



Water for the North West

**United Utilities Water Limited**  
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**Our ref:** EIR-423

**Date:** 30/06/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED],

Thank you for your request for 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).

Your request:

**Please could you provide the estimated volume of drinking water lost due to leakage from the mains water supply in the Windermere catchment area?**

**If any environmental assessments have been carried out in relation to this issue, I would be grateful if you could also provide copies of those, along with any estimated costs associated with repairing the leaking mains infrastructure.**

Our response:

For context, it's important to note that the clean water catchment for Windermere is slightly different to the wastewater catchment, due to the location of assets. Water supply distribution is broken down in District Metered Areas (DMAs). These are the lowest level of granularity for leakage reporting. Please see 'Appendix 1' attached, which is a diagram of the DMAs included in the calculations.

These DMAs serve 5,900 domestic and commercial properties and over the last 12 months it is estimated that around 2,000 m<sup>3</sup>/d is lost to leakage, which is approximately 22-25% of the water input into supply – a figure that is in line with our regional average.

It is worth noting that this figure is not solely water lost to the environment. Around 70% of this is from the UU network, and the remaining 30% is from customers, which includes industrial unmetered users who draw off high volumes of water, leakage on or inside customer properties as well as customers who have moved home and not made us aware etc.

We do not carry out any environmental assessments for leakage, therefore in line with Regulation 12(4)(a) of the EIR, we are unable to provide you with these for the Windermere catchment as they are not held.

Having spoken with our Operational Team, I can confirm that our systems do not hold the estimated cost at the granularity that you have requested. However, we recognise the importance of reducing leakage and therefore plan to spend over £50m during AMP8 across the region to help us to this. Our aim is to reduce leakage by 13% over the next 5 years. As part of this AMP, we'll also be looking to upgrade around 204km of water mains in Cumbria alone. We've also installed over 72,000 sensors across our network which listen for leaks, meaning we can identify and fix it before it has an impact

on supplies to customers. So far, we've seen this increase our find and fix rate by 17% and reduce supply interruptions by 30 seconds regionally. All this work and investment will help us build a more resilient water network. You can read more about our plans to tackle leakage [here](#), and more about our full business plan for AMP 8 [here](#).

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

[REDACTED]

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.