



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](http://unitedutilities.com)

**Our ref:** EIR-517

**Date:** 16/09/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto: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. Number of complaints per 10,000 connections
2. Results of annual/periodic customer satisfaction surveys
3. Total compensation paid to customers (£) for service failures

**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](#)
- [United Utilities - Performance](#)
- [Financial results | United Utilities](#)

Whilst our response reflects FY25 data (our most recently available information) and includes the page numbers for each point within the referenced document (should you wish to read more about them), previous data is available on our website, and can be accessed through the above links.

**1. Number of complaints per 10,000 connections**

There have been 72.692 complaints per 10,000 connections during FY25. Details of this can be found on page 171 of the [United Utilities Annual Performance Report 2024/25](#).

**2. Results of annual/periodic customer satisfaction surveys**

Our annual C-MeX score for FY25 was 76.36. Details of this can also be found on page 171 of the [United Utilities Annual Performance Report 2024/25](#)

### 3. Total compensation paid to customers (£) for service failures

In total, United Utilities have paid £2,271,036 for service failures for FY25. A breakdown of this is available in table 4Z, on page 204 of the [United Utilities Annual Performance Report 2024/25](#).

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](mailto: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.