



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-662
Date: 22/01/2026
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:

The certificates you provided do not have the information I requested (copied below for your convenience.)

QUOTE: Please provide a copy of the chemical analysis certificate, with breakdown of all chemical constituents' ppm/ppb, of the fluoridating acid H₂SiF₆ for each individual tanker delivery. **END QUOTE.**

A breakdown of ALL the chemical constituents is requested FOR EACH INDIVIDUAL SHIPMENT. I trust that you will expedite my request and reply by return.

Our response:

Having liaised with our local Water Treatment Team, I can confirm that we do not hold the information you have requested. For awareness, within the tenders, it is compulsory that suppliers supply confirmation that the chemicals produced meet the requirements of BSEN standards. As we do not hold these documents, we will be engaging Regulation 12(4)(a) of the EIR which states that a public authority may refuse to disclose information to the extent that it does not hold that information when an applicant's request is received.

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
[REDACTED]

We'd love to hear your feedback on how we handled your request! If you have a moment, please complete



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our short survey [here](#) – your input helps us improve our service.