



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-512
Date: 02/09/2025
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:

What is the total water capacity for all reservoirs controlled by UU?
What is the total population in the area served by UU water supply?

Our response:

I can confirm that the information you have requested is publicly available in our Annual Performance Report (APR), which can be found on our website, here: [United Utilities - Performance](#).

Having reviewed the information in the APR, I can confirm that the total volumetric capacity of United Utilities' reservoirs as of FY25 is 290,408 MI. This is set out in the table below.

Reservoir type	Units	Value
Total volumetric capacity of impounding reservoirs	MI	286320
Total volumetric capacity of balancing reservoirs	MI	549
Total volumetric capacity of service reservoirs	MI	3539
Total	MI	290408

Additionally, the population served by UU water supply as of FY25 is 8,122,213.

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



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.