



**United Utilities Water Limited**  
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Warrington WA5 3LP

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[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID686  
**Date:** 18/02/2026  
**Email:** [EIRRequests@uuplc.co.uk](mailto: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) In the last 12 months how many times has the water pressure dropped across all SK9 post codes resulting in no supply or reduced supply?
- (2) What were the top 5 reasons for the drop in pressure ?
- (3) How many customers were impacted ?
- (4) What was the average £ compensation paid to each customer ?

**Our response:**

**(1) In the last 12 months, how many times has the water pressure dropped across all SK9 post codes resulting in no supply or reduced supply?**

The water pressure in United Utilities mains network and the pressure to individual customers properties will vary depending on factors such as how much water is being used by neighbouring properties at the same time, the relative height of the property compared to the service reservoir and work to or issues with the supply network.

We aim to manage and optimise the pressure within the network to prevent sudden surges or drops in pressure and to ensure a consistent and stable pressure throughout the day. Additional information about the way we seek to optimise and manage water pressure can be found on our website at the following link: [Pressure Optimisation | United Utilities](#).

In terms of drops in pressure, the UK water industry, sets a guaranteed standard for pressure to customer properties, as well as a number of other water and wastewater service standards. More information on these guaranteed standards can be found on the Consumer Council for Water (CCW) website, at the following link: [What standards are guaranteed by water and sewerage companies](#).

With regard to water pressure, the guaranteed standard requires that water companies must ensure that the water pressure does not drop below 7 metres head (0.7 bar) in the communication pipe, for more than 1 hour, two or more times, within a 28-day period.

For the purposes of this response we have used a higher trigger, of 10m head (1.0 bar), to assess when pressure has dropped within the network, as this value is generally regarded as being the threshold for good, standard, or "normal" mains water pressure in a UK home.

In the last 12 months (between 01/02/2025 – 09/02/2026), we have calculated that water pressure dropped below this 10m threshold, across the SK9 post codes, on six separate occasions. It should be noted that water pressure is not directly measured at all points within the entire network, with this assessment being derived from measured pressure levels and the relative elevation of properties

within these postcodes.

These dates and times are shown below, broken down via each postcode.

SK9 [REDACTED] & SK9 [REDACTED]

- 23/01/26 – 10:45 – 11:45
- 07/10/25 – 00:00 – 00:15
- 09/08/25 – 03:00 – 03:30
- 09/03/25 – 09:00 – 10:15
- 07/03/25 – 03:45 – 04:00

SK9 [REDACTED]

- 04/04/25 – 07:00 – 10:30

SK9 [REDACTED]

Based on our data, none of the properties in this postcode dropped below 10m in this period.

**(2) What were the top 5 reasons for the drop in pressure?**

The most common reasons for the drops in pressure were due to either mains repairs or “nights step testing.”

Night step testing refers to routine pressure management activity that is used to monitor supply networks for leaks and to maintain network integrity. These checks can involve isolating water supplies, for short periods of time and as such they are typically performed during early morning hours to minimize disruption.

**(3) How many customers were impacted ?**

In total 150 properties were affected by these drops in pressure. The numbers of properties within each affected postcode are set out below:

- SK9 [REDACTED] – 36
- SK9 [REDACTED] – 63
- SK9 [REDACTED] – 51
- SK9 [REDACTED] – 0

**(4) What was the average £ compensation paid to each customer ?**

As set out in response to point 1 above, United Utilities pays Guaranteed Service Standard (GSS) compensation for poor pressure, where customers pressure is below 7m for a period of 1 hour or longer twice within a 28-day period (or where a customer is without supply for longer than 12 hours).

As can be seen from the link provided above ([What standards are guaranteed by water and sewerage companies](#)), the GSS payment for low pressure is £50 (up to five times, per year), with customers being automatically entitled to £250 per year, if they experience ongoing low pressure.

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](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