

Water source change affecting customers in areas of Appleton, Grappenhall, Thelwall and Lymm.

Thank you for your patience and understanding. We've completed our planned maintenance and will be making the changes on our network to supply you with water from your usual water source.

We're planning to start making the change to revert back to the usual water source from week commencing Monday 20 January 2025. You do not need to do anything and there will be no interruption to your supply as we make the network change. Your water will remain safe and continue to meet all water quality standards.

Why was the temporary change necessary?

Over the last two months our teams have been carrying out a £500,000 programme of planned improvement and maintenance at the local water storage facility. To allow the maintenance work to take place, the way in which you received your water blend was temporarily changed and you temporarily received water with a higher natural mineral content.

Now that all the work is completed our teams will be making the changes on our water network and you will be receiving water from your usual water source, which is naturally softer.

Whatever the source or treatment works, the drinking water we supply is treated and monitored from source through to taps, ensuring it's clean and safe for humans and pets to drink, meeting strict water quality standards – monitored by the Drinking Water Inspectorate.

The water we supply to homes and businesses across our region comes from a variety of raw water sources. Water sourced from underground aquifers tends to be harder than water from lakes and reservoirs due to it containing more minerals as it has passed through layers of rock, before being pumped to the surface, treated and then distributed into the pipe network.

While many customers do not notice a difference in their drinking water, some see changes in the taste or appearance when supplied with water sourced from aquifers.

Advice on keeping reptiles, fish or aquatic species

If you keep reptiles, 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.

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 and levels are closely monitored, but some people are more sensitive to the taste and smell than others. There are ways you can reduce taste and smells associated with chlorine:

- Fill a jug or glass container, cover it and allow the water to stand in the fridge until needed. If you don't use it within 24 hours, you should discard it – why not use it to water your plants rather than pouring it down the sink?
- If you're really sensitive to the smell and can still detect it after storing it in the fridge, try boiling the water. This removes most of the chlorine. After the water cools, store it in a closed container in the fridge. Again, if you haven't used it all within 24 hours, please discard it and use it to water your plants.
- You might also consider using a home treatment device, like a water filter, generally these are not necessary, but some customers like to use them. You will need a filter containing activated carbon, which absorbs chlorine and other substances that can influence the taste of the water.
- If not properly maintained, such devices may cause problems with water quality. Any device which is 'plumbed-in' must comply with the Water Supply (Water Fittings) Regulations 1999. Further information and advice about water filters can be found from the [Water Regulations Advisory Scheme](#).

Fluoride occurs naturally in most water supplies, although the actual amount present varies depending on the raw water source. Water supplies in the North West are naturally low in fluoride.

There are a small number of areas where fluoride is artificially added as instructed by the Secretary of State for Health and Social Care, the associated water company must comply with these. 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 that supplies will be reverting back to the usual water source?

We've contacted customers either by email 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](#)

Want to provide us with some feedback?

Thank you for your support and understanding. If you have any further queries, please get in touch by completing our [feedback form](#).

If you need to get in touch with us

You can always call us on 0345 672 3723 (select option 1) quoting the project number on the letter or email you've received or contact us via our social media channels.