

# Drainage and Water Enquiry

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## Property: 1 SAMPLE DOMESTIC SEARCH UNITED UTILITIES

For any queries relating to this report please e-mail, write or phone our Customer Liaison Team at our address quoting United Utilities' Reference Number: 1094922

### 1. Section one: Introduction

The following records were searched in compiling this report:-

The following records were searched in compiling this report:-

The Map of Public Sewers, the Map of Waterworks, Water and Sewerage billing records, Adoption of Public Sewer records, Building Over Public Sewer records, the Register of Properties subject to Internal Foul Flooding, Adoption of Public Water Mains records, the Register of Properties subject to Poor Water Pressure and the Drinking Water Register. All of these are held by United Utilities Water Limited, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP.

## Interpretation of Drainage and Water Enquiry

**Appendix 1 of this report contains definitions of terms and expressions used in the report.**

## Enquiries and Responses

**The records were searched by Overspill for United Utilities who does not have, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.**

**This search report was prepared by Overspill for United Utilities who does not have, nor is likely to have, any personal or business relationship with any person involved in the sale of the property.**

**Appendix 2 of this report contains the terms and conditions of sale**

**Appendix 3 of this report contains our formal complaints procedures**

In the event of any queries relating to this report please e-mail write or phone our Customer Liaison Team at the address above quoting United Utilities reference

Whilst we always try to resolve all complaints straightaway, if this is not possible and you are not happy with the course of action taken by us, you can ask us to escalate the issues internally or take your complaint to an independent third party.

We will listen to your complaint and do our best to deal with it immediately.

If it is not possible to resolve your complaint there and then we will take the details of your complaint and we will investigate and get back to you within 10 working days.

If it is a complex issue requiring more time, we will still get back to you within 10 days and notify you of progress and update you with the new timescale.

If we do not contact you within 10 working days of your initial complaint you are entitled to compensation.

If we consider your complaint to be justified we will:

- Refund your search fee
- Provide you with a revised search
- Take the necessary action within our power to put things right
- Keep you informed of any action required

If we cannot resolve your complaint or have failed to comply with the complaints procedure you can:

- Let us know and we can escalate your complaint
- Refer the issue to an independent body of your choice.

## Order Summary

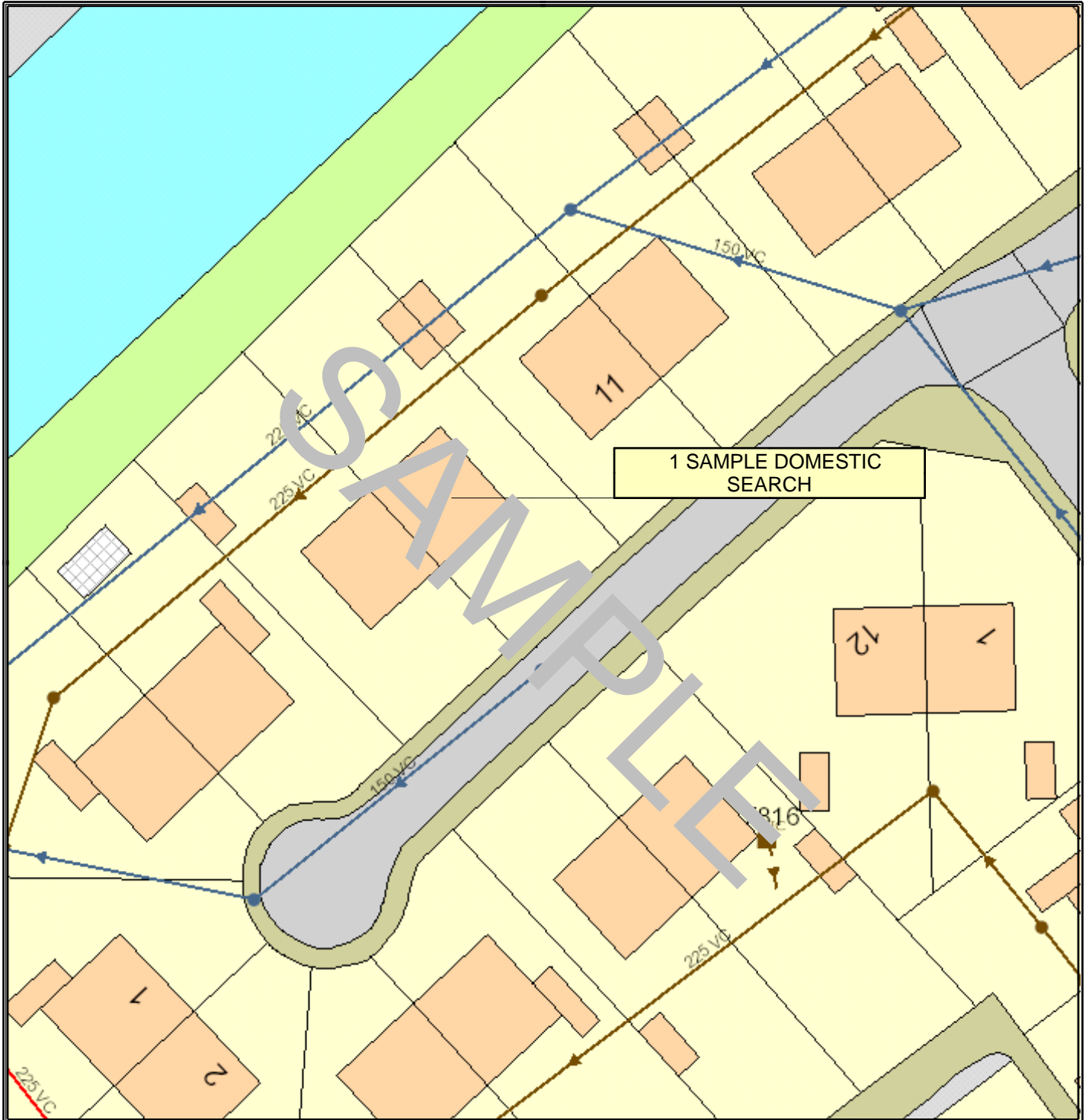
To help understand the implications of the Drainage and Water Enquiries Report a summary guide to the content the full report is provided below. This guide should be read in the context of and with reference to the full report and associated guidance notes.

The following 3 classifications have been used to highlight whether or not the response to a particular question is something that would normally be expected or otherwise. The classifications are intended purely as a guide to assist in the understanding of the report and do not imply that the property is fit to purchase or otherwise and this decision will rest with the prospective purchaser and their professional advisers.

- ✓ This response represents the typical situation for a property.
- ⚠ The attention of the purchaser is drawn to this response. The purchaser may wish to make further investigations into this situation.
- ✗ This response represents an uncommon situation for a property and the purchaser should carefully consider its implications.

