attached Appendix A, which contains the PFAS monitoring data for the three Water Treatment Works (WTW) supplying the Preston West water supply zone. The first tab includes the most recent results for PFOA, PFOS and the remaining 46 PFAS compounds that the DWI require water companies to monitor, and the second tab contains the limit of detection (LOD) for each parameter. As shown in Appendix A, all results fall within Tier 1. Therefore, we can confirm there are currently no PFAS concerns affecting the Preston West water supply zone.

Monitoring point references 20473, 18568 and 216602 represent three water treatment works supplying the Preston West water supply zone. The PFAS samples were collected from treated water monitoring points associated with these treatment works. No samples included in Appendix A were taken from customer taps or service reservoirs. Samples were collected on 11 December 2025, 13 July 2026 and 27 August 2026.

PFAS monitoring is undertaken in accordance with DWI guidance. As all results are within DWI Tier 1 (

Whilst postcode-specific water quality reports dedicated specifically to PFAS are not routinely published, further information regarding PFAS monitoring and management can be found on our corporate website by visiting our PFAS information page via this link.

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