



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/ID713
Date: 03/03/2026
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 would like to make a freedom of information request regarding an incident with my local water supply. The incident number was [REDACTED] which took place January-February 2026 which affected my property. Please could you let me have details of the contaminants found in the water supply following your testing due to the unauthorised connection to the mains water.

Our response:

Thank you for your request in relation to the incident affecting your water supply, whereby United Utilities issued Do Not Drink advice to customers in Heath Charnock due to a third-party connection to our network. I understand that you would like to receive the details of the contaminants found in the water supply.

With respect to the details of the contaminants found in the water supply, our extensive sampling only identified elevated concentrations of iron and manganese that may have been the result of the third-party water source entering our network. Based on these results, the water remained suitable for consumption, but we issued the Do Not Drink advice as a precaution because the water from the third-party connection had not been supplied or treated by us and we could not be certain that it met the high standards for drinking water quality.

The third-party connection has been disconnected from our network and the Do Not Drink advice was lifted on 02 February 2026. We continue our investigation into the circumstances of the event and are working with relevant stakeholders and the Drinking Water Inspectorate (DWI).

As legal processes are ongoing, under Regulation 12(5)(b) of the Environmental Information Regulations 2004 (EIR) we are unable to supply all the results from the samples taken during the event. We may also seek to claim compensation from the third party involved in the connection and because this is a legal process, sharing results ahead of its conclusion could jeopardise this process. Our records show that a sample was taken from your property on 02 February 2026. This sample met water quality standards, and these results are included below.

Parameter	Value from sample taken at your property	Unit	Regulatory Limit
2 Methyl IsoBorneol		µg/l	No regulatory

			standard
Aluminium		µg/l	200
Benzo(b)fluoranthene		µg/l	0.1
Benzo(ghi)perylene		µg/l	0.1
Benzo(a)pyrene		µg/l	0.1
Benzo(k)fluoranthene		µg/l	0.1
Total chlorine	0.7	mg/l	No regulatory standard
Free chlorine	0.6	mg/l	No regulatory standard
Colony Counts after 2 days at 37 degrees C	0	Number/ml	No abnormal change
Colony count after 3 days at 22°C	0	Number/ml	No abnormal change
Coliform bacteria	0	Number/ml	0
Colour		Hazen	20
Conductivity	90.7	µS/cm	2500
Copper		µg/l	2000
<i>Clostridium perfringens</i>	0	Number/ml	0
<i>E.coli</i>	0	Number/ml	0
Enterococci	0	Number/ml	0
Geosmin		µg/l	No regulatory standard
Indeno(1,2,3-cd)pyrene		µg/l	0.1
Iron		µg/l	200
Lead	1.13	µg/l	10
Manganese	0.65	µg/l	50
Nickel		µg/l	20
Odour (Quantitative)	0	Dilution number	No abnormal change
Polycyclic aromatic hydrocarbons (sum of 4 PAHs)	0	µg/l	0.1
Hydrogen ion	7.04	pH	6.5-9.5
Phosphorous	1020	µg/l	No regulatory standard
Taste (Quantitative)	0	Dilution number	No abnormal change
Turbidity		NTU	4

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