

Dear [REDACTED]

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that as United Utilities is not subject to the Freedom of Information Act, your request has been carefully considered in accordance with the Environmental Information Regulations (EIR). As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response.

I am writing to request information under the Freedom of Information Act 2000 relating to the public water supply and associated charges.

Please provide the following recorded information held by your organisation.

1. Water quality and chemical additives:

- **A full list of all chemicals and additives routinely added to the public water supply.**
- **The purpose of each chemical or additive.**
- **The typical and maximum concentrations at which each is present.**
- **Any risk assessments, safety data, or public health reports relating to these substances.**

Chemicals are routinely added to the public water supply to make the raw (untreated) water safe to drink. Drinking raw water would cause illness. I have enclosed a fact sheet titled '**Water Treatment Chemicals**'. This sheet lists all the possible chemicals that could be used throughout the treatment process, including their purpose within that process. Please note we do not necessarily add every chemical on this list at every one of our treatment sites.

All the processes we use to treat water are automatically controlled so that we only use the smallest amount of the chemicals as possible and the amount we add is dependent on the quality of the raw water. Therefore, we are unable to provide the typical or maximum concentrations of each chemical used.

All the chemicals we use to treat water are approved for use in drinking water treatment processes. The safety data sheets are owned by the chemical suppliers. For commercial and safety reasons, we cannot supply a copy of these datasheets but can confirm that the chemicals are approved for use and are used in accordance with the relevant British Standards.

Some of the chemicals added during treatment are removed or neutralised by later stages of treatment. The concentration of any chemical that remains in the water supply after the water has been treated, meets the requirements of the Water Supply (Water Quality) Regulations 2016 and are not harmful to health.



Water for the North West

United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

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2. Breakdown of charges and use of funds

- **A breakdown of water and wastewater charges applied to domestic customers.**
- **Documentation explaining how these charges are calculated.**
- **Information showing how collected funds are allocated, including (but not limited to):**
 - **Water treatment processes**
 - **Chemical additives**
 - **Infrastructure and maintenance**
 - **Administrative and operational costs**

If detailed breakdowns are held at an aggregated or policy level, please provide those documents.

Whilst your first point has been handled in accordance with the EIR, information relating to bills is not deemed to be environmental and as such, your second point has not been dealt with in accordance with the EIR. We have however shared some information that we hold, which we hope you will find useful. Should you have any other questions relating to your bill, we would recommend contacting the Billing Team directly on 0345 672 2888.

Information relating to how water and wastewater charges are applied is publicly available on the United Utilities website, and can be viewed via [Our household charges 2026/2027 | United Utilities](#). As you don't have a water meter, you are on a fixed rate tariff which means your charges are fixed for the year, and are not based on the amount of water you use. Instead, we use the 'rateable value' of your home to calculate your bill.

Rateable values were set by the Inland Revenue prior to 31 March 1990 and were based on factors such as the size, condition and location of your home. The Valuation Office no longer changes rateable values. They cannot be changed by water companies and cannot be appealed by the customer. We calculate your annual bill by multiplying your home's rateable value with a charge for each of our services.

For the 2026/27 financial year (1st of April 2026 – 31st of March 2027) the fixed rate tariffs are billed at a rate of £1.982 for water times by their rateable value, in your case £1.982 x 194 and £2.932 for sewerage. There is also a standing charge of £119.98. Your standing charge is a fixed charge for the year and isn't based on your rateable value.

This bill contributes to the costs of water treatment, chemical additives, infrastructure, maintenance, and administrative and operational services, for which we are unable to provide a detailed percentage breakdown. You can find out more about what we are doing to improve our service in Merseyside using the link attached - [Merseyside | United Utilities](#).

3. Contractual basis and legal authority

- **Copies of any standard customer contracts, agreements, or terms and conditions under which domestic water services are provided.**



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- **Confirmation as to whether any individually signed contract exists between myself and your organisation.**
- **Copies of any documents relied upon to assert that customers are contractually bound to your services in the absence of an individually signed agreement.**
- **An explanation of the statutory or legal basis under which water services are provided and charges enforced.**

As above, whilst your first point has been handled in accordance with the EIR, information relating to billing contracts is not deemed to be environmental and as such, your third point has not been dealt with in accordance with the EIR. We have however shared some information that we hold, which we hope you find useful. Should you have any other questions relating to billing contracts, please contact our Service Recovery Team directly on 0345 075 0711, who will be happy to help.

United Utilities doesn't have a contractual agreement with customers to supply water or remove wastewater. United Utilities was appointed by the secretary of state to maintain wastewater and clean the water network and provide customers with this service, this is confirmed under the Water Industry Act, section 52. This means that we have a right to charge and right to bill customers for these services and this is covered under section 142 to 144 of the act.

All of this means that a customer doesn't have to enter into a contractual agreement to be liable for the water used at the property if they are a resident at the address. If we supply the water to a domestic customer, they are liable for the charges at the property.

As above, should you wish to discuss any of this further, please contact our Service Recovery Team on 0345 075 0711, and they'll be happy to assist you further.

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



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.