

Dear [REDACTED]

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that as United Utilities is not subject to the Freedom of Information Act (FOIA) your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request:

As a freedom of information request please can you confirm the number of times in the past 24 months that the addresses at [REDACTED] have experience some level of water loss or disruption issues. The most recent being on 25 and 26 February.

- Please confirm for each date why compensation was not made on each occasion
- Please justify your increase in water charges for a service that is regularly underperforming and not providing the service paid for

Our response:

Please see below a table which summarises each occasion where the water supply was disrupted over the last 24 months. This includes both instances of no supply, and poor pressure.

Date	Case number	Problem reason
16/04/2024	05590041	Poor pressure
02/02/2025	06978057	No supply unplanned
25/06/2025	07735499	Poor pressure
02/07/2025	07773020	No supply unplanned
19/09/2025	08169783	No supply unplanned
23/11/2025	08498421	No supply unplanned
15/12/2025	08603835	Planned shut off
28/12/2025	08653362	No supply unplanned
25/01/2026	08853188	No supply unplanned
25/02/2026	09039666	No supply unplanned

For instances of no water, compensation payments are made when properties have been without supply for a continuous 12-hour period. We automatically pay £50 for household customers, and £100 for non-household customers, plus a further £50 (household) or £100 (non-household) for every additional 12-hour period that customers are left with no water.



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

Compensation is paid to customers for poor pressure when the pressure drops below 0.7 bar, on two occasions lasting more than one hour, within a 28-day period. If we're aware of this problem, we'll automatically pay £50 up to a maximum of five times per year. Please note that compensation is not applicable if:

- The drop in pressure is because of restrictions such as drought, or work to resolve an emergency such as a burst water main, planned works on our water mains, or problems on customers own pipework.
- If the pressure issues are due to hydrant abuse, as hydrant abuse is out of our control.

You can read more about how and when we pay compensation on our [website](#).

United Utilities is currently in the second year of delivering the largest water and wastewater upgrade programme in 100 years. This huge upgrade is building new infrastructure, improving water quality, replacing old water pipes, reducing leakage to its lowest ever level, and will see us protect over 500km of rivers and bathing waters.

Increasing the level of investment in our region means that bills also need to increase. This year, bills for customers without a water meter will typically increase by 14% from 1 April and for those on a water meter this will typically be around 12%. We know any bill increase is never welcome and can mean that many people may struggle to pay. That's why United Utilities has a package of £525 million of support to help one in six households. We're also encouraging those customers who may find they can significantly reduce their charges by switching to a water meter to make that change, paying only for what they use.

You can read more about our Cheshire specific planned upgrades here: [Cheshire | United Utilities](#).

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.

Many 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.