

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). 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.

1. Artificial Fluoridation & Hexafluorosilicic Acid

In your letter dated 16 July 2026 (Ref: EIR-741 amended), you stated that "the water in this area is not fluoridated". However, United Utilities' publication "What chemicals are added in the drinking water treatment process?" (received 23 March 2026) explicitly lists Hexafluorosilicic acid under fluoridation chemicals. Please confirm unequivocally:

- Is any artificial fluoridation compound, specifically Hexafluorosilicic acid, added at any point to the supply serving postcode [REDACTED]?
- If yes, state the compound used, target concentration, and statutory approval basis.
- If no, confirm that zero artificial fluoridation compounds are applied to this supply zone.

I can confirm that the water supplied to [REDACTED] is not artificially fluoridated (with any artificial fluoride including Hexafluorosilic acid) at any point during the water treatment and distribution processes. For clarity, the leaflet 'What chemicals are added in the drinking water treatment process' lists all possible chemicals that could be used for water treatment at any one or more of our water treatment works (WTW). This is not specific to the WTWs which supply your property with water. As above, for final clarity, we do not artificially fluoridate the water supply to the [REDACTED] area. I note that this was confirmed to you in our response of 16 July 2026 (EIR-741 amended), as well as in a letter from our Complaint Resolution Team during November 2025.

2. Potassium Chloride Disclosures

Further to my original enquiry dated 07 March 2025:

- Is Potassium Chloride (or any potassium-based compound) added during any stage of treatment, conditioning, or pipe network maintenance for the supply serving [REDACTED]? Please answer Yes or No.
- If Yes, provide the functional purpose, dosing regime, and relevant Regulation 31 / BS EN standard.

No, we do not use potassium chloride or any potassium-based compound during water treatment, conditioning, or pipe maintenance for the supply serving [REDACTED]. This was also confirmed to you in a letter from our Complaint Resolution Team during November 2025.

3. Aluminium & Coagulant Dosing Data

Your 16 July 2026 table confirms the use of Ferral (Aluminium Sulphate) at Treatment Works 1 and Aluminium Sulphate at Treatment Works 2 serving [REDACTED].

- Please provide the annual mean and maximum recorded concentration levels (in µg/l) of residual Aluminium in the treated water at the tap for postcode BB7 2PE over the past 12 months, alongside the Prescribed Concentration or Value (PCV).

I have enclosed a copy of 12 months' worth of aluminium data for your attention. This is split into two pages, one for the WTWs supplying your home (named WTW samples), the other for your water supply zone (named Water Supply Zone), and includes the actual result of each sample, as well as the annual minimum, maximum and average aluminium result. Please note the prescribed concentration or value (PCV) for aluminium is 200µg/l. As you will see, all results are well below the PCV.

4. Precise Localized Hydraulic & Supply Zone Mapping

As highlighted by the ICO, please provide:

- Detailed geographic and hydraulic supply zone maps demonstrating the precise boundary and distribution network from Treatment Works 1 and Treatment Works 2 to postcode [REDACTED].

We note your new request for a map showing the precise boundary and distribution network from our WTWs to your postcode, I am not able to provide you with a copy of this in line with Regulation 12(5)(a) of the EIR which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect international relations, defence, national security or public safety. As I am sure you will appreciate, we take our obligations to water quality extremely seriously, which is why in arriving at this decision we have reviewed guidance from DEFRA and sought views from the Drinking Water Inspectorate (DWI). For awareness, WTW locations form part of Critical National Infrastructure (CNI) and disclosure of this information could pose a security threat to our sites, and thus inadvertently to the public.

When reaching this decision, I have completed a public interest test to determine whether or not Regulation 12(5)(a) is applicable in this instance. A copy of this has been included below.

In considering the potential effects of disclosing the requested information, I have applied the established principle that disclosure under the EIR is effectively to the 'world at large'. This means that any information disclosed in response to a request is not disclosed solely to the applicant but is treated as information made available to the public generally.

Consequently, once disclosed, the information could be shared, and published online, or combined with information from other sources. I have therefore assessed the potential benefits and harms of disclosure on that basis that the information could be accessed by any member of the public, including those who may wish to misuse it.

Public interest factors in favour of disclosing the information:



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

- Disclosure would promote transparency around United Utilities assets and how drinking water services are delivered.
- Disclosure could promote confidence in the industry by demonstrating openness about infrastructure and site management.

Public interest factors in favour of withholding the information:

- The requested information forms part of CNI and disclosure could lead to assets being identified and vandalised, thus putting a risk to water quality and in turn, public safety.
- Interference with WTWs could impact water quality or the continuity of supply and potentially impact a large area of the North West, as well as have environmental or economic consequences.
- Location information could lead to trespassing, which also poses a security threat.

Having considered the public interest arguments, I recognise that there is public interest in transparency regarding the locations of our sites, however the risk to public safety and site security significantly outweighs this. Additionally, I note that disclosure under the EIR is to the 'world at large', and therefore anybody can access this information, including those who may wish to misuse it. This approach is in line with other similar requests for information which can be found on our disclosure log. Whilst, I understand this may not be the outcome you had hoped for, I must ensure that our obligations to water quality and drinking water safety remain our top priority.

Whilst I am not able to provide you with a detailed map showing the information you have requested, United Utilities Water Ltd has to make both water and sewer plans available to view for free. If you wish to view both the water and the sewer plans, you can do so via United Utilities' on-line viewing facility. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us on [03707 510101](tel:03707510101) to book an appointment. You can read more about this on our website, here: <https://propertysearches.unitedutilities.com/>.

- Confirmation of whether postcode [REDACTED] receives water continuously from a blend of Works 1 and Works 2, or if switching occurs conditionally based on seasonal/operational demand.

I can confirm that the water to [REDACTED] is a continuous blend from WTW 1 and WTW 2.

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,



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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.