



Water for the North West

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-378

Date: 19/05/2025

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). Please see our comments, as follows:

I am making a formal request under the Environmental Information Regulations (EIR) 2004 for site-specific data regarding the quality of water supplied to my property at [REDACTED].

Our supply area comprises 228 water supply zones, which contain a population of up to 100,000. The water supply within any water supply zone comes from the same Water Treatment Works. In answering the questions that you have raised, we have reviewed the information available for WSZ 238, which includes your specific postcode and covers approximately 42,455 population.

1. Most recent site-specific water quality test results for my property's supply, including all detected substances, chemical breakdowns and contamination levels.

Please see the attached document titled 'Appendix 1' which shows all the water quality results taken from properties across your water supply zone from 01/05/2024 to 01/05/2025. In total, there have been 147 samples taken with just one sample that exceeded the standards for aluminium, iron and manganese on 03/09/2024. These exceedances are formatted grey. Whenever there is an exceedance of the water quality standards, a full investigation is instigated. Investigations include but are not limited to; resamples at the failed property, samples at neighbouring properties, samples at upstream Water Treatment Works and Service Reservoirs, reviewing data trends at upstream Water Treatment Works, a review of the pressure and flow of the water in the area and a review of third party works within the area. A full investigation was carried out into the exceedances on 03/09/2024 highlighted grey in Appendix 1. The resamples that were taken from the failed property and neighbours all passed. It was identified that on the day the failed sample was taken, there had been a burst on the water main upstream of where the sample was taken. This burst caused an increase in flow rate which resulted in a disturbance of deposits on the inside of the pipe that are typically found in water mains. These deposits can build up over a period of time and can be disturbed by changes in the flow of the water or by work taking place in the local area. The burst impacted a local area within the water supply zone and would not have impacted the quality of the water that you received.

The most informative way to understand the quality of the water supply in your area is to view a summary of water quality analysis on our website at: <https://www.unitedutilities.com/help-and-support/your-water-supply/your-water/water-quality/>.

This summary report, specific to your water supply zone, includes the results of laboratory analysis of the water we supply, including both naturally occurring minerals, some of which may be removed or reduced during water treatment, and any residual water treatment chemicals such as chlorine. This report also contains the regulatory limit for each parameter and is regularly updated on our website as more results become available.

2. Details of all treatment methods used for the water supplied to my property, including the specific levels of chlorine and any other additives.

The water supply to your water supply zone comes from the Lake District. The raw water needs to be treated to ensure that it is safe to drink; drinking raw (untreated) water could cause illness.

At the water treatment works we add aluminium sulphate as a coagulant, polyelectrolyte which acts as a coagulant aid, and sodium hydroxide to ensure that the pH of the water is optimised for the coagulation process. All the processes are controlled automatically so that we only use the smallest amount of the chemicals as possible. The amount we add is dependent on the quality of the raw water, but all chemicals that are used in the treatment process comply with strict requirements that are set out in the relevant British Standard and are approved for that specific use.

During the coagulation process the chemicals bind with all the particles in the raw water to cause them to clump together. These particles are then removed through the filtration stage. Following filtration, we will add chlorine to the water to ensure that any harmful bacteria are made harmless and that the water is safe to drink, which is known as disinfection. Following disinfection, phosphoric acid is added in small quantities to the water to reduce plumbosolvency; this means that if the water comes into contact with lead pipes within customer properties, it reduces the chance of the lead dissolving into the water that comes into contact with those pipes.

Please see Appendix 1 for details of all results taken across your water supply zone. This includes chlorine levels, along with other parameters. Typically, the concentration of chlorine that is present in the water that leaves the water treatment works is 1 mg/l (one part per million). However, the chlorine concentration reduces with time and distance from the water treatment works, so will vary in samples that are taken at different parts of our water network.

3. Records of any water quality complaints or reported contamination issues related to my area in the past 12 months.

There have been 6 water quality related complaints from customers within your area over the past 12 months. Each water quality complaint is reviewed by our Customer Advisors who follow strict processes to ensure that each complaint is assessed and appropriate actions, investigations or advice is provided to our customers. Some water quality complaints require investigations to be carried out by our Technicians, water quality samples to be taken by our Sampling Officers and others involve sharing appropriate water quality advice to customers. Please see below a summary of the complaints that we received, and how we dealt with each of them in line with our processes.

Date of complaint	Complaint reason	Outcome of complaint
10/03/2025 20:13	Particles In Water	The customer reported black particles. A Technician investigated and established that particles that the customer was experiencing were in the hot bath tap and were due to biofilm / slime. This was identified as an issue which was due to the internal plumbing within the property.
19/12/2024 08:22	Discoloured Water	The customer reported discoloured water and was

		provided with discoloured water advice.
02/09/2024 10:41	Particles In Water	The customer reported black particles in their water following a boiler service. A Technician investigated and water samples were taken. Investigations established that the black particles were due to an issue with the internal fixtures and fittings breaking down following the boiler service.
12/07/2024 16:15	Taste/Odour – Musty	The customer reported a musty taste and odour to the water supply. Water quality samples taken from the property did not detect a taste or odour to the water supply. The customer was given general taste and odour advice.
25/04/2024 13:11	Slime	The customer reported black particles coming from their bath taps which was due to biofilm / slime. The customer was given advice regarding how to remove biofilm / slime from their fixtures and fittings including implementing a cleaning regime. This was identified as an issue which was due to the internal plumbing within the property.
06/02/2024 16:08	Discoloured Water	The customer reported that they were experiencing discoloured water and confirmed that the fire brigade had been in the area. The customer was given discoloured water advice.

With respect to reported 'contamination issues', we have interpreted your request to mean where we may have issued Restriction of Use advice to protect customers within your water supply zone. The table below highlights the types of restriction of use that may be provided, and which are dependent on the circumstances of the situation. Fortunately, there are very few occasions where this advice is required.

Type of Advice	Explanation
Do Not Use	Customers are advised, as a precautionary measure, not to use their tap water for: drinking, cooking, preparing food, cleaning teeth, showering, bathing, or washing wounds. They can still use water for flushing toilets.
Do Not Drink	Customers are advised, as a precautionary measure, not to use their tap water for: drinking, cooking, preparing food, cleaning teeth or washing wounds. They can still use water for flushing toilets and bathing.
Boil Water	Customers are advised, as a precautionary measure, to boil their tap water and let it cool before using it for: drinking, cooking, preparing food, cleaning teeth or washing wounds until further notice. The water can be used as normal for flushing toilets and bathing.

In the past 12 months we have not issued any Restriction of Use advice to customers in your area.

4. Copies of any internal reports or communications discussing water quality concerns for my postcode area.

There have been no internal reports or communications discussing water quality concerns for your postcode area within the last 12 months.

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.

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