



Water for the North West

United Utilities Water Limited
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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR-510

Date: 11/09/2025

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:

Please can I be provided with the total volume of drinking water abstracted from Windermere and Ullswater since 2015?

Please can I also be provided with a copy of the abstraction licences, as well as the water quality samples that have been taken prior to water treatment.

Our response:

As can be seen from the table below, since 1st January 2015, United Utilities have abstracted 238,116 MI from Windermere, and 221,575 MI from Ullswater.

Abstraction (MI/yr)		
Year	Windermere	Ullswater
2015	16,776	8,505
2016	19,976	17,291
2017	16,358	22,012
2018	31,237	31,249
2019	25,217	13,977
2020	23,187	11,530
2021	10,186	22,234
2022	25,993	31,841
2023	20,386	17,960
2024	28,090	20,119
2025	20,711	24,857
Total	238,116	221,575
Average	21,647	20,143

Please see attached a copy of the abstraction licenses for Windermere and Ullswater. Please note that these have been redacted in line with Regulation 12(5)(a) of the EIR, which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect international relations, defence, national security or public safety.

As I am sure you will appreciate, we take our obligations to water quality extremely seriously. The information redacted from the abstraction licenses includes grid references and maps directly relating to or referencing each of the abstraction points within the reservoirs. This information is sensitive and forms part of the Critical National Infrastructure, which is why in arriving at this decision, we have followed guidance from DEFRA and sought understanding from the Drinking Water Inspectorate.

As you will note from Schedule 6 of the permits, the annual volumes abstracted from both reservoirs are well within the allowed abstraction levels. Schedule 9 of the permits also details the further conditions which United Utilities comply with to ensure that water is only abstracted at appropriate times.

With regard to raw water quality samples, we take samples from both Ullswater and Windermere separately, this is then blended at Watchgate WTW before going through the full treatment process, hence why we have included both of the Watchgate raw water sample points too. A copy of the raw, untreated, water samples for these four sites has been attached in Appendix 1. The site names include:

- Ullswater (raw water sample point),
- Windermere Lake (raw water sample point),
- Watchgate Water Treatment Works (WTW) - raw water from Windermere sampling point,
- Watchgate WTW – Inlet Blended.

For context, all laboratory methods have a Limit of Detection (LOD). This means that the method cannot read lower than a certain value. Any results marked as less than the LOD means that the result is lower than the lowest quantifiable value that the method can detect. In this dataset, results less than the LOD are marked 'LT'.

Additionally, it is worth noting that our operation monitoring programme is risk based, and therefore different parameters are monitored at different points along the raw water network. This water quality is comparable with other surface water sources and has presented no specific treatment issues.

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.