SAMPLE

Question	Report Schedule	Answer
1.1	Where relevant, please include a copy of an extract from the public sewer map.	Map Provided ✓
1.2	Where relevant, please include a copy of an extract from the map of waterworks.	Map Provided ✓
2.1	Does foul water from the property drain to a public sewer?	Yes ✓
2.2	Does surface water from the property drain to a public sewer?	Yes ✓
2.3	Is a surface water drainage charge payable?	Yes ✓
2.4	Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?	See Answer ✓
2.5	Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?	Yes ✓
2.6	Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	Not applicable ✓
2.7	Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property or in the vicinity of a public sewer, disposal main or drain?	None ✓
2.8	Is the dwelling-house which is or forms part of the property at risk of internal flooding due to overloaded public sewers?	No ✓
2.9	Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.	See Details ✓
3.1	Is the property connected to mains water supply?	Yes ✓
3.2	Are there any water mains, resource mains or discharge pipes within the boundaries of the property?	No ✓
3.3	Is any water main or service pipe serving or which is proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?	No ✓
3.4	Is the property at risk of receiving low water pressure or flow?	No ✓
3.5	Please include details of a water quality analysis made by the water undertaker for the water supply zone in respect of the most recent calendar year.	Failed another substance 🚫
3.6	Please include details of any departures authorised by the Secretary of State under Part 6 of the 2000 Regulations from the provisions of Part 3 of those Regulations.	No ✓
3.7	Please include details of the location of any water meter serving the property.	No Meter ✓
4.1S	Who are the Sewerage and Water Undertakers for the area?	United Utilities ✓
4.1W	Who are the water undertakers?	United Utilities ✓
4.2	Who bills the property for sewerage services?	United Utilities ✓
4.3	Who bills the property for water services?	United Utilities ✓
4.4	What is the current basis for charging for sewerage and/or water services at the property?	Rateable Value ✓
4.5	Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?	No Change ✓

**SEWER RECORD 1 SAMPLE DOMESTIC SEARCH UNITED UTILITIES**


The position of underground apparatus shown on this plan is approximate only and is given in accordance with the best information currently available. The actual positions may be different from those shown on the plan and private pipes, sewers or drains may not be recorded. United Utilities Water Limited will not accept any liability for any damage caused by the actual positions being different from those shown.

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### WASTE WATER SYMBOLOGY

<b>Foul</b>	<b>Surface</b>	<b>Combined</b>	<b>Overflow</b>		<b>Overflow</b>
				<b>Manhole</b>	
				<b>Manhole, Side Entry</b>	
				<b>MainSewer, Public</b>	
				<b>MainSewer, Private</b>	<b>Abandoned Pipe</b>
				<b>MainSewer, S104</b>	
				<b>Rising Main, Public</b>	
				<b>Rising Main, Private</b>	
				<b>Rising Main, S104</b>	
				<b>Highway Drain, Private</b>	

<b>Foul</b>	<b>Surface</b>	<b>Combined</b>		<b>Foul</b>	<b>Surface</b>	<b>Combined</b>	
							<b>Sludge Pumping Station</b>
							<b>Sewer Overflow</b>
							<b>T Junction/Saddle</b>
							<b>LampHole</b>
							<b>OilInterceptor</b>
							<b>PenStock</b>
							<b>Pump</b>
							<b>RoddingEye</b>
							<b>Soakaway</b>
							<b>Summit</b>
							<b>Valve</b>
							<b>Valve Chamber</b>
							<b>Washout Chamber</b>
							<b>DropShaft</b>
							<b>Water Treatment Works</b>

<b>Foul</b>	<b>Surface</b>	<b>Combined</b>	
			<b>Septic Tank</b>
			<b>Vent Column</b>
			<b>Network Storage Tank</b>
			<b>Orifice Plate</b>
			<b>Vortex Chamber</b>
			<b>Penstock Chamber</b>
			<b>Blind Manhole</b>

<b>Foul</b>	<b>Surface</b>	<b>Combined</b>	<b>Overflow</b>	
				<b>Screen Chamber</b>
				<b>Discharge Point</b>
				<b>Outfall</b>

Control Kiosk  
Unspecified

MANHOLE FUNCTION		SEWER SHAPE	
FO	Foul	CI	Circular
SW	Surface Water	EG	Egg
CO	Combined	OV	Oval
OV	Overflow	FT	Flat Top
		RE	Rectangular
		SQ	Square
		TR	Trapezoidal
		AR	Arch
		BA	Barrel
		HO	HorseShoe
		UN	Unspecified

SEWER MATERIAL	
AC	Asbestos Cement
BR	Brick
CO	Concrete
CSB	Concrete Segment
CSU	Concrete Segment
CC	Concrete Box Culverted
PSC	Plastic / Steel
GR	Glass Reinforced
GRP	Glass Reinforced
PVC	Polyvinyl Chloride
PE	Polyethylene
DI	Ductile Iron
VC	Vitrified Clay
PP	Polypropylene
PF	Pitched Fibre
MA	Masonry, Coursed
MA	Masonry, Random
RP	Reinforced Plastic
CI	Cast Iron
SI	Spun Iron
ST	Steel
U	Unspecified

### CLEAN WATER SYMBOLOGY

**PIPE WORK**

<b>Live</b>	<b>Proposed</b>	
		<b>Trunk Main - PressurisedMain</b>
		<b>Raw Water Aqueduct - PressurisedMain</b>
		<b>Raw Water Aqueduct - GravityMain</b>
		<b>LDTM Raw Water Distribution - PressurisedMain</b>
		<b>LDTM Raw Water Distribution - GravityMain</b>
		<b>LDTM Treated Water Distribution - PressurisedMain</b>
		<b>LDTM Treated Water Distribution - GravityMain</b>
		<b>Private Pipe - LateralLine</b>
		<b>Distribution Main - PressurisedMain</b>
		<b>Comms Pipe - LateralLine</b>
		<b>Concessionary Service - LateralLine</b>

**ABANDONED PIPE**

	<b>Trunk Main</b>
	<b>Raw Water Aqueduct</b>
	<b>LDTM Raw Water Distribution</b>
	<b>LDTM Treated Water Distribution</b>
	<b>Private Pipe</b>
	<b>Distribution Main</b>
	<b>Comms Pipe</b>
	<b>Concessionary Service</b>

**PROPERTY TYPES**

<b>Live</b>	<b>Proposed</b>	
		<b>Condition Report</b>
		<b>Pipe Bridges</b>
		<b>Tunnels (non carrier)</b>
		<b>Pumping Station</b>
		<b>Water Treatment Works</b>
		<b>Private Treatment Works</b>

