



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/ID500

Date: 29/08/2025

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 conducting academic research on the performance of water companies in wastewater management, particularly in relation to financial investment, operational efficiency, environmental compliance, and workforce capacity.

To support this research, I kindly request the following datasets for the annual data for financial years 2010-2025 (or the most recent available):

1. Total Capex by category: treatment works, sewer network, storm overflows, resilience and any others you have
2. Total Opex by category: labour, energy, chemicals, maintenance and any others you have
3. Annual revenue/turnover (£)

Our response

Please be aware that this information is already publicly available within a number of sources published on our website. These include:

- [Company reports | United Utilities - Corporate](#)
- [Annual reports | United Utilities - Performance](#)
- [Financial results | United Utilities](#)

The information you requested on Capex, Opex and revenue is publicly available within our Annual Performance Report (APR). A link to the most recent APR is [here](#).

As this information has been relatively easy to obtain for the full period from 2010 to 2025, we have attached a spreadsheet that provides the requested information. The spreadsheet also contains brief relevant supporting commentary and identifies the APR table that has been used as the source for the data.

It should be noted that the data within this spreadsheet has been sourced from our Annual Performance Report data for United Utilities Water and is in line with Ofwat's annual regulatory reporting guidance over the years (which will have changed over this long timeframe).

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] [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
Adam