



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/ID567

Date: 24/10/2025

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:

1. The number of qualifying cyber incidents experienced by your company in each of the last four calendar years (i.e. 2021-2025), where the incident:
 - had a direct or potential effect on water treatment, wastewater management, discharge, water quality, or environmental monitoring systems, or
 - otherwise affected your ability to prevent or mitigate harm to the environment.
2. For each year, please indicate in summary form the known or potential environmental consequences of those incidents (for example, whether any discharge limits were exceeded, whether environmental monitoring or reporting was affected, or whether any pollution or supply incidents were recorded as a result).

Our response:

I can confirm that we have not had any cyber incidents in the last four years that either;

- had a direct or potential effect on water treatment, wastewater management, discharge, water quality, or environmental monitoring systems, or
- otherwise affected your ability to prevent or mitigate harm to the environment.

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