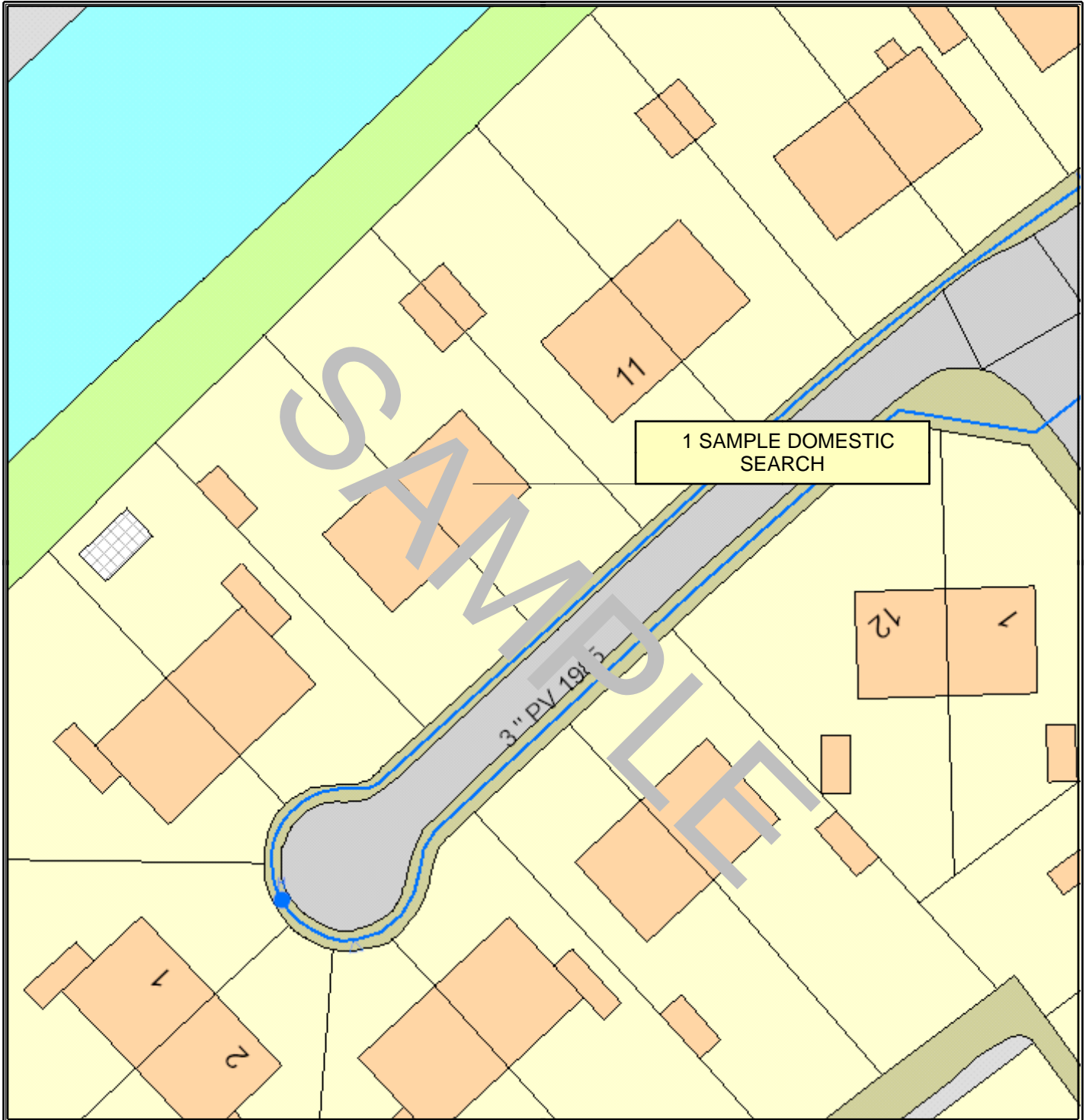
<b>Live</b>	<b>Proposed</b>	
		<b>Valve House</b>
		<b>Water Tower</b>
		<b>Service Reservoir</b>
		<b>Supply Reservoir</b>
		<b>Abstraction Point</b>
		<b>Domestic meter</b>
		<b>Commercial meter</b>
		<b>Telemetry Outstation</b>

**NODES/FURNITURES**

<b>Live</b>	<b>Proposed</b>		<b>Live</b>	<b>Proposed</b>	
		<b>Energy</b>			<b>Private Fire Hydrant</b>
		<b>CC Valve</b>			<b>Pump</b>
		<b>AC Valve</b>			<b>Site Termination</b>
		<b>Air Valve</b>			<b>Service Start</b>
		<b>Sluice Valve</b>			<b>Service End</b>
		<b>Non Return Valve</b>			<b>Process Meter</b>
		<b>Pressure Management Valve</b>			<b>Stop Tap</b>
		<b>Change of Characteristic</b>			<b>Monitor Location</b>
		<b>Anode</b>			<b>Strainer Point</b>
		<b>Chlorination Point</b>			<b>Access Point</b>
		<b>De Chlorination Point</b>			<b>Hatch Box</b>
		<b>Bore Hole</b>			<b>IP Point</b>
		<b>Inlet Point</b>			<b>Route Marker</b>
		<b>Bulk Supply Point</b>			<b>Sampling Station</b>
		<b>Fire Hydrant</b>			<b>Logger Box</b>
		<b>Hydrant</b>			

**Legend**

MATERIAL TYPES	LINING TYPES
AC	ASBESTOS CEMENT
CI	CAST IRON
CU	COPPER
CO	CONCRETE
DI	DUCTILE IRON
GI	GALVANISED IRON
GR	GREY IRON
OT	OTHERS
PB	LEAD
PV	UPVC
SI	SPUN IRON
ST	STEEL
UN	UNKNOWN
PE	POLYETHYLENE
CL	CEMENT LINING
TB	TAR OR BITUMEN
ERL	EPOXY RESIN
	<b>INSERTION TYPES</b>
DD	DIE DRAWN
DR	DIRECTIONAL DRILLING
MO	MOLING
PI	PIPELINE
SL	SLIP LINED

**WATER RECORD 1 SAMPLE DOMESTIC SEARCH UNITED UTILITIES**

The position of underground apparatus shown on this plan is approximate only and is given in accordance with the best information currently available. The actual positions may be different from those shown on the plan and private pipes, sewers or drains may not be recorded. United Utilities Water Limited will not accept any liability for any damage caused by the actual positions being different from those shown.

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**Q 1.1** Where relevant, please include a copy of an extract from the public sewer map.

**Answer** **A copy of an extract from the public sewer map is included in which the location of the property is identified.**

**Informative** The Water Industry Act 1991 defines Public Sewers as those which (United Utilities) have responsibility for. Other assets and rivers, water courses, ponds, culverts or highway drains may be shown for information purposes only. Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

The Sewerage Undertaker has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of the Sewerage Undertaker or its contractors needing to enter the property to carry out work.

**Q 1.2** Where relevant, please include a copy of an extract from the map of waterworks.

**Answer** **A copy of an extract from the map of waterworks is included in which the location of the property is identified.**

**Informative** The "water mains" in this context are those which are vested in and maintainable by the Water Undertaker under statute.

Assets other than public water mains may be shown on the plan, for information only.

