

Dear [REDACTED]

Thank you for your request for environmental 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:

I am making a freedom of information request in relation to the amount of defects within your potable water network that have affected the town of Middlewich over a 10 year period. I ask to see:

- The numbers of defects that have caused reduced pressure or temporary loss of supply to 2 addresses or more in the last 10 years
- The dates these instances occurred, the estimated duration of each incident
- An estimated amount of customers that were affected
- Where applicable the total amount of customers that received compensation for each instance and the total cost incurred by UUWPLC.

Our response:

As requested, I have attached a spreadsheet titled 'Appendix 1', which provides two tabs detailing no supply and poor pressure.

The tab providing information on no supply includes:

- The date and time that the water went off and on
- The number of impacted customers (where available)
- The duration of the event
- Guaranteed Standard (GSS) compensation paid.

The tab providing information on poor pressure includes:

- The date of the low pressure
- The time (in hours and minutes)
- The number of impacted customers (where available)

For awareness, compensation is issued to customers who have experienced no supply for 12 hours or more and is paid at £50 per domestic customer, and £100 per commercial customer, with additional payments for every additional 12-hour period. The spreadsheet shows the total amount

of compensation paid to all customers affected by an incident. In practice, we may not have the names and contact details of all the affected customers, in this case we aim to contact the occupier and arrange payment.

Additionally, we do pay compensation for poor pressure, where the pressure is lower than 7 metres head, and is not the result of restrictions due to drought, or emergency works such as a burst main, planned works on our water mains, problems on a customer's own pipework, or hydrant abuse. There have been no instances of compensation being paid for poor pressure within the attached dataset. You can read more about our Standards of Service on our website: [Popular leaflets | United Utilities](#).

You will note that this dataset only includes 6 years' worth of data, and I'd like to explain why this is. In 2019, we changed the system that we use to log and manage customer contacts, including those relating to supply interruptions. By law companies are only required to hold information such as this for 6 years. The information from before 2019 was outside of this retention period and would have been contained on a separate system. Having liaised with the business, I can confirm we have been unable to locate the requested information prior to 2019. Regulation 12(4)(a) of the EIR recognises that companies do not need to provide information, that they do not currently hold.

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.