



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-518
Date: 16/09/2025
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:

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 employees (FTE), split by operational/engineering vs admin/management
2. Average annual training hours per employee
3. Annual employee turnover (%) or retention rate (%)
4. Total health & safety incidents, including RIDDOR per 1,000 staff

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 - Corporate](#)
- [Financial results | United Utilities](#)

Whilst our response reflects FY25 data 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 employees (FTE), split by operational/engineering vs admin/management

As of FY25, there are approximately 6793 full time employees working at United Utilities. Please see the below table which shows how roles are split within the Company.

Row Labels	Sum of FTE
CEO Office & Transformation	59.49
Commercial Engineering & Capital Del	791.51
Corporate Affairs & Communications	33.8
Customer & Technology	1616.42
Finance	147.38
Legal & Group Secretariat	32.88
Operations	3789.87
People	149.3
Regulation & Compliance	37.71
Strategic Planning & Sustainability	132.09
UU Group (HQ)	2
Grand Total	6792.45

2. Average annual training hours per employee

On average, each employee completed around 27.5 hours training during FY25. This information is available on our website: [Colleague Training](#)

3. Annual employee turnover (%) or retention rate (%)

The average retention rate for United Utilities employees during FY25 is 97.90%.

4. Total health & safety incidents, including RIDDOR per 1,000 staff

Our colleague RIDDOR injury frequency rate for FY25 was 0.078 per 100,000 hours worked, which is a 15% improvement to FY24, amounting to 11 injuries within the year. You can read more about this on page 80 of the [United Utilities Integrated Annual Report 2025 \(2\).pdf](#).

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 [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.

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.