Water Undertakers are not responsible for private supply pipes connecting the property to the public water main and do not hold details of these. These may pass through land outside of the control of the seller, or may be shared with adjacent properties. The buyer may wish to investigate whether separate rights of easements are needed for their inspection, repair or renewal.

If an extract of the public water main record is enclosed, it will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

The presence of a public water main running within the boundary of the property may restrict further development within it. Water Undertakers have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the Water Undertaker or its contractors needing to enter the property to carry out work.



**Q 2.1 Does foul water from the property drain to a public sewer?****Answer** **Records indicate that foul water from the property drains to a public sewer.**

Informative

Sewerage Undertakers are not responsible for any private drains or sewers that connect the property to the public sewerage system, and do not hold details of these.

The property owner will normally have sole responsibility for private drains serving the property and may have shared responsibility, with other users, if the property is served by a private sewer which also serves other properties. These may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.

If foul water does not drain to the public sewerage system the property may have private facilities in the form of a cesspit, septic tank or other type of treatment plant.

If an extract from the public sewer map is enclosed, this will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

**Q 2.2 Does surface water from the property drain to a public sewer?****Answer** **Records indicate that surface water from the property does drain to a public sewer.**

Informative

Sewerage Undertakers are not responsible for any private drains or sewers that connect the property to the public sewerage system, and do not hold details of these.

The property owner will normally have sole responsibility for private drains serving the property and may have shared responsibility, with other users, if the property is served by a private sewer which also serves other properties. These may pass through land outside of the control of the seller and the buyer may wish to investigate whether separate rights or easements are needed for their inspection, repair or renewal.

In some cases, Sewerage Undertakers' records do not distinguish between foul and surface water connections to the public sewerage system. If on inspection the buyer finds that the property is not connected for surface water drainage, the property may be eligible for a rebate of the surface water drainage charge. Details can be obtained from the Sewerage Undertaker.

If surface water does not drain to the public sewerage system the property may have private facilities in the form of a soakaway or private connection to a water course.

If an extract from the public sewer map is enclosed, this will show known public sewers in the vicinity of the property and it should be possible to estimate the likely length and route of any private drains and/or sewers connecting the property to the public sewerage system.

**Q 2.3 Is a surface water drainage charge payable?****Answer** **Records confirm that a surface water drainage charge is payable for the property at £0.00 for each financial year.**

Informative

Where surface water from a property does not drain to the public sewerage system no surface water drainage charges are payable.

Where surface water charges are payable but if on inspection the buyer finds that the property is not connected for surface water drainage, the property may be eligible for a rebate of the surface water drainage charge. Details can be obtained from the Sewerage Undertaker.

Drainage charges are subject to annual review and amounts may change.

**Q 2.4** Does the public sewer map indicate any public sewer, disposal main or lateral drain within the boundaries of the property?

**Answer** The public sewer map included indicates that there are no public sewers, disposal mains or lateral drains within the boundary of the property. However from the 1st October 2011 there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map which may further prevent or restrict development of the property. If you are considering any future development at this property which may require Build over Consent, please email our Development Services Team at [WastewaterDeveloperServices@uuplc.co.uk](mailto:WastewaterDeveloperServices@uuplc.co.uk) for further advice.

**Informative** The approximate boundary of the property has been determined by reference to the Ordnance Survey record or the map supplied.  
The presence of a public sewer running within the boundary of the property may restrict further development. United Utilities has a statutory right of access to carry out work on its assets, subject to notice. This may result in employees of United Utilities or its contractors needing to enter the property to carry out work.  
Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details be checked with the developer, if any.  
Assets other than public sewers may be shown on the copy extract, for information only.

**Q 2.5** Does the public sewer map indicate any public sewer within 30.48 metres (100 feet) of any buildings within the property?

**Answer** The public sewer map included indicates that there is a public sewer within 30.48 (100 feet) of a building within the boundary of the property. However from the 1st October 2011 there may be additional public sewers, disposal mains or lateral drains which are not recorded on the public sewer map but which may further prevent or restrict development of the property. If you are considering any future development at this property which may require Build over Consent, please email our Development Services Team at [WastewaterDeveloperServices@uuplc.co.uk](mailto:WastewaterDeveloperServices@uuplc.co.uk) for further advice.

**Informative** From 1st October 2011 there may be additional lateral drains and/or public sewers which are not recorded on the public sewer map but are also within 30.48 metres (100 feet) of a building within the property.  
The presence of a public sewer within 30.48 metres (100 feet) of the building(s) within the property can result in the Local Authority requiring a property to be connected to the public sewer. The measure is estimated from the Ordnance Survey record, between the building(s) within the boundary of the property and the nearest public sewer.  
Sewers indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended that these details are checked with the developer, if any.  
Assets other than public sewers may be shown on the copy extract for information only.

**Q 2.6** Are any sewers or lateral drains serving or which are proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?

**Answer** **The property is part of an established development and is not subject to an adoption agreement.**

**Informative** This enquiry is of interest to purchasers of new property who will want to know whether or not the property will be linked to a public sewer.  
Where the property is part of a very recent or ongoing development and the sewers are not the subject of an adoption application, buyers should consult with the developer to ascertain the extent of private drains and sewers for which they will hold maintenance and renewal liabilities. Final adoption is subject to the developer complying with the terms of the adoption agreement under Section 104 of the Water Industry Act 1991.

**Q 2.7** Has a sewerage undertaker approved or been consulted about any plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain?

**Answer** **There are no records in relation to any approval or consultation about plans to erect a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain. However, the sewerage undertaker might not be aware of a building or extension on the property over or in the vicinity of a public sewer, disposal main or drain.**

**Informative** Buildings or extensions erected over a sewer in contravention of building controls may have to be removed or altered. From 1st October 2014 private sewers, disposal mains and lateral drains were transferred into public ownership and the sewerage undertaker may not have approved or been consulted about plans to erect a building or extension on the property over or in the vicinity of these.  
Prior to 2003 United Utilities Water Limited had sewerage agency agreements with the local authorities, therefore details of any agreements/consents or objections may not have been forwarded on to our offices before this date.

**Q 2.8** Is the property, or part of the property, at risk of internal foul flooding due to overloaded public sewers?

**Answer** **The dwelling-house is not recorded as being at risk of internal flooding due to overloaded public sewers. From the 1st October 2011 private sewers, disposal mains and lateral drains were transferred into public ownership it is therefore possible that a property may be at risk of internal flooding due to an overloaded public sewer which the sewerage undertaker is not aware of. For further information it is recommended that enquiries are made of the vendor.**

**Informative** A sewer is "overloaded" when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Flooding as a result of temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded.

"Internal flooding" from public sewers is defined as flooding which enters a building or passes below a suspended floor. For reporting purposes, buildings are restricted to those normally occupied and used for residential, public, commercial, business or industrial purposes.

