



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/ID551
Date: 08/10/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/551

This letter provides United Utilities response to the request for environmental information that you raised on 10 September 2025 as part of ongoing communications with United Utilities, relating to a water supply issue at your property in October 2024.

This response relates to the information contained within the request for information that you made under the Environmental Information Regulations (EIR) and as a Subject Access Request (SARs) and we want to let you know that your request has been carefully considered in accordance with the EIR and SARs.

Your request for environmental information

We formally request all operational logs, valve operations, flow and pressure data for the last 5 years under EIR 2004.

Our response

Our water distribution network is managed within District Metered Areas (DMA). Each DMA is a section of a water distribution network that can be isolated by closing valves and then metered to monitor water flow and consumption. We use these DMAs to improve our control over the system, reduce water losses, and prioritise our work in fixing leaks.

We have provided the information you requested for two DMAs, DMA 304-02 (where your property is located) and the neighbouring DMA, DMA 304-05, where the burst occurred on the 1 October 2024. Under normal operation there is no direct connection between these two DMAs, and this was the case at the time that the burst occurred, with a connection only being made, when the valves were opened to allow water to be supplied from your DMA to the location of the burst.

As requested, we have provided:

1. *All our operational logs for work undertaken within DMA's 304-02 and 304-05, for the last 5 years (see appendix A).*

This information is provided in an excel spreadsheet (Appendix A), which contains two worksheets. The first worksheet contains details of all the work undertaken within the two DMAs, the data has been taken from our internal work management system (INS) and covers the five year period requested.

For each activity the worksheet provides a reference number (SA), the DMA that the work was undertaken within, the type of work undertaken, the date and time that the activity was created on INS, the date and time that the work was scheduled for and a Postcode for the work. This Postcode has been partially redacted to comply with data protection regulations.

The second worksheet contains the specific work that was scheduled on the 10 October 2024 and provides additional detail of the work that was undertaken. Please note that some redactions have been made in line with Regulation 13 of the EIR, and UK GDPR to remove any personal information such as names and addresses.

2. *Details of operation of the valve between DMAs 304-02 and 304-05 (see appendix B).*
We provided information on valve operations in our previous response and have attached the information to this response as an excel spreadsheet (Appendix B), which contains a single worksheet.

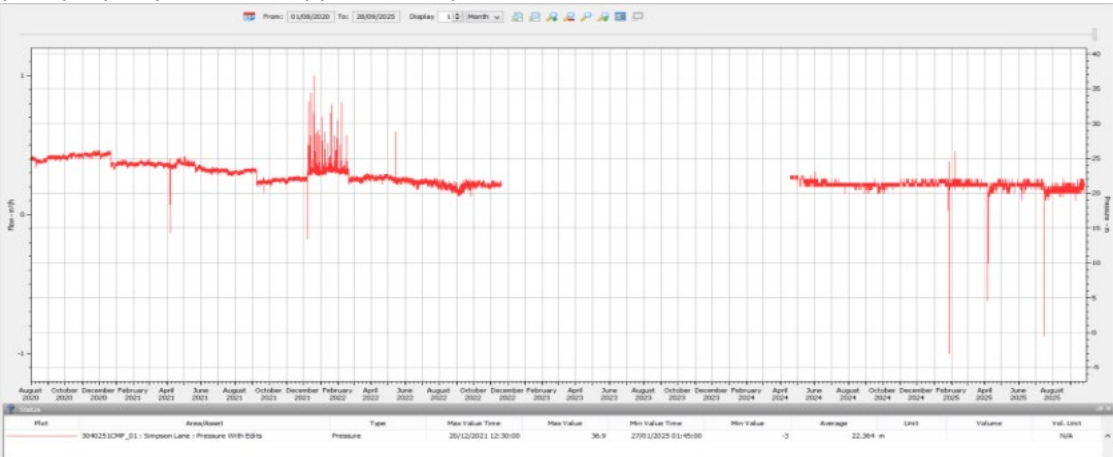
As set out in our previous response, valves are operated on our water network for a number of reasons, including but not limited to isolating a water main when there has been a burst, restoring a water supply once repairs are complete or alternative supplies are arranged, increasing or decreasing pressure, rezoning water supply zones etc. They are also used as part of day-to-day activities by a number of departments within United Utilities, who work on multiple systems. It is important to note that it is not mandatory for companies to record all valve movements and therefore we are unable to confirm that this is a full and complete list of all valve operations within your area.

3. *Details of flow and pressure data for the last five years.*
This information is provided in an excel spreadsheet (Appendix C), which contains two worksheets. We have also provided a graphical view of the data below. The first worksheet provides flow and pressure data for DMA 304-02, the second worksheet provides the equivalent flow and pressure data for DMA 304-05. A summary and key points about this data are provided below.

