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/ID835
Date: 05/06/2026
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:

Flat [redacted] Credition House, Devon Close, M6[redacted] Water Quality Records

Our response:

As requested, please find attached the last 24 months of data for your area. Please refer to 'Regulatory Data – Z293'. I have also included a useful factsheet called 'Your Drinking Water Quality', this will help you understand the data. During this period of time there was a single exceedance of the water quality standards. When there is an exceedance, 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. Due to GDPR, United Utilities are unable to share the precise location or provide the report sent to the DWI, however a summary of the exceedance and associated root causes are listed below. Sample Date Parameter Root Cause 13/11/2024 Coliform Bacteria This failure was attributed to the internal fittings/fixtures at the customer's property where the sample was taken. No issues were found in the wider water supply zone concluding the wider network was unaffected. All of the results from our regulatory water quality samples are also made available through our website at the following link: https://www.unitedutilities.com/help-and-support/your-water supply/. This information is updated on a weekly basis so will always contain the most up to date information. If you enter your postcode into the box on the website, it will provide a report, specific to your local water supply zone (WSZ). As mentioned above, this includes the results of laboratory analysis of the water we supply. This report also shows you how many samples we have taken for a particular parameter. The number of samples that are required to be taken is set out in the regulations. The results in your area are satisfactory and therefore demonstrate that the water provided to your local area including postcode M6 8HF met the required standards.

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