

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 writing to formally request data regarding the water pressure levels for the main serving [REDACTED]

Specifically, I require:

1. **Data Logger Records:** Copies of the pressure and flow data from the nearest network data logger for the period 1st January 2026 to today's date.
2. **Works Logs:** Details of the specific pressure settings or valve adjustments made during the recent maintenance works on Station Road.
3. **Pressure Management Records:** Confirmation of any 'Active Pressure Management' or 'District Metered Area (DMA)' pressure reductions implemented in this zone within the last 4 months.

This information is required to support a formal complaint regarding a loss of service that has rendered our pressurised hot water system inoperable. Please note that under EIR 2004, you have a statutory obligation to respond within 20 working days.

**Our response:**

Please see enclosed a copy of the logger data that we hold (which can be found attached in appendix 1). Please note that this is only available from 5 February 2026 to 27 March 2026, and as such we are unable to provide you with the data from 1 January 2026 – 4 February 2026 in line with Regulation 12(4)(a) of the EIR, as this information is not held.

With regards to your second and third point, our local Water Network Team have confirmed that:

- The last maintenance visit took place on 9 March 2026, when a new Pressure Management Valve (PMV) was installed, and the pressure was set to a fixed 26m/h on the outlet.
- On the previous visit (2 January 2026), the outlet pressure was set to 22m/h.

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



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

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



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.