Our ref: EIR/ID287
Date: 05/02/2025
Email: EIRRequests@uuplc.co.uk

Dear ████████,

Many thanks for your email below. Your request for information relating to your local service reservoir (SR) has been considered in accordance with the Environmental Information Regulations 2004 (EIR).

Please see attached a copy of sample results from 1st October 2024 to present day for the three service reservoirs (SRs) which supply your property with water. It is important to note that some of the instruments used to analyse samples in the laboratory have a Limit of Detection (LOD). Any results marked as less than the LOD means that the result is lower than the lowest quantifiable value which the instruments can pick up. In this dataset, column F is the qualifier, so whether the data value is greater than (GT) or less than (LT) the LOD.

If you have any further queries surrounding your complaint, please continue to liaise with ███ in our Service Recovery Team.

Should you consider that we have not adequately complied with our obligations under EIR, we are obliged to inform you that you have the right to ask us to carry out an internal review of our response. This can be done by writing to ███████████████████████████████████, Environmental Information Office, Haweswater House, Ground Floor, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP. Alternatively, you may find it easier to e-mail us directly on EIRRequests@uuplc.co.uk, quoting the above reference, and your review request will be forwarded on to ██████.

Any request for an internal review should explain why you wish a review to be carried out and should be made within 40 working days of receipt of this letter, and we will reply within 40 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Information Commissioner.

Many thanks
EIR Team