



**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/ID345  
**Date:** 08/04/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED],

EIR Reference: EIR/ID/345

Thank you for your request environmental information. 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).

*I wonder might i ask how the funding for theses two delayed projects will be handled. The concern would be to ensure that bill payers do not end up paying twice for these projects. Could you advise exactly how the funding allocated in AMP7 has been handles for example via some form of claw back or carry over.*

With regards to the above, the cost of delivering improvements at these two sites was reflected in our AMP7 revenue cap (and therefore customer bills). We did not include these projects in our PR24 business plan meaning they do not feature in our AMP8 revenue cap (or customer bills). Therefore, there is no risk that customers have paid twice for these improvements.

We also welcome you to view the following link:- <https://www.ofwat.gov.uk/pr24-draft-determinations-press-notice/> which reiterates that bill increases will not cover work for which companies have already been funded – customers will not pay twice.

Finally, attached is an official document from Ofwat which sets out their approach to setting expenditure allowances at the PR24 final determination. Specifically, page 2 makes clear that “We want customers to get value for money, by not paying for inefficiency and not paying twice for investment” is part of the methodology.

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.

Kind regards