"At Risk" properties are those that the Sewerage Undertaker is required to include in the Regulatory Register that is reported annually to the Director General of Water Services. These are defined as properties that have suffered or are likely to suffer internal flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant reference period (either once or twice in ten years) as determined by the Sewerage Undertaker's reporting procedure.

Flooding as a result of storm events proved to be exceptional and beyond the reference period of one in ten years are not included in the At Risk Register.

Properties may be at risk of flooding but not included in the Register where flooding incidents have not been reported to the Sewerage Undertaker.

Public sewers are defined as those for which the Sewerage Undertaker holds statutory responsibility under the Water Industry Act 1991.

It should be noted that flooding can occur from private sewers and drains which are not the responsibility of the Sewerage Undertaker. This report excludes flooding from private sewers and drains and the Sewerage Undertaker makes no comment upon this matter.

**Q 2.9** Please state the distance from the property to the nearest boundary of the nearest sewage treatment works.

**Answer** **The nearest Sewage Treatment Works is 1.83 miles (2.95 km), South West of the property. The name of the Sewage Treatment Works is WARRINGTON SOUTH WWTW.**

**The owner is United Utilities.**

**Informative** The nearest sewage treatment works will not always be the sewage treatment works serving the catchment within which the property is situated i.e. the property may not necessarily drain to this works.

The Sewerage Undertaker's records were inspected to determine the nearest sewage treatment works.

It should be noted therefore that there may be a private sewage treatment works closer than the one detailed above that has not been identified. As a responsible utility operator, United Utilities Water Limited seeks to manage the impact of odour from operational sewage works on the surrounding area. This is done in accordance with the "Code of Practice on Odour Nuisance from Sewage Treatment Works" issued via the Department of Environment, Food and Rural Affairs (DEFRA). This Code recognises that odour from sewage treatment works can have a detrimental impact on the quality of the local environment for those living close to works. However DEFRA also recognises that sewage treatment works provide important services to communities and are essential for maintaining standards in water quality and protecting aquatic based environments. For more information visit [www.unitedutilities.com](http://www.unitedutilities.com).

- Q 3.1** **Is the property connected to mains water supply?**
- Answer** **Records indicate that the property is connected to mains water supply.**
- Informative Details of private supplies are not kept by the Water Undertaker. The situation should be checked with the current owner of the property.
- 
- Q 3.2** **Are there any water mains, resource mains or discharge pipes within the boundaries of the property?**
- Answer** **The map of waterworks does not indicate any water mains, resource mains or discharge pipes within the boundaries of the property.**
- Informative The boundary of the property has been determined by reference to the Ordnance Survey record. The presence of a public water main within the boundary of the property may restrict further development within it. Water Undertakers have a statutory right of access to carry out work on their assets, subject to notice. This may result in employees of the Water Undertaker or its contractors needing to enter the property to carry out work.
- 
- Q 3.3** **Is any water main or service pipe serving or which is proposed to serve the property the subject of an existing adoption agreement or an application for such an agreement?**
- Answer** **Records confirm that water mains or service pipes serving the property are not the subject of an existing adoption agreement or an application for such an agreement.**
- Informative This enquiry is of interest to purchasers of new premises who will want to know whether or not the property will be linked to the mains water supply.

**Q 3.4 Is the property at risk of receiving low water pressure or flow?**

**Answer** **Records confirm that the property is not recorded on a register kept by the water undertaker as being at risk of receiving low water pressure or flow.**

**Informative** The boundary of the property has been determined by reference to the Ordnance Survey record. "Low water pressure" means water pressure below the regulatory reference level which is the minimum pressure when demand on the system is not abnormal.

Water Undertakers are required to include in the Regulatory Register that is reported annually to the Director General of Water Services properties receiving pressure below the reference level, provided that allowable exclusions do not apply (i.e. events which can cause pressure to temporarily fall below the reference level).

The reference level of service is a flow of 9 litres/minute at a pressure of 10 metres head on the customer's side of the main stop tap. The reference level of service must be applied on the customer's side of a meter or any other company fittings that are on the customer's side of the main stop tap.

The reference level applies to a single property. Where more than one property is served by a common service pipe, the flow assumed in the reference level must be appropriately increased to take account of the total number of properties served.

For two properties a flow of 18 litres/minute at a pressure of 10 metres head on the customers' side of the main stop taps appropriate. For three or more properties the appropriate flow should be calculated from the standard loadings provided in BS6700 or Institute of Plumbing Handbook.

**Allowable exclusions:**

The Water Undertaker is required to include in the Regulatory Register properties receiving pressure below the reference level, provided that allowable exclusions listed below do not apply.

**Abnormal demand:**

This exclusion is intended to cover abnormal peaks in demand and not the daily, weekly or monthly peaks in demand, which are normally expected. Water Undertakers should exclude from the reported DG2 - (Low Pressure Register) figures properties which are affected by low pressure only on those days with the highest peak demands. During the report year Water Undertakers may exclude, for each property, up to five days of low pressure caused by peak demand.

**Planned maintenance:**

Water Undertakers should not report under DG2 - (Low Pressure Register) low pressures caused by planned maintenance.

It is not intended that Water Undertakers identify the number of properties affected in each instance. However, Water Undertakers must maintain sufficiently accurate records to verify that low-pressure incidents that are excluded from DG2 - (Low Pressure Register) because of planned maintenance, are actually caused by maintenance.

**One-off incidents:**

This exclusion covers a number of causes of low pressure; mains bursts; failures of company equipment (such as pressure reducing valves or booster pumps); fire fighting and action by a third party.

However, if problems of this type affect a property frequently, they cannot be classed as one-off events and further investigation will be required before they can be excluded.

**Low pressure incidents of short duration:**

Properties affected by low pressures that only occur for a short period, and for which there is evidence that incidents of a longer duration would not occur during the course of the year, may be excluded from the reported DG2 - (Low Pressure Register) figures.

**Q 3.5** Please include details of a water quality analysis made by the water undertaker for the water supply zone in respect of the most recent calendar year.

**Answer** The analysis records confirmed that tests failed to meet the standards of the 2000 Regulations or the 2001 Regulations in relation to another substance or substances, and these are:-

Parameter Tested	No. of Samples Taken	No. of Samples Failed
Coliform bacteria	130	1

Informative

Water Undertakers have a duty to provide wholesome water that meets the standards of the Water Supply (Water Quality) Regulations 2000.

However, the occupier is responsible for any deterioration in water quality that is a result of the private distribution system (the supply pipe and the plumbing within the property) that results in the standards not being met.

In England and Wales these Regulations implement the requirements of the European Drinking Directive 98/83/EC. The 2000 Regulations impose standards for a range of parameters, which are either health based to ensure the water is safe to drink or to ensure the water is aesthetically acceptable. They also require that drinking water should not contain any element, organism or substance (whether or not a parameter) at a concentration or value which would be detrimental to public health.

