

Dear [REDACTED]

Thank you for your request for information. We appreciate your interest, and we want to let you know that as United Utilities are not subject to the Freedom of Information Act, your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request:

Under the Freedom of Information Act, I request water pressure readings, from the closest UU measuring point to my home on the following dates:

- 8am Monday 6th June 2022
- 8am Monday 5th June 2023
- 8am Monday 3rd June 2024
- 8am Monday 2nd June 2025

My address is: [REDACTED]

Our response:

Having liaised with our local Water Network Team, I can confirm that the pressure readings taken from the closest monitoring point were:

- 8am Monday 6th June 2022 – 23.3 m/h (2.33 bar)
- 8am Monday 5th June 2023 – 23.5 m/h (2.35 bar)
- 8am Monday 3rd June 2024 – 23 m/h (2.3 bar)
- 8am Monday 2nd June 2025 – 18 m/h (1.8 bar)

Regulation guidelines are that there should be 7 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 these pressure results included above are above the regulatory standards of service. In larger properties such as apartment blocks, it is recommended that internal pumps are fitted by the property owner to help supply properties on higher levels with water, as without these, residents on higher floors may struggle to receive the same water pressure as residents on lower levels.

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], 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.