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/ID818
Date: 15/05/2026
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:

Specifically, I would like to request the following:

- A copy of the most recent **full chemical and microbiological analysis** for the water supply zone covering postcode **WA15** [redacted] House number [redacted]
- Please include the raw test results for parameters such as chlorine, fluoride, lead, nitrates, and any detected trace metals or pesticides.
- If possible, please provide the date and specific location (e.g., treatment works or service reservoir) where this sample was taken.

Our response:

As requested, a copy of the full chemical and microbiological analysis covering WA15 9RG accompanies this response and can be found in Appendices A-G. For security reasons, we're unable to share the specific names or addresses of our assets, as this information is classed as sensitive under Environmental Information Regulations (EIR) 2004 Regulation 12(5)(a). Instead, these sites are identified using labels such as "WTW 1" or "SR 1".

Over the past twelve months in your area, we have completed more than 1,600 tests, and only one result exceeded the regulatory limit. Where there is an exceedance of the water quality standards, a full investigation is carried out including and not limited to: obtaining resamples from appropriate locations, onsite investigations by field staff and carrying out a review of water quality and online data. When a root cause is identified, action is taken to rectify the issue and customers are advised of the actions taken to prevent a reoccurrence. The findings are shared with the DWI as required by the regulations. The parameter that failed was nickel, and the investigation into this failure concluded the root cause was due to the condition of the internal plumbing at the customer's

property where the sample was taken. No issues were found in the wider water supply zone.

We can confirm that there have been no exceedances at the treatment works or the associated service reservoirs which feed your water supply zone within the past twelve months. Additionally, we do not hold any monitoring data for pesticides at either the treatment works or the service reservoirs for the same period of time.

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