



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/ID913
Date: 10/08/2026
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 customer would like a copy of the water samples taken at her property.

Our response:

As per the above request, please see the response and accompanying data set out below.

Leakage sampling and subsequent results are used solely to support and guide investigations into leakage reported by our customers, and they should not be interpreted as definitive or conclusive findings. The parameters tested for on both mains water and leak water support the investigations, and the results are intended to help identify the potential source of a leak. The samples are not taken by a UKAS accredited sampler and therefore should not be regarded as certified results. Trihalomethanes (THMs) are substances formed during the drinking water treatment process and are commonly found in treated mains water. Testing for THMs can help determine whether the suspected leak water originated from the public water supply. Unfortunately, the laboratory was unable to analyse the suspected leak water sample for THMs due to excessive headspace (air) in the sample bottle, and therefore this result is unavailable.

A table of the results are included below:

Date samples taken: 11/06/26

Address: 1 Hawthorne Avenue Runcorn WA7 5NX

Parameter	Leakage Sample	Mains Sample	Unit
Alkalinity pH 45	13	7.1	mg/l
Ammonia as N	0.041	0.025	mg/l
*Bromodichloromethane	-	6.9	µg/l
Calcium	6.83	3.91	mg/l
Chloride	12.3	12.3	mg/l

Conductivity	79.7	67.2	µsie/cm
*Dibromochloromethane	-	1.5	µg/l
Hardness Total	21.1	13.1	mg/l
Magnesium	0.99	0.82	mg/l
Nitrite as N	00.024	0.0024	mg/l
Nitrate as N	0.46	0.46	mg/l
Nitrogen Total Oxidised	0.46	0.46	mg/l
Hydrogen Ion (pH)	6.93	6.89	pH units
Phosphorus	1510	1460	µg/l
*Tribromomethane	-	1.6	µg/l
*Tetrachloroethene	-	0.73	µg/l
*Tetrachloromethane	-	0.98	µg/l
*Total Trihalomethanes	-	42.2	µg/l
*Trichloromethane	-	35.2	µg/l
*Trichloroethene	-	0.59	µg/l
*Tetrachloroethene and trichloroethene	-	0	µg/l

mg/l = milligrams per litre or one part in a million

µg/l = micrograms per litre or one part in a thousand million

< = less than

* trihalomethane, chlorinated hydrocarbon

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