At the time of our previous EIR response, we had been unable to locate pressure data from prior to April 2024. This was because this data came from an earlier logger, and we did not hold the information within our live corporate systems. Since then, we have been able to use an alternate system to extract five years of data, as this system includes both the current logger data (swapped over in April 2024) and the existing data held on the previous logger.

DMA 304-02 Pressure data

Pressure readings within any DMA are taken at a high point known as the Critical Monitoring Point (CMP), for DMA 304-02 the CMP is within Simpson Lane, which is 53m higher than your property. This means that if the pressure reading shown at the CMP is 20m then the pressure at your property would be approximately 73m.



The chart below provides a graphical view of the pressure data for DMA 304-02, which is included within Appendix C.

The key points to note from this data are that although we have provided all of the information that we hold, the pressure meters are designed to support our operational teams in monitoring and managing the network and that there will be gaps within the data and occasions when there have been issues with meter. Specific examples of potential issues with the reported data or points to

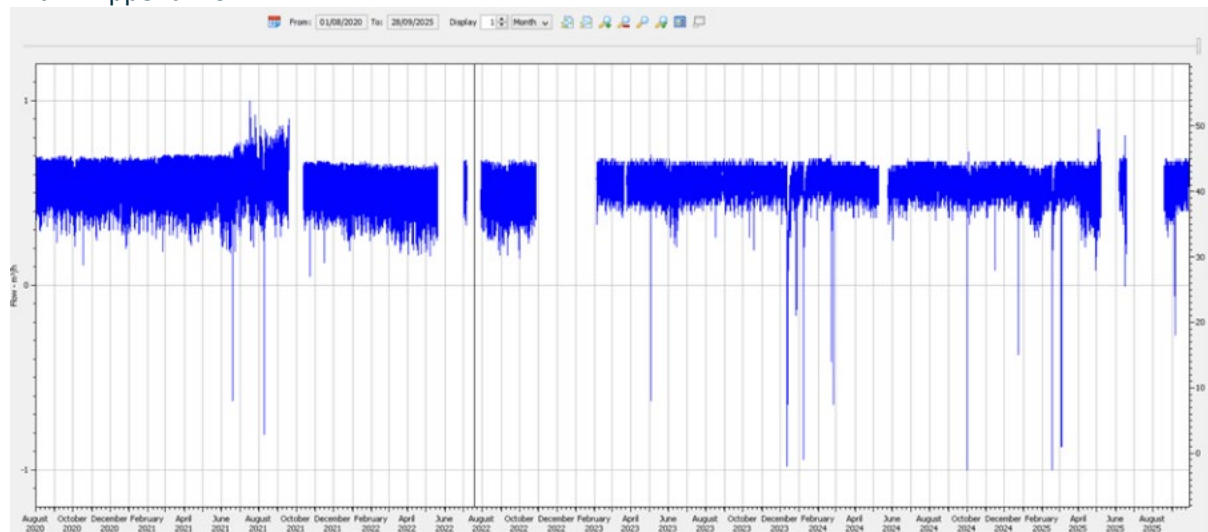
note about the data are:

- No data was recorded from November 2022 to April 2024 due to a pressure logger stock issue that occurred when UU was switching contractors. Therefore, pressures were not monitored for this period.
- Spikes were recorded in the data between December 2021 and February 2022 due to a logger issue displaying erratic data.
- There was a 2m pressure reduction as part of pressure optimisation project on 21/12/25
- The pressure remained steady (at 21m) on the day of the Waterloo Road burst 01/10/2025.

DMA 304-05 Pressure data

The Critical Monitoring Point (CMP), for this DMA the CMP is within Green Lane.

The chart below provides a graphical view of the pressure data for DMA 304-05, which is included within Appendix C.