Water quality is normally tested at the tap used for public consumption, usually in the kitchen.

If there are concerns that lead pipes within the property may be causing high levels of lead in your drinking water please contact your Water Undertaker. For contact details please see Question 4.3.

The Water Undertaker carries out a monitoring programme to establish water quality that includes random sampling from properties. It will notify the consumers of any failures to meet the water quality standards that are due to the condition or maintenance of the private distribution system.

The data collected by the Water Undertaker is subject to external review by the Drinking Water Inspectorate (DWI) and by local and health authorities. In addition to reviewing quality data the DWI also carry out audits during which any area of the Water Undertaker's operation can be examined. Further information may be found at [www.dwi.gov.uk](http://www.dwi.gov.uk).

If you require further advice regarding these failures please see Question 4.3 for contact details.

**Q 3.6** Please include details of any departures authorised by the Secretary of State under Part 6 of the 2000 Regulations from the provisions of Part 3 of those Regulations.

**Answer** **There are no such authorised departures for the water supply zone.**

**Informative** Authorised departures are not permitted if the extent of the departure from the standard is likely to constitute a potential danger to human health.  
For contact details please see Question 4.2.

**Q 3.7** Please include details of the location of any water meter serving the property.

**Answer** **Records indicate that the property is not served by a water meter.**

**Informative** Where the property is not served by a meter and the customer wishes to consider this method of charging they should contact:

United Utilities Water Limited, PO Box 24, Warrington, WA55 1EA, Tel: 0845 3037744, Internet; [www.unitedutilities.com](http://www.unitedutilities.com)

**Q 4.1** Who are the Sewerage and Water Undertakers for the area?

**Answer** **United Utilities Water Limited, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP is the sewerage undertaker for the area and United Utilities Water Limited, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP is the water undertaker for the area.**

**Informative** Not Applicable



**Q 4.2 Who bills the property for sewerage services?**

**Answer** **The property is billed for sewerage services by United Utilities Water Limited, P O Box 453, Warrington, WA55 1SE, Tel: 0845 746 2200, Internet: [www.unitedutilities.com](http://www.unitedutilities.com)**

Informative Notification of the change of occupancy on completion of sale should be made to this address.

**Q 4.3 Who bills the property for water services?**

**Answer** **The property is billed for water services by United Utilities Water Limited, P O Box 453, Warrington, WA55 1SE, Tel: 0845 746 2200, Internet: [www.unitedutilities.com](http://www.unitedutilities.com)**

Informative Notification of the change of occupancy on completion of sale should be made to this address.

**Q 4.4 What is the current basis for charging for sewerage and/or water services at the property?**

**Answer** **The charges are based on the rateable value of the property of £0 and the charge for the current financial year is £0.00.**

Informative Water and Sewerage Undertakers' full charges are set out in their charges schemes which are available from the relevant Undertaker free of charge upon request.  
The Water Industry Act 1991 Section 105, The Water (Sale Order) 2001 provides protection for people who buy their water or sewerage services from a person or company instead of directly from a Water or Sewerage Undertaker. Details are available from the Office of Water Services (OFWAT) Web Site: [www.ofwat.gov.uk](http://www.ofwat.gov.uk).

**Q 4.5 Will the basis for charging for sewerage and water services at the property change as a consequence of a change of occupation?**

**Answer** **There will be no change in the current charging arrangements as a consequence of a change of occupation.**

Informative Water and Sewerage Undertakers' full charges are set out in their charges schemes which are available from the relevant Undertaker free of charge upon request.  
It is policy to meter all new water connections. This would result in charges being levied according to the measured tariff.  
The Water Undertaker may install a meter at the premises where a buyer makes a change of use of the property or where the buyer uses water for:  
\* Watering the garden, other than by hand (this includes the use of sprinklers)  
\* Automatically replenishing a pond or swimming pool with a capacity greater than 10,000 litres.  
\* In a bath with a capacity in excess of 230 litres (measured to the centre line of the overflow).  
\* In a shower unit of a type specified in paragraph 4c of the table in Regulation 5 of the Water Fitting Regulations.  
\* A reverse osmosis unit.

## **Appendix 1 - General Interpretation**

1. (1) In this Schedule-

"the 1991 Act" means the Water Industry Act 1991(a);

"the 2000 Regulations" means the Water Supply (Water Quality) Regulations 2000(b);

"the 2001 Regulations" means the Water Supply (Water Quality) Regulations 2001(c);

"adoption agreement" means an agreement made or to be made under Section 51A(1) or 104(1) of the 1991 Act (d);

"bond" means a surety granted by a developer who is a party to an adoption agreement;

"bond waiver" means an agreement with a developer for the provision of a form of financial security as a substitute for a bond;

"calendar year" means the twelve months ending with 31st December;

"discharge pipe" means a pipe from which discharges are made or are to be made under Section 165(1) of the 1991 Act;

"disposal main" means (subject to Section 19(2) of the 1991 Act) any outfall pipe or other pipe which-  
(a) is a pipe for the conveyance of effluent to or from any sewage disposal works, whether of a sewerage undertaker or of any other person; and  
(b) is not a public sewer;

"drain" means (subject to Section 219(2) of the 1991 Act) a drain used for the drainage of one building or any buildings or yards appurtenant to buildings within the same curtilage;

"effluent" means any liquid, including particles of matter and other substances in suspension in the liquid;

"financial year" means the twelve months ending with 31st March;

"lateral drain" means-

- (a) that part of a drain which runs from the curtilage of a building (or buildings or yards within the same curtilage) to the sewer with which the drain communicates or is to communicate; or
- (b) (if different and the context so requires) the part of a drain identified in a declaration of vesting made under Section 102 of the 1991 Act or in an agreement made under Section 104 of that Act (e);

"licensed water supplier" means a company which is the holder for the time being of a water supply licence under Section 17A(1) of the 1991 Act(f);

"maintenance period" means the period so specified in an adoption agreement as a period of time-

- (a) from the date of issue of a certificate by a Sewerage Undertaker to the effect that a developer has built (or substantially built) a private sewer or lateral drain to that undertaker's satisfaction; and
- (b) until the date that private sewer or lateral drain is vested in the Sewerage Undertaker;

"map of waterworks" means the map made available under Section 198(3) of the 1991 Act (g) in relation to the information specified in subsection (1A);

"private sewer" means a pipe or pipes which drain foul or surface water, or both, from premises, and are not vested in a Sewerage Undertaker;

"public sewer" means, subject to Section 106(1A) of the 1991 Act(h), a sewer for the time being vested in a Sewerage Undertaker in its capacity as such, whether vested in that undertaker-

- (a) by virtue of a scheme under Schedule 2 to the Water Act 1989(i);
- (b) by virtue of a scheme under Schedule 2 to the 1991 Act (j);

- (c) under Section 179 of the 1991 Act (k); or
- (d) otherwise;

"public sewer map" means the map made available under Section 199(5) of the 1991 Act (l);

