

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 seeking the following information regarding your company's biosolids-related operations:

- Annual revenue and profit associated with biosolids, for the past five financial years (2019/20 through 2023/24 if available).
- A breakdown of this income, separating the following where applicable:
  - Revenue from trade effluent consents and charges
  - Revenue from the sale or transfer of treated sewage sludge (biosolids) — including sales to farmers, contractors, or any third parties
- Any internal reports, presentations or summaries produced in the past five years that outline the commercial value, cost recovery, or financial performance of biosolids activities.

**Our response:**

United Utilities and all other water companies publish annual performance reports (APR) which set out details of its operational and financial performance for each year. These reports include details of the revenues, expenditure and operating profits of each segment of the business, including the broader bioresources segment of the business.

Within the APR, table 2a provides the overarching income statement for each segment of the business, table 2b provides the expenditure analysis, 2d reviews depreciation and table 2i reviews the total revenue analysis.

As can be seen on Table 2i the revenue for each segment of the business, including the bioresources segment is recovered from a combination of household and non-household revenues. The trade effluent revenue is recovered by business retailers and forms part of the non-household revenues, with this trade effluent revenue covering all trade effluents as defined in the Water Industry Act (WIA). Further details about the WIA can be found at the following link <https://www.legislation.gov.uk/ukpga/1991/56/contents>.

United Utilities' APR for 2025 is available via this link [United Utilities Annual Performance Report 2024/25](#). Previous annual performance reports can be found through the drop-down box which is available via this link [United Utilities - Performance](#).



Water for the North West

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Please be aware that the information you have requested about charges for biosolids is deemed to be commercially sensitive as it sets out our charging strategy for bioresources and, as such, cannot be disclosed under the EIR. This approach is in line with Regulation 12(5)(e) which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect the confidentiality of commercial or industrial information where such confidentiality is provided by law to protect a legitimate economic interest.

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 [EIIRRequests@uuplc.co.uk](mailto:EIIRRequests@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.