



Water for the North West

United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR-494

Date: 11/08/2025

Email: 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:

I am writing under the Environmental Information Regulations 2004 to request information regarding historical water supply interruptions in the [REDACTED] area over the past 5 years. Specifically, I would like to know:

- The dates and duration of any planned or unplanned outages
- The reasons for these outages
- Any compensation or notifications issued

Our response:

Please see attached a document titled 'Appendix 1', which contains:

- Event ID
- The date of poor pressure
- The date and time the supply was turned off / on
- Duration (in hours, minutes and seconds)
- Type of issue
- Reason for the issue
- Compensation payments made

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](#).

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.