"resource main" means (subject to Section 219(2) of the 1991 Act) any pipe, not being a trunk main, which is or is to be used for the purpose of-

- (a) conveying water from one source of supply to another, from a source of supply to a regulating reservoir or from a regulating reservoir to a source of supply; or
- (b) giving or taking a supply of water in bulk;

"sewerage services" includes the collection and disposal of foul and surface water and any other services which are required to be provided by a Sewerage Undertaker for the purpose of carrying out its functions;

"Sewerage Undertaker" means the company appointed to be the Sewerage Undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated;

"surface water" includes water from roofs and other impermeable surfaces within the curtilage of the property;

"water main" means (subject to Section 219(2) of the 1991 Act) any pipe, not being a pipe for the time being vested in a person other than the water Undertaker, which is used or to be used by a Water Undertaker or licensed water supplier for the purpose of making a general supply of water available to customers or potential customers of the undertaker or supplier, as distinct from for the purpose of providing a supply to particular customers;

"water meter" means any apparatus for measuring or showing the volume of water supplied to, or of effluent discharged from any premises;

"water supplier" means the company supplying water in the water supply zone, whether a water undertaker or licensed water supplier;

"water supply zone" means the names and areas designated by a Water Undertaker within its area of supply that are to be its water supply zones for that year; and

"Water Undertaker" means the company appointed to be the Water Undertaker under Section 6(1) of the 1991 Act for the area in which the property is or will be situated.

(2) In this Schedule, references to a pipe, including references to a main, a drain or a sewer, shall include references to a tunnel or conduit which serves or is to serve as the pipe in question and to any accessories for the pipe.

- (a) 1991 c. 56.
- (b) S.I. 2000/3184. These Regulations apply in relation to England.
- (c) S.I. 2001/3911. These Regulations apply in relation to Wales.
- (d) Section 51A was inserted by Section 92(2) of the Water Act 2003 (c. 37). Section 104(1) was amended by Section 96(4) of that Act.
- (e) Various amendments have been made to Sections 102 and 104 by Section 96 of the Water Act 2003.
- (f) Inserted by Section 56 of and Schedule 4 to the Water Act 2003.
- (g) Subsection (1A) was inserted by Section 92(5) of the Water Act 2003.
- (h) Section 106(1A) was inserted by Section 99 of the Water Act 2003.
- (i) 1989 c. 15.
- (j) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.
- (k) To which there are various amendments made by Section 101(1) of and Schedule 8 to the Water Act 2003.
- (l) Section 199 was amended by Section 97(1) and (8) of the Water Act 2003.

## Appendix 2 - DRAINAGE AND WATER ENQUIRY (DOMESTIC) AGREEMENT

The Customer the Client and the Purchaser are asked to note the provisions of this Agreement, which govern the basis on which this drainage and water report is supplied.

### Definitions

#### Definitions

'Company' means United Utilities Water Limited who produce the Report; its registered office being at Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP, company number 2366678.

'Order' means any request completed by the Customer requesting the Report.

'Report' means the drainage and water report prepared by the Company in respect of the Property.

'Property' means the address or location supplied by the Customer in the Order.

'Customer' means the person, company, firm or other legal body placing the Order, either on their own behalf as Client, or, as an agent for a Client.

'Client' means the person, company or body who is the intended recipient of the Report with an actual or potential interest in the Property.

'Purchaser' means the actual or potential purchaser of the Property including their mortgage lender.

### Agreement

1.1 The Company agrees to supply the Report to the Customer and the Client subject to this Agreement. The scope and limitations of the Report are described in clause 2 of this Agreement. Where the Customer is acting as an agent for the Client then Customer shall be responsible for bringing this Agreement to the attention of the Client and the Purchaser.

1.2 The Customer, the Client and the Purchaser agree that the placing of an Order for a Report and the subsequent provision of a copy of the Report to the Client and/or the Purchaser indicates their acceptance of this Agreement.

### Report

2. Whilst the Company will use reasonable care and skill in producing the Report, it is provided to the Customer the Client and the Purchaser on the basis that they acknowledge and agree to the following:-

2.1 The information contained in the Report can change on a regular basis so the Company cannot be responsible to the Customer, the Client and the Purchaser for any change in the information contained in the Report after the date on which the Report was produced and sent to the Client.

2.2 The Report does not give details about the actual state or condition of the Property nor should it be used or taken to indicate or exclude actual suitability or unsuitability of the Property for any particular purpose, or relied upon for determining saleability or value, or used as a substitute for any physical investigation or inspection. Further advice and information from appropriate experts and professionals should always be obtained.

2.3 The information contained in the Report is based upon the accuracy, completeness and legibility of the address and/or plans supplied by the Customer or Client or Purchaser.

2.4 The Report provides information as to the location and connection status of existing services and other information in relation to drainage and water enquiries and should not be relied on for any other purpose. The Report may contain opinions or general advice to the Customer, the Client and the Purchaser. The Company cannot ensure that any such opinion or general advice is accurate, complete or valid and therefore accepts no liability in relation thereto.

2.5 The position and depth of apparatus shown on any maps attached to the Report are approximate, and are furnished as a general guide only, and no warranty as to its correctness is given or implied. The exact positions and depths should be obtained by excavation trial holes and the maps must not be relied on in the event of excavation or other works made in the vicinity of the Company's apparatus.

### Liability

3.1 The Company shall not be liable to the Client or the Purchaser for any failure defect or non-performance of its obligations arising from any failure to provide or delay in providing the Report to the extent that such failure or delay is due to an event or circumstance beyond the reasonable control of the Company including but not limited to any delay, failure of or defect in any machine, processing system or transmission link or any failure or default of a supplier or sub-contractor of the Company or any provider of any third party Information except to the extent that such failure or delay is caused by the negligence of the Company.

3.2 Where a Report is requested for an address falling within a geographical area where two different companies separately provide Water and Sewerage Services, then it shall be deemed that liability for the information given by either company will remain with that company in respect of the accuracy of the information supplied.

A company supplying information which has been provided to it by another company for the purposes outlined in this agreement will therefore not be liable in any way for the accuracy of that information and will supply that information as an agent for the company from which the information was obtained.

3.3 The Report is produced only for use in relation to individual domestic property transactions which require the provision of drainage and water information and cannot be used for non-residential properties or any property used solely for carrying on a trade or business. When the Report is used for land only transactions the company's entire liability (except to the extent provided by clause 3.5) in respect of all causes of action arising by reason of or in connection with the Report (whether for breach of contract, negligence or any other tort, under statute or statutory duty or otherwise at all) shall be limited to £5000 (five thousand pounds only). In any event, the Company shall not have any liability in contract, negligence or any other tort or for breach of statutory duty or otherwise in respect of any loss of profit, loss of revenue, loss of opportunity or anticipated savings, or any indirect or consequential loss or damage that may be suffered by the Customer, the Client or the Purchaser howsoever arising. The plans attached to the report are provided pursuant to the Company's statutory duty to make such plans available for inspection (notwithstanding the provisions of this clause) and attention is drawn to the notice on the plan(s) attached to the report which applies to the plan and its contents.

