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/ID666
Date: 11/02/2026
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

I am formally requesting information regarding the following - what is added to the water and in what quantities, what wider affect can this have. - water quality - water treatments - waste and how it is disposed - impact by disposing of waste - practice regarding waste leaks - what has changed since the practice recommendation was raised and what is in place to stop any more failings? - respond times to leaks, resulting in waste of water. What impact does this have?

Our response

In your email dated 15 January 2026 you requested detailed information about what substances are added to the water supply, the quantities involved, and the wider impacts these practices may have. In particular, you have asked for reassurance regarding water quality, water treatment processes, and compliance with UK regulatory standards. Please see our response regarding your queries below.

Drinking water in England is treated in accordance with the Water Supply (Water Quality) Regulations 2016, using carefully controlled processes to ensure it is safe for consumption.

To ensure that water is compliant with Water Supply (Water Quality) Regulations and safe to drink, water Companies 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), how many samples should be taken 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.

You can view the latest water quality data for the water supplied to your area, at any time, on our website at https://www.unitedutilities.com/help-and-support/your-water-supply/. If you input your postcode on the website, the results of samples that have been taken in the last 12 months from

your local area can be viewed. Your local water supply zone (WSZ) is called WSZ075 Preston/Fullwood. The report covers a rolling 12-month period and is updated weekly. All the regulatory samples taken in the last 12 months met the required standard.

In addition to taking samples, treatment processes at our water treatment works are monitored continuously 24 hours a day 7 days a week. Should there be a slight deterioration in the quality of the water, the water treatment works shuts down automatically before any standards are breached, and an alarm is sent to our 24/7 control centre. We then send an engineer to investigate the shut down and restart the water treatment works. This ensures that the water we supply from our treatment works meets the required standards and is safe to drink.

Almost all drinking water treatment involves the use of chemicals to make the water safe to drink. Raw water needs to be treated to ensure that it is safe to drink; drinking raw water would cause illness. The addition of the chemicals is done via carefully controlled and automated processes. All chemicals that are used in the treatment process have to meet strict requirements that are set out in the relevant British Standards. The amount of chemical added to the raw water as part of the treatment process is monitored closely to ensure that the minimum amount required is added. A fact sheet accompanies this letter titled **'Water Treatment Chemicals'.** This fact sheet lists all the possible chemicals that can be used to treat water. We do not necessarily add every chemical on this list at every one of our treatment sites and the amount of chemical we add is dependent on the quality of the raw water. We can also confirm that the water supplied to your area is low in naturally occurring fluoride and is not artificially fluoridated.

Our water treatment processes are designed and optimised according to the type and quality of the raw water source. Therefore, the water treatment methods may vary from site to site. The raw water sources available in the Northwest are lake, river, reservoir, or groundwater sources.

The water supply to your area comes from upland reservoir sources in the Trough of Bowland and can be supplemented with supplies from the Lake District. The following treatment processes are in place:

- Addition of powdered activated carbon which removes organic substances that may be present in the raw water e.g. pesticides and compounds that can cause taste and odour issues.
- pH correction – all our processes have to be carried out at the correct pH. We adjust this by adding either sulphuric acid or sodium hydroxide
- Coagulation – a coagulant (aluminium sulphate) and a polyelectrolyte are added to the water to cause all of the particles in the raw water to clump together
- Filtration – all the large particles formed during the coagulation stage are removed by at least one stage of filtration.
- Disinfection – Chlorine is added to the water to kill any harmful bacteria that may have been present in the raw water. At some of our water treatment works we may also use UV disinfection.
- Conditioning – a small amount of phosphate is added to the water as it leaves our water treatment works. This helps protect against lead dissolving into the water from old pipework, especially in properties that still have lead pipes.

I hope that our response has provided information regarding how we treat the drinking water at United Utilities and that we have robust monitoring programmes are in place to ensure that the water supplied to our customers complies with the requirements of the Water Supply (Water Quality) Regulations 2016.

If you have specific concerns about the water at your property, we'd be happy to arrange for one of our Water Quality Officers to take samples and we'll share the results with you.

Finally, in response to the query concerning leaks, please see our website, specifically our Standards of Service. Here you can see our practice regarding waste leaks, as well as our respond times when trying to resolve also.

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