



United Utilities Water Limited
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Our ref: EIR/ID416
Date: 26/06/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/416

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 have carefully reviewed your request and provided answers to each of your questions below.

1. *Please can you advise the amount of fresh water that UU has needed to pump into the freshwater system in Macclesfield, Cheshire using United Utilities & other contractors tanker lorries since 1 January 2024.*

We use our fleet of alternative supply vehicles (ASVs), to help move water between different parts of our network when needed. There are a few reasons why we might need to do this – and we've shared some of those examples in our response to Question 2 below.

Between January 2024 and May 2025, we've delivered approximately 53 megalitres of fresh water into the Macclesfield area using our ASVs, helping us to keep water flowing for our customers in the area.

2. *Please can you explain the reason for the need to pump fresh water in the system?*

We sometimes need to move water into the Macclesfield area to support either planned or reactive work on our network – all to make sure our customers continue to receive a reliable water supply.

Planned work can include things like:

- Cleaning one of our service reservoirs
- Making new connections to the network
- Installing new apparatus either on the network or at our water treatment works

Reactive work, on the other hand, is often required when unexpected issues arise. For example:

- If we need to repair a burst or damaged water main
- If there's a temporary reduction in the amount of water coming from one of our treatment works

Of the 53 megalitres moved into the Macclesfield area between January 2025 and May 2025, around 5 megalitres supported planned works, while the remaining 48 megalitres were delivered in

response to reactive issues.

3. *Please can you advise which effect the 1250 new dwellings has had on the fresh water supply and pressure in Macclesfield.*

Prior to new developments being connected to our network, we carried out detailed assessments and modelling to understand how they might affect the demand for water in the area. This helps us make sure that all customers – both new and existing – continue to receive water at a pressure that's above our guaranteed standards of service.

If our modelling suggests that there could be any impact on the network, we work closely with developers to strengthen our infrastructure where needed. This proactive approach helps us maintain a resilient and reliable supply for everyone.

In Macclesfield specifically, we've taken steps over the past few years to improve the resilience of the water supply. One major improvement was the construction of a new service reservoir at Kerridge, which has doubled the amount of freshwater storage available locally.

If you would like to know more about how new connections are managed, further information is available on our website [Building & Developing - United Utilities](#)

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, addressing your request to [REDACTED] [REDACTED] [REDACTED] [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