

Dear [REDACTED]

Thank you for reaching out with your request. We appreciate your interest, and we want to let you know that as United Utilities is not a public authority listed under the Freedom of Information Act 2000, your request for incident sample results has been carefully considered in accordance with the Environmental Information Regulations (EIR). Please see our comments, as follows.

Please find attached a copy of the incident sample results for Water Supply Zone 123. Whilst reviewing the data, there are several important points you should consider:

- Whilst a small number of samples were found to contain elevated levels of iron, aluminium and manganese, resamples collected from the same street on later dates passed. This shows that the issue was short lived.
- In addition to this, whilst some samples breached the prescribed concentration or value (PCV) for the aforementioned parameters, the concentration detected would not cause illness, with these standards being set for aesthetic purposes. Short term exposure to the concentrations detected are unlikely to be harmful to health.
- One sample collected on 13th March 2025 identified 12 coliforms. Please note that when a sample fails, a full investigation is carried out which includes but is not limited to taking additional resamples from that property, neighbouring properties, as well as the source waters which supply the property. I can confirm in this instance, resamples collected from neighbouring properties and source waters passed, therefore the cause of the failure is likely due to internal fixtures or fittings within the private property and was not associated with the discoloured water.
- Some of the instruments used to analyse samples in the laboratory have a Limit of Detection (LOD). Any results marked as less than the LOD means that the result is lower than the lowest quantifiable value which the instruments can detect. In this dataset, column F is the qualifier, so whether the data value is greater than (GT) or less than (LT) the LOD.
- In line with Regulation 13 of the EIR and UK GDPR, addresses have been removed from the dataset as these are deemed personal information.

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.