



**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/ID480

**Date:** 11/08/2025

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

Dear [REDACTED],

EIR Reference: EIR/ID/480

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 following information:

1. **Extent of Asbestos Cement Pipework**
  - Do you hold data on the quantity (in kilometres or another relevant unit) of asbestos cement (AC) pipework currently within your network?
  - If so, what is the total length of AC pipework, and what percentage of your overall water pipe network does this represent?
2. **Pipe Failures**
  - How many pipe breakages or significant leaks have occurred within your network over the past five years?
  - Of these, how many (or what percentage) involved asbestos cement pipes?
3. **Asbestos Fibre Monitoring**
  - Do you undertake any testing for asbestos fibres within the water supply?
  - If so, please provide details of your sampling methodology, frequency, and any guidance or standards you follow.
  - What have been the results of any such testing? (Please include any recorded concentrations of asbestos fibres, expressed in appropriate units, such as fibres per litre.)

If any part of this request is unclear or would benefit from clarification to assist your search, please do not hesitate to contact me. I would prefer to receive the information in electronic format if possible.

I understand that under the legislation, I should receive a response within 20 working days. If you do not hold part or all of this information, please advise me as to who may hold it.

Our response

1. **Extent of Asbestos Cement Pipework**

Almost all asbestos cement pipework was laid before the legal requirement to keep an asset register for asbestos containing materials. Also, as almost all of this pipework was laid in the mid twentieth century and the pipes themselves are buried, our records are incomplete and only updated as work is carried out.

Having said that, we estimate that we currently have approximately six and a half thousand kilometres of asbestos cement main, which is approximately 15% of our water network. Any asbestos cement mains that are identified in our network are recorded on our GIS system which holds the location and known attributes of our network. We operate a risk-based maintenance programme to determine, if and when, we should replace these mains modern alternative mains.

## 2. Pipe Failures

In response to your request for the number of “pipe breakages or significant leaks”, we have provided the table below. This table shows the number of reported mains repairs (called “repairs to burst mains” in AMP8) and has been obtained from our Annual Performance Report (APR)<sup>1</sup>.

	2020-21	2021-22	2022-23	2023-24	2024-25
Mains repairs	4,536	4,101	4,786	4,550	4,473

The table below provides the number of AC mains that were reportable under the mains repairs regulatory requirements.

	2020-21	2021-22	2022-23	2023-24	2024-25
AC repairs	1353	1625	1691	1895	1803
Percentage	29.8%	39.6%	35.3%	41.6%	40.3%

## 3. Asbestos Fibre Monitoring

We do not undertake monitoring for asbestos fibres in the drinking water supply and therefore, as we do not hold this data, we are unable to provide it as part of this response.

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