

Dear [REDACTED]

Thank you for reaching out with your request. 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). Please see our comments, as follows.

I am formally requesting the following information:

1. A full list of all substances and chemical compounds in my water supply, including:

- Chlorine levels (free and total)
- Fluoride content
- Heavy metals (lead, copper, arsenic, etc.)
- Nitrate and nitrite levels
- Pesticide residues
- Any other additives, contaminants, or by-products detected in recent tests

We continuously monitor the quality of the water leaving our water treatment works as well as taking samples for analysis for a range of parameters at our treatment works, storage reservoirs and at customer properties. The results for the previous 12 months are available on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. Should any of these sample results be above the standard a full investigation is undertaken. We acknowledge that you have already been provided with this link, however we believe it is the most informative way of viewing the water quality of your area.

The chlorine residual data for regulatory samples taken within your water supply zone from 01/01/2024 to 04/03/2025 can be found in *Appendix 1*.

The supply is low in naturally occurring fluoride and is not artificially fluoridated. As we do not artificially fluoridate your water supply zone, we do not test for fluoride within your water supply zone.

The lead, copper and arsenic data for regulatory samples taken within your water supply zone from 01/01/2024 to 04/03/2025 can be found in *Appendix 2*. Other data for metals can be found on our website by following the link mentioned previously.

The data for nitrite and nitrate for regulatory samples taken within your water supply zone from 01/01/2024 to 04/03/2025 can be found in *Appendix 3*.

Pesticide averages for the samples taken from the water treatment works that supplies your property can be found by following the link mentioned previously. We do not test for pesticides at customers properties.

Results for other water quality parameters can be viewed by following the link mentioned previously.

2. A postcode-specific water quality report detailing:

- **The most recent water quality sampling data for my supply area.**
- **Compliance with UK water quality standards, including test results for regulated substances.**

A postcode specific water quality report can be found via accessing the link on our website. Your postcode can be entered, and the report covers an average 12-month period, which is updated weekly. The website shows the regulatory limits for each parameter and whether any of the samples have failed the regulatory limit. For your water supply zone, in the past 12 months, there haven't been any samples that have failed the regulatory standard. As mentioned above, should a sample exceed the regulatory standard, a full investigation is carried out. We acknowledge that you have already been provided with this link, however we believe it is the most informative way of viewing the water quality of your area. I have included the latest report for your water supply zone in *Appendix 4*.

3. Confirmation of whether United Utilities conducts routine water sampling in my area and, if so, when the last test was conducted.

Yes, United Utilities do conduct routine water sampling in your area. United Utilities has a sampling programme that selects sample points at random from a comprehensive list of all its consumers, including commercial premises and buildings where the water supply is made available to members of the public. The last routine sample in your water supply zone was taken on 27 February 2025.

4. If no recent data is available, I request that United Utilities arrange a free water quality test at my property to provide accurate and up-to-date information.

We would be more than happy to arrange for us to collect water quality samples from your property if you wish for us to do so.

If you would like water samples taking from your property, please phone us on 0345 6723 723. We are open between 8am and 8pm Monday to Friday, 8am to 6pm on Saturday and 8am to noon on Sunday. We'll be happy to help you.

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

EIR Team

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.