



**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
Lingley Green Avenue  
Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID330

**Date:** 11/03/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

Thank you for reaching out with your request! 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).

**Please can you tell me what is added to the tap water during the cleaning process and anything additional which may contribute to our health, specifically in the South Manchester area.**

Almost all drinking water treatment involves the use of chemicals to make the water safe to drink but while those chemicals are added to the water during treatment, they will not be present in the same concentration or form once treatment is complete. I have enclosed a fact sheet titled 'What chemicals are added in the drinking water treatment process?' - I hope you will find this information useful.

Please be aware that this sheet lists all the possible chemicals that could be used throughout the treatment process, we do not necessarily add every chemical on this list at every one of our treatment sites. For example (please see attachment), we do not dose hexafluorosilicic acid to the water that supplies your property, the water supply to the South Manchester area is not artificially fluoridated and is low in naturally occurring fluoride.

All chemicals that are used in the treatment process have to meet strict requirements that are set out in the relevant British Standards. The amount of chemical added to the raw water as part of the treatment process is monitored closely to ensure that the minimum amount required is added. Treated water is monitored online 24 hours a day 7 days a week, as well as through samples taken from our water treatment works, at storage points in the network and at customer properties to demonstrate that the water is safe to drink.

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](mailto: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

EIR Team

We'd love to hear your feedback on how we handled your request! If you have a moment, please complete our short survey [here](#) – your input helps us improve our service.