

## Water source changes affecting customers in areas of Haydock, Warrington and Newton-le-Willows.

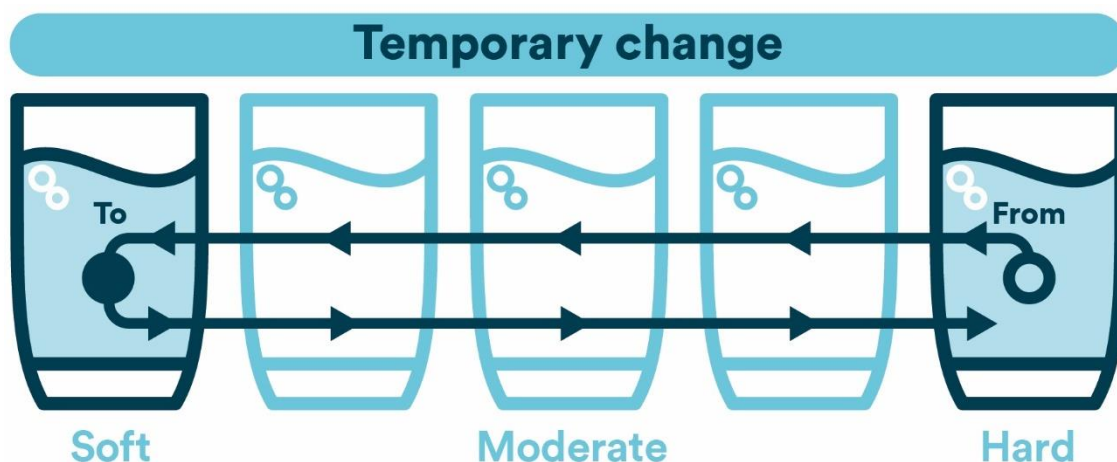
### We're making some changes to how we supply your water

As part of our next stage of work and investment in your local water network, we will be taking the storage reservoir which usually supplies your water offline, so that our teams can carry out planned maintenance. This work is expected to take around 16 weeks to complete.

Your water source will temporarily change from week commencing Monday 26 August. You do not need to do anything and there will be no interruption to your supply. Your water will remain safe and meet all water quality standards.

### How will the water be different?

The change will mean that your water will **temporarily** switch from very hard to moderately hard/soft as the alternative treatment site processes water which has lower naturally occurring mineral content. Don't worry, we'll still be supplying you with high-quality water which is safe for human and animal consumption.



### Do I need a water filter?

No, you don't have to have a water filter because your tap water is extremely high quality. But some people do choose to have a water filter, and of course that is up to you. Some people might not like the taste of their tap water, and a filter can help with that. But first - it is worth trying something else before you pay a lot of money for a filter. If you don't like the taste of chlorine in your tap water you can fill a jug with water and keep it in the fridge. The chlorine will escape naturally from the water, and the coldness will help.

**I have an illness or condition that is impacted by water such as digestive and skin conditions. What do I need to do?**

Your water will remain safe, meeting all standards set by the Drinking Water Inspectorate. For any medical conditions, we recommend that you consult your medical professional for advice.

### **Will I need to alter the settings on my dishwasher?**

To find out more about the best setting to use for your dishwasher, go to [Water quality | United Utilities](#) and type in your postcode to see the hardness level, and refer to your dishwasher user manual for the best setting to use.

### **I keep fish, what do I need to do?**

If you keep fish or aquatic species, it's recommended to test at each and every water change to help understand what treatment you may need to carry out and continue to carry out regular monitoring. You can use our water quality register to see how the water chemistry for your area changes over time, but please remember that the data is always slightly behind and illustrates the typical value over a 12 month period. We also recommend that you speak to an expert or pet shop for any further advice.

### **How do I check the water quality for my area?**

You can find the typical water quality and hardness level details for your area by entering your postcode at [unitedutilities.com/your-water-supply](https://unitedutilities.com/your-water-supply).

### **Are you changing the chemical make-up of the water?**

The drinking water supplied to you will continue to meet the standards required by European Union legislation. Your water is still treated and undergoes the same rigorous process, so you can continue to use it as you normally would.

### **Are you adding chlorine or fluoride to the drinking water?**

Chlorine is used to treat drinking water and to keep it safe to drink, it isn't harmful, but some people are more sensitive to the taste and smell than others. The majority of the water we supply in the North West does not have fluoride added to it. United Utilities does not make the decision on whether drinking water is fluoridated, as this is the responsibility of the Secretary of State for Health and Social Care by which United Utilities must comply. Further information is available by entering your postcode on our website [water quality page](#).

### **Will there be any impact on my bill?**

No, this change will not have any impact on how much you pay for your water.

### **How are you notifying customers to let them know about the change?**

We've contacted customers either by email, text message or letter to let them know about these changes to their water source, we also provide extra support to vulnerable people through our Priority Services Register. Please visit this link to find out more and sign up [Priority Services | United Utilities](#)

Thank you for your support and understanding. If you have any further queries, please get in touch by completing our feedback form, you can always call us on 0345 672 3723 (select option 1) quoting project number 80067050 or contact us via our social media channels.