

Water source change affecting customers in areas of Appleton, Grappenhall, Thelwall and Lymm.

We're making a temporary change to how we supply your water

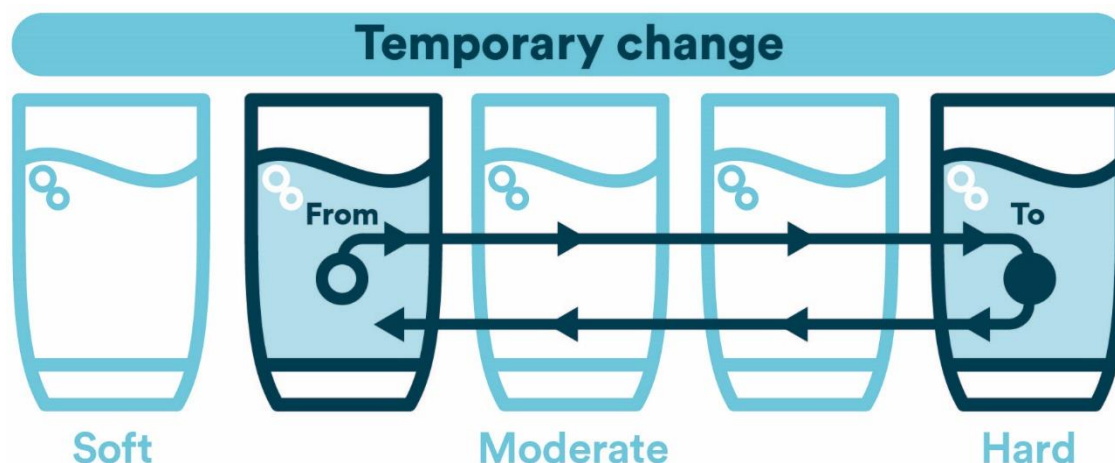
Your water source will change from week commencing Monday, 14 October. You do not need to do anything, and there will be no interruption to your supply. Your water will remain safe and continue to meet all water quality standards.

As part of our investment in your local water network, we will be taking the storage reservoir which usually supplies your water offline, so that our teams can carry out planned maintenance. The work is expected to start from week commencing Monday, 14 October and will take a around 12 weeks to complete. While this work is carried out your water will come from another of our water treatment sites.

Thank you for your patience and understanding, we'll let you know once all our work is complete and your supply will revert back.

What will the changes mean?

The change will mean that your water will **temporarily** change from moderately soft to hard/very hard as the alternative treatment site processes water which has a higher naturally occurring mineral content.



You do not need to do anything and there will be no interruption to your supply. We'll make the change gradually within your area and you may notice your water may be slightly different than what you may be used to.

When changing the supply of your water, the presence of calcium, magnesium and other naturally occurring minerals within the water chemistry determine the levels of hardness you receive, ranging from soft to very hard. Whatever the source or treatment works, the drinking water we supply is treated and monitored from source through to taps, ensuring it's clean and safe for humans and pets to drink, meeting strict water quality standards – monitored by the Drinking Water Inspectorate.

My water is becoming harder, how will it be different?

The water we supply to homes and businesses across our region comes from a variety of raw water sources. Water sourced from underground aquifers tends to be harder than water from lakes and reservoirs due to it containing more minerals as it has passed through layers of rock, before being pumped to the surface, treated and then distributed into the pipe network.

While many customers do not notice a difference in their drinking water, some see changes in the taste or appearance of hot and cold drinks or when using cleaning or bathing products as it can be a little more difficult to create a lather. In some instances, you may find the water can produce limescale on sinks or kettles. There are cleaning products widely available which are designed to help remove limescale easily.

Don't worry, we'll still be supplying you with high-quality water which is safe for human and animals to consume. Many areas in our region are supplied with water from underground aquifers or in some instances water which is blended from several different treatment works.

Can hard water be softened?

None of the water supply in the North West is artificially softened. Water can be softened artificially by the installation of a water softener or the use of certain 'jug type' filters.

