

## Water source changes in areas of Ashton-in-Makerfield, Golborne, Haydock, Leigh, Lowton, Newton-Le-Willows. St Helens, Warrington and Wigan

### We're making some changes to how we supply your water

Our water treatment sites and integrated pipe network allows us to change how water is distributed to meet demand, protect water sources in the environment during prolonged periods of dry weather and provide flexibility when our teams need to carry out maintenance.

We're making some changes to the way we bring water to homes and businesses in parts of Ashton-in-Makerfield, Golborne, Haydock, Leigh, Lowton, Newton-Le-Willows. St Helen's, Warrington and Wigan while we carry out maintenance at the treatment works.

### What changes will be made?

We've scheduled the maintenance during a stable water resources period and when water demand is lower, so the site can be taken offline for a period of around three months. During this time, we'll use another of our water treatment sites which takes its water from rivers and reservoirs and this means you may notice that your water is softer.

We're planning to make the changes on our network from week commencing Monday 12 February. Don't worry, you can carry on using the water as you normally would, it will continue to be clean, safe and meet strict standards set by the Drinking Water Inspectorate.

Once the work is completed, it is possible that we may need to change the way we supply your water in the future to support any further maintenance or manage water resources. If we intend to make any changes we will notify you in advance.

By moving water around the network and utilising these different water sources, we can make sure our supply system is resilient and sustainable - protecting water supplies. Find out more about how we manage water resources in our region in our [Water Resources Management Plan](#).

### Do I need to do anything?

You can continue to use the water just the same as you normally would. If you keep fish, reptiles or aquatic species it's recommended that you carry out regular monitoring checks and if you need further advice to get in touch with aquatic stores or pet shops. You can also use our [water quality register by entering your postcode](#) to help understand the water chemistry for your area. This information provides the typical values over a 12 month period and will not reflect any recent changes we have made straight away.

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

We've contacted customers either by email, text message or letter.

Thank you for your support and understanding. If you have any further queries, please get in touch by completing our [feedback form](#), you can always call us on 0345 672 3723 (select option 1) quoting reference number 05287561 or contact us via our social media channels.