



**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/ID331

**Date:** 13/03/2025

**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).

Through speaking with our local teams, I can confirm that we do not hold ten years' worth of pressure data as we previously used a different logger to monitor this. This was replaced in August 2023. Therefore, in line with Regulation 12(4)(a) of the EIR, we are unable to supply you with the requested data. We can however disclose a copy of pressure data from August 2023 to present day. Please note, there are a number of pressure spikes at around 110mhd (magnetohydrodynamic) which are logger failures, and therefore conclusions should not be drawn from these.

For context, this logger is situated on the outlet of a pressure management valve close to your property. The critical monitoring point (CMP) is 2m higher than your property, therefore the pressure at your boundary will be 2m higher than this data.

Regulation guidelines are that there should be 10 metres head of pressure at the boundary, with a flow of 9 litres per minute. This is equivalent to you running your cold kitchen tap to fill a 1 litre container in 7 seconds. If you fill the container within 7 seconds, this means your pressure is above our standards of service. I can confirm that on previous visits we have recorded [REDACTED]

[REDACTED] We would recommend contacting a [Water Industry Approved Plumber \(WIAPS\)](#) to investigate this issue further.

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.