If you are considering installing softeners, it should be fitted after the drinking water tap and comply with the requirements of the Water Supply (Water Fittings) Regulations 1999. They should be maintained in accordance with manufacturers' instructions.

Do I need a water filter?

This is a matter of personal choice, you don't need to have a water filter as all drinking water within the North West meets standards set by the Drinking Water Inspectorate.

Although many people think water has no taste, and it can be difficult to describe, the naturally occurring minerals can alter this and some people are more sensitive to variations and find that 'jug type' filters can help. The taste you experience can also be influenced by the presence of chlorine (which we use to kill any harmful germs) and certain plumbing materials can also affect the taste and smell of drinking water. The **Chlorine section** below provides advice and simple steps you can take to help address this.

I use a CPAP machine, what do I need to do?

Please note that most manufacturers require the use of distilled water.

However, if using boiled tap water, harder water can cause additional mineral build-up within the machine. Refer to the manufacturer's instructions as you may need to clean the machine more regularly.

I have an illness or condition that is impacted by water such as digestive and skin conditions. What do I need to do?

Your water will remain safe, meeting all water quality standards. For any medical conditions, we recommend that you consult your medical professional for advice.

Advice on keeping reptiles, fish or aquatic species

If you keep reptiles, fish or aquatic species, it's recommended to test at each and every water change to help understand what treatment you may need to carry out and continue to carry out regular monitoring. You can use our water quality register to see how the water chemistry for your area changes over time, but please remember that the data is always slightly behind and illustrates the typical value over a 12-month period. We also recommend that you speak to an expert or pet shop for any further advice.

Are you changing the chemical make-up of the water?

The drinking water supplied to you will continue to meet the standards required by European Union legislation. Water from ground water sources, even when treated, is generally harder as it absorbs the naturally occurring minerals in the environment as it moves into the ground and flows through rock. The water is still treated and undergoes the same rigorous treatment process, so you can continue to use water as you normally would.

Are you adding chlorine or fluoride to the drinking water?

Chlorine is used to treat drinking water and to keep it safe to drink, it isn't harmful and levels are closely monitored, but some people are more sensitive to the taste and smell than others. There are ways you can reduce taste and smells associated with chlorine:

- Fill a jug or glass container, cover it and allow the water to stand in the fridge until needed. If you don't use it within 24 hours, you should discard it – why not use it to water your plants rather than pouring it down the sink?
- If you're really sensitive to the smell and can still detect it after storing it in the fridge, try boiling the water. This removes most of the chlorine. After the water cools, store it in a closed container in the fridge. Again, if you haven't used it all within 24 hours, please discard it and use it to water your plants.
- You might also consider using a home treatment device, like a water filter; generally these are not necessary, but some customers like to use them. You will need a filter containing activated carbon, which absorbs chlorine and other substances that can influence the taste of the water.
- If not properly maintained, such devices may cause problems with water quality. Any device which is 'plumbed-in' must comply with the Water Supply (Water Fittings) Regulations 1999. Further information and advice about water filters can be found from the [Water Regulations Advisory Scheme](#).

Fluoride occurs naturally in most water supplies, although the actual amount present varies depending on the raw water source. Water supplies in the North West are naturally low in fluoride.

There are a small number of areas where fluoride is artificially added as instructed by the Secretary of State for Health and Social Care, the associated water company must comply with these. Further information is available by entering your postcode on our website [water quality page](#).

Will there be any impact on my bill?

No, this change will not have any impact on how much you pay for your water.

How are you notifying customers to let them know about the change?

We've contacted customers either by email, text message or letter to let them know about these changes to their water source, we also provide extra support to vulnerable people through our Priority Services Register. Please visit this link to find out more and sign up [Priority Services | United Utilities](#)

Want to provide us with some feedback?

Thank you for your support and understanding. If you have any further queries, please get in touch by completing our [feedback form](#).

If you need to get in touch with us

You can always call us on 0345 672 3723 (select option 1) quoting the project number on the letter or email you've received or contact us via our social media channels.