



Water for the North West

United Utilities Water Limited

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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID816

Date: 20/05/2026

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

Thank you for your request information under the Freedom of Information Act (FOIA).

The FOIA covers public authorities, including central government departments, local councils, the NHS, state schools and universities, the police, and publicly owned companies. As a privately owned water company United Utilities is not covered by the FOIA, however, we are covered by the Environmental Information Regulations 2004 (EIR).

We have therefore, carefully considered and responded to your request in accordance with the Environmental Information Regulations (EIR).

Your request:

I am writing to you as part of my thorough investigation regarding the dangerous water you are providing to us which is in fact killing our pets due to the sudden dangerous increase in calcium and causing us harm. The limescale all over our dishes and bathrooms is disturbing.

To charge us extortionate amounts when many households are now forced in to purchasing filters and endless bottled water is disgraceful.

As part of our investigation we are gathering as much evidence and information to make a watertight case to present when we are forced to go legal with this. We are in talks with tens of thousands of other customers of yours. Your refusal to compensate households for when the tap water you provide is not drinkable screams volumes. The many skin conditions caused by the chemicals in showers and baths is worrying. All of which can proven.

At the juncture , we are requesting your salary benchmark bandings for all employees at all levels up to and including your CEO. We want to ensure that what we have been provided is still accurate and true as of 2026.

We do not want names of course, only the generic salary bandings and also if they are provided with a company car as part of their employment package.

We will be going public to gain even further evidence from the general public within your region and then once we have all that information we will take this very long matter further.

Our response:

In relation to your query regarding the quality of the water supplied to your property. We apologise if your water supply has given you cause for concern. We'd like to reassure you that we do take water quality very seriously so please allow me to explain how we ensure that the water supplied to our customers meets the standards set in the Water Supply (Water Quality) Regulations 2016 (the Regulations) and is safe to drink.

Water Companies collect samples daily from water treatment works, service reservoirs and customer properties. These samples are tested in an accredited laboratory using approved methods to ensure that the water quality meets the requirements set in the Regulations. Within the

Regulations, there is a list of parameters which companies must monitor for, where the monitoring should occur (e.g. at a customer's property) and the maximum level which is acceptable in drinking water; these levels are known as a Prescribed Concentration or Values (PCV) or more simply the 'regulatory standard' or 'legal limit'. It is however worthy of note, that PCVs are set based on several factors and most exceedances of the regulatory standard would not be considered a risk to health. A full list of the parameters that Water Companies must monitor for, including the PCVs, can be found on the Drinking Water Inspectorate's website by following this link: [Drinking Water Standards and Regulations - Drinking Water Inspectorate](#). All of the results of these regulatory samples are made available to the public through our website as described below.

You can view the latest water quality data for the water supplied to your area on our website at <https://www.unitedutilities.com/help-and-support/your-water-supply/>. If you input your postcode on the website, the results of samples that have been taken in the last 12 months from your local area can be viewed. The report covers a rolling 12-month period and is updated weekly. The number of samples that are required to be taken is set out in the regulations. I have included a useful factsheet called **'Your Drinking Water Quality'**. This will help you understand the information included within this report.

I note in your email you refer to the levels of calcium in the water supply and limescale on your dishes and in your bathroom. Calcium is a naturally occurring mineral that is present at low levels in most raw water sources due to the water coming into contact with rocks containing it. There is no regulatory standard for calcium. Hardness occurs naturally in the water supply, and we do not artificially soften any water that we supply. Hardness can cause a film or scum on the water, furring up of kettle elements, noise from kettles and deposits in hot drinks. Hard water and its effects are harmless to health. The calcium and hardness results for your water supply zone can be found by clicking the above link.

I hope that our response have provided the reassurance that the water supplied to our customers is safe for consumption and that we comply with the requirements of the Water Supply (Water Quality) Regulations 2016.

If you have specific concerns about the water at your property, we'd be happy to arrange a visit from one of our Water Quality Officers to take samples and investigate further.

Your request for information related to "salary benchmark bandings for all employees at all levels up to and including your CEO" and "also if they are provided with a company car as part of their employment package".

The EIR grants the public the right to access "environmental information" (such as data on emissions, discharges, and environmental policies). General staff salaries or standard payroll budgets do not relate to the environment. We, therefore, consider that the information that you have requested, in relation to general staff salaries, falls outside of the scope of the EIR and in accordance with Regulation 13 of the EIR/FOIA, we are withholding this information.

Water companies in the UK are however, legally required to publish the total compensation packages for executive directors, including both base salary and benefits and performance related pay and bonuses.

United Utilities publishes full details of its annual executive remuneration in its Annual Performance Report (APR), which can be downloaded from our website: [United Utilities - Performance](#). The statement of directors' remuneration and standards of performance starts on page 162 of the most recent (2024/25) APR.

Executive remuneration is also published within the United Utilities Annual Report and Financial Statement. The most recent version of which is available here: [Integrated Annual Report and Financial Statements for the year ended 31 March 2025](#), with the remuneration committee report starting on page 146.

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