3.4 Where the Customer sells this Report to a Client or Purchaser under its own name or as a reseller of the Company (other than in the case of a bona fide legal adviser recharging the cost of the Report as a disbursement) the Company shall not in any circumstances (whether for breach of contract, negligence or any other tort, under statute or statutory duty, restitution or otherwise at all) be liable to the Customer for any loss (whether direct, indirect or consequential loss (all three of which terms include without limitation, pure economic loss, loss of profit, loss of business, depletion of goodwill and like loss)) or damage whatsoever caused in respect of the Report or any use of the Report or reliance placed upon it and the Customer shall indemnify and keep indemnified the Company in respect of any claim by the Client or the Purchaser that the Company may incur or suffer.

3.5 Nothing in this Agreement shall exclude the Company's liability for death or personal injury arising from its negligence or for fraud.

### Copyright and Confidentiality

4.1 The Customer, The Client and the Purchaser acknowledge that the Report is confidential and is intended for the personal use of the Client and the Purchaser. The copyright and any other intellectual property rights in the Report shall remain the property of the Company. No intellectual or other property rights are transferred or licensed to the Customer, the Client or the Purchaser except to the extent expressly provided herein.

4.2 The Customer or the Client or the Purchaser is entitled to make copies of the Report but may only copy Ordnance Survey mapping or data contained in or attached to the Report, if they have an appropriate licence from the originating source of that mapping or data.

4.3 The Customer, The Client and the Purchaser agree (in respect of both the original and any copies made) to respect and not to alter any part of the Report including but not limited to the trademark, copyright notice or other property marking which appears on the Report.

4.4 The maps contained in the Report are protected by Crown Copyright and must not be used for any purpose outside the context of the Report.

4.5 The enquiries contained in the Report are protected by copyright by the Law Society of 113 Chancery Lane, London, WC2A 1PL and must not be used for any purpose outside the context of the Report.

4.6 The Customer, the Client and the Purchaser agree to indemnify the Company against any losses, costs, claims and damage suffered by the Company as a result of any breach by either of them of the provisions of clauses 4.1 to 4.4 inclusive.

### Payment

5.1 Unless otherwise stated all prices are inclusive of VAT. The Customer shall pay the price of the Report specified by the Company, without any set off, deduction or counterclaim.

5.2 Payment must be received in advance unless an account has been set up with the Company. In these cases, payment terms will be as agreed with the Company, but in any event any invoice must be paid within 30 days.

5.3 The Company reserves the right to increase fees on reasonable prior written notice at any time.

**Appendix 2 Continued - DRAINAGE AND WATER ENQUIRY (DOMESTIC) AGREEMENT**

## Data Protection

6.1 We will process any personal data you provide to us in accordance with the Data Protection Act 1998. Any personal information you provide to us may be used for the purposes for which the information is provided and to assist with our debt recovery processes. We may also disclose it to other companies in the United Utilities group (being United Utilities Water Limited and its subsidiary companies) and their sub-contractors in connection with those purposes, but it will not be processed for other purposes or disclosed to other third parties without your express permission. We may also utilise any information we collect so that we are able to correctly administer, develop and improve the business and services we provide to our customers.

## General

7.1 If any provision of this Agreement is or becomes invalid or unenforceable, it will be taken to be removed from the rest of this Agreement to the extent that it is invalid or unenforceable. No other provision of this Agreement shall be affected.

7.2 This Agreement shall be governed by English law and all parties submit to the exclusive jurisdiction of the English courts.

7.3 Nothing in this Agreement and conditions shall in any way restrict the Customer's the Client's or the Purchaser's statutory or any other rights of access to the information contained in the Report.

7.4 This Agreement and conditions may be enforced by the Customer, the Client and the Purchaser.

7.5 Before you agree to this Agreement, please note it is your responsibility to ensure your client/customer is aware of them and that any objections are raised accordingly.

SAMPLE

United Utilities Water PLC failure report for Water Quality Zone Z268

The following samples failed during the calendar year ending 04/07/2014

Parameter Tested	No. of Samples Taken	No. of Samples Failed
Coliform bacteria	130	1

**United Utilities Water PLC investigate all infringements of water quality standards thoroughly and take appropriate corrective actions to resolve any problems. If there was any risk to public health from the quality of drinking water supplied, the Company would inform customers immediately and advise them not to drink the water until the risk had been removed.**

Water samples are taken from customers' taps, at addresses selected at random within a zone (zones can contain approximately 50,000 properties). The results of analysis given in the report relate to samples taken from a small selection of addresses in the water supply zone in which the property is located, and not necessarily the property itself. There is only a small possibility that the results of samples reported were taken from the property in question.

The sampling requirements and water quality standards are specified in Government legislation.

**Key facts on water quality**

Here are some key facts on substances many customers are particularly concerned about. For more detailed information visit [www.unitedutilities.com](http://www.unitedutilities.com) or telephone 045 746 1324, minicom 0808 143 0295.

**Lead**

There is virtually no lead in water as it leaves treatment works. Lead in drinking water originates from lead service pipes and plumbing, mainly found in older houses. Occasionally a problem occurs due to the inappropriate use of lead based solders on modern fittings. The extent of lead pick-up depends on the nature and extent of plumbing materials and the water. Where United Utilities Water PLC has identified a risk, the water has been treated, as far as is practical, to minimise the pick-up of lead in water. However, the best way of reducing lead in water is to replace lead pipes.

**Hardness**

Water hardness depends on the amount of calcium and magnesium in the water. Ground waters are usually harder than river or lake sources. Hard water makes it more difficult to get a lather when using soap and it can cause deposits in kettles. These deposits are not harmful to health. Most of our supplies are 'soft'.

**Aluminium**

Aluminium is present widely in the environment and exists naturally in lakes, rivers and reservoirs. It is also used at some water treatment works to remove impurities and harmful micro organisms. Any aluminium is removed at a later stage of the treatment process. The 200 µg/l standard for aluminium is not a health standard, but is based on concentrations which affect the water's appearance. Drinking water contains less than 5% of the daily dietary intake of aluminium. For example, a cup of tea may contain 20 to 200 times more aluminium than the water it was made from.

**Coliform bacteria**

These bacteria are usually harmless in themselves, but if present show that there is a possibility of contamination of drinking water, or disinfection is not working properly. Some of the bacteria we find are from dirty taps in houses, but in all cases where we find bacteria we respond urgently to make sure the water is safe.

**Iron and Manganese**

Naturally occurring iron and manganese from upland reservoirs can be a problem in some places. Some iron also comes from the poor condition of older mains. Very high concentrations of iron and manganese can cause discolouration of washing. The presence of iron and manganese has no health significance.