United Utilities Water Limited
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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID352
Date: 25/03/2025
Email: 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 as United Utilities is not a public authority listed under the Freedom of Information Act 2000, your request has been carefully considered in accordance with the Environmental Information Regulations (EIR), and our comments are as follows.

As I have not received a response to the email below sent 11/02/25, I am formally requesting the following information below under the Freedom of Information Act (FOI). Regarding the samples taken for [redacted], please provide the regulatory limits for United Utilities water supplied to [redacted] for the following parameters from the report:

1.Alkalinity

There is no regulatory standard for alkalinity.

2.Barium

There is no regulatory standard for barium.

3.Calcium

There is no regulatory standard for calcium.

4.Total Chlorine Residual and Free Chlorine residual

There is no regulatory standard for free or total chlorine residual, however the World Health Organisation (WHO) has set a guideline maximum of 5 mg/l.

5. Magnesium

There is no regulatory standard for magnesium.

6.Phosphorous

There is no regulatory standard for phosphorus.

7.Potassium

There is no regulatory standard for potassium.

8.Silver

There is no regulatory standard for silver.

9. Zinc

There is no regulatory standard for zinc.

Please also provide:

10. A full breakdown of the chemicals added to the water supply at United Utilities supplied to [redacted].

Almost all drinking water treatment involves the use of chemicals to make the water safe to drink but whilst 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 [redacted] area is not artificially fluoridated and is low in naturally occurring fluoride.

11. How often each chemical is added to the water supply at United utilities to [redacted].

Most water treatment occurs at one of our water treatment works (WTW) or at a secondary dosing station or a bulk supply point. All chemicals that are used in the treatment process must meet strict requirements that are set out in the relevant British Standards.

12. The amount of each chemical added to the water supply United Utilities supplied to [redacted].

Chemical dosing is carried out via carefully controlled and automated processes that adjust the dose to ensure the water treatment is optimal, but while the precise dose may change, dosing is almost always continuous during the water treatment process. All processes are continuously monitored 24 hours a day, 7 days a week.

13. Where the chemicals get added to the water supply at [redacted].

Please see response to point 11.

14. What PPE is worn by the United Utilities member of staff when handling these chemicals for application to the water supply at [redacted].

Standard PPE for all our operational areas is safety footwear, hi-viz vest, gloves, light eye protection and head protection.

With regards to handling chemicals, additional PPE is determined by means of a COSHH (Control of

Substances Hazardous to Health) assessment, this may include but is not limited to chemical resistant clothing/coveralls, safety goggles/face shield, respiratory protection and chemical resistant gloves.

Whilst the chemicals in their concentrated form are considered hazardous and do require the operators to wear protective clothing when they receive deliveries, they are significantly diluted (for example: a 1 in 20,000 dilution for the coagulant) when they are added to the water that is being treated.

Any PPE used by our employees is subject to a risk assessment which considers the form and concentration of the chemical used, and how they may come into contact with it. Once added to drinking water supplies the chemicals are highly diluted and the chemical properties change on mixing with the water.

Please can also confirm whether the samples taken were sent to an independent lab. Please email me this information within the next 28 days from the date of this email.

I can confirm the samples taken from your home were analysed in the United Utilities UKAS accredited laboratory. UKAS is the sole national accreditation body recognised by the British government to assess the competence of organisations that provide testing services. Every year we are assessed to ensure our performance is competent against internationally recognised standards. Accreditation by UKAS demonstrates the competence, impartiality and performance capability of our laboratory. It underpins the quality of results by ensuring their traceability, comparability, validity and commutability.

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
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.