



Water for the North West

United Utilities Water Limited

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Great Sankey
Warrington WA5 3LP

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[unitedutilities.com](https://www.unitedutilities.com)

Our ref: EIR/ID492

Date: 20/08/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/492

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

Can you share the last water resiliency report that was carried out to show how the company was using the many thousands of new water bill payers due to the growth in housing in the region. Given the record rainfall the previous 18 months, what can united utilities show as evidence they did to proactively manage this record rainfall to ensure that the northwest was ready for a dry period?

Our response

Please refer to our Water Resources Management Plan (WRMP), available on our website here: <https://www.unitedutilities.com/corporate/about-us/our-future-plans/water-resources/water-resources-management-plan/>

The WRMP includes a wide range of documents, from a high-level customer summary through to detailed technical appendices (for example, assessing the impact of population growth on demand). We update the WRMP every five years; the current version was published at the end of 2024, and we are now in the first year of delivering it. A key purpose of the plan is to identify and secure the investment needed for the future.

Ultimately our water supply system is designed so that the chance of needing to implement emergency restrictions (such as standpipes or rota cuts) is 1 in 200 in any given year. We describe this as "drought level 4". This year has been very dry, and we briefly entered drought level 2 before conditions improved due to increased rainfall in June. As set out in the WRMP, from 2039 our resilience will be increased so that the annual risk of emergency restrictions reduces to 1 in 500.

Our approach to managing periods of low rainfall, including the use of drought levels, is set out in our Drought Plan, available here:

<https://www.unitedutilities.com/corporate/about-us/our-future-plans/water-resources/drought-plan/>

The drought plan is also updated every five years. The current version was published in 2022, and while we are following it now, we are already developing the 2027 plan and building in lessons learned from this year.

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