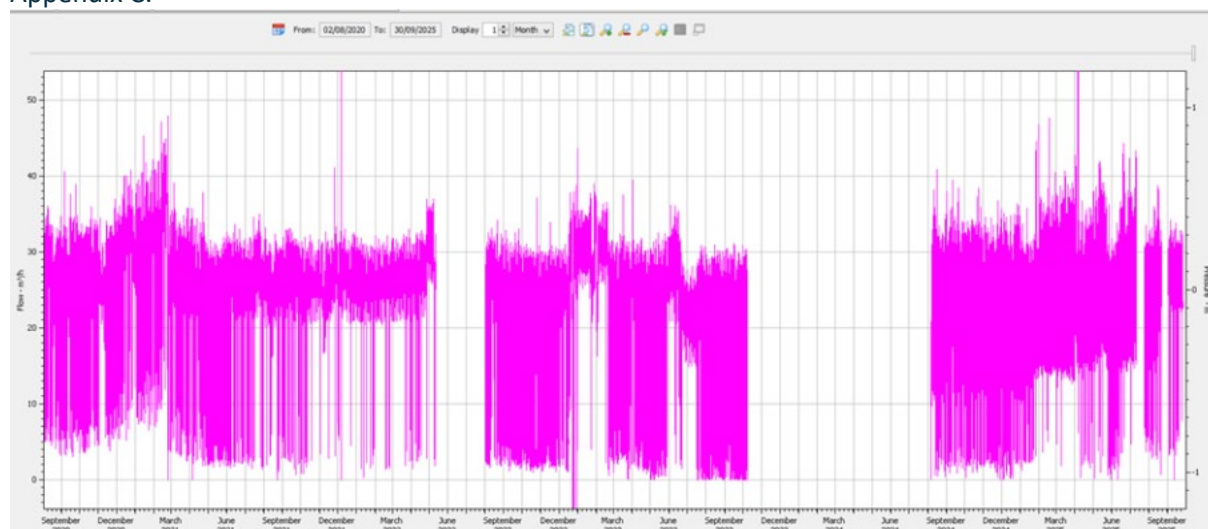


The key points to note from this information are that you will see a number of gaps in the data, which are periods when there was no data being received from the meter and a few spikes or drops, which are likely to signify errors with the readings.

In addition, and for information the pressure at the critical monitoring point for this DMA drops from 40m at 6:30 am on the 01/10/2024 and returns to normal pressure at 11:00 a.m.

DMA 304-02 Flow data

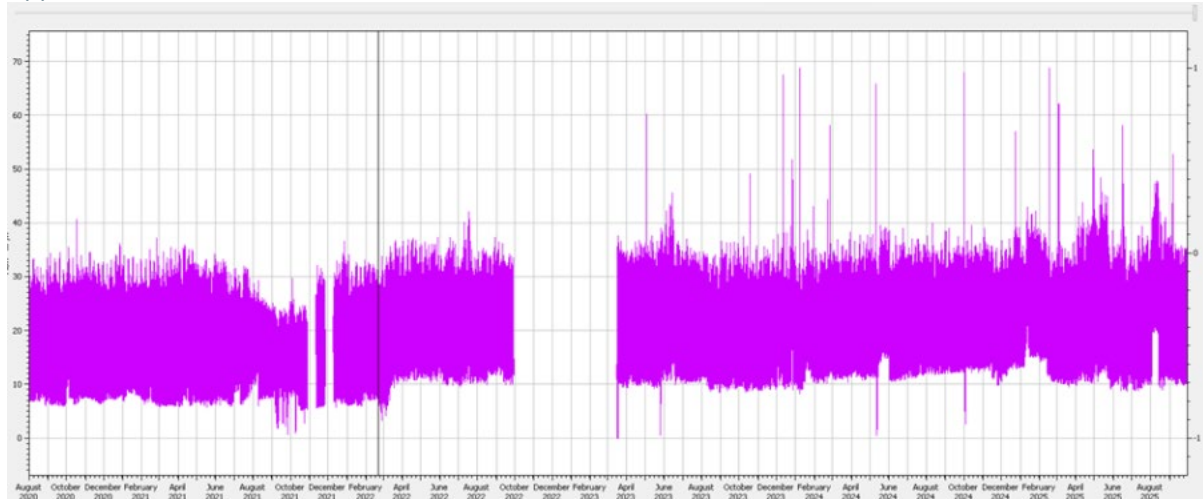
The chart below provides a graphical view of the flow data for DMA 304-02, which is included within Appendix C.



The key points to note from this information are that there was no data between September 2023 and August 2024, the length of this gap in data was due to a health and safety issues at the site. The access steps at the site needed to be repaired, which meant that our contractor, was unable to gain access to exchange a faulty logger. Therefore, no data is available for this period.

DMA 304-05 Flow data

The chart below provides a graphical view of the flow data for DMA 304-02, which is included within Appendix C.



The key points to note from this information is the period between 29/09/2022 and 16/03/2023 where no data is available. In addition, and for information the flow increased from 17 m³/hour to 67 m³/hour at 6:30 am on the 01/10/2024 and returns to normal flow rates at 11:00 a.m.

Your request for Subject Access Request (SARs) information.

As the meeting was recorded by yourself, the visiting team did not take any written notes during the visit. You therefore hold the full and accurate record of the discussion through your recording. In line with our obligations under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, no additional records or personal data were created or retained. Please be reassured that this has been verified and confirmed by both members of the team who attended your home on 16 April.

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.

Kind regards