



Water for the North West

United Utilities Water Limited
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Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID712
Date: 07/04/2026
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

Thank you for your Freedom of Information request. For awareness, United Utilities is not subject to the Freedom of Information Act (FOIA) 2000, as it is a private company, not a public authority, although United Utilities is subject to the Environmental Information Regulations 2004 (EIR). 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 would also like to submit a freedom of information request for the following points for the area surrounding area to SK14 [redacted]

- 1. Records relating to water quality testing and monitoring including results reports and compliance assessments for the period 2016 to 2026
2. Records relating to service interruptions outages or restrictions including causes and duration for the period 2016 2026
3. Records of complaints received from customers regarding water supply quality pressure or billing and any associated response or resolution records for the period 2016 2026
4. Confirm how many times for the period 2016 2026 untitled utilities have had to fix issues in the area resulting in the same problem reoccurring.

Our response:

1. Water Quality. As requested, I have attached a spreadsheet, titled Appendix A, which provides the water quality sampling data for your area, for the period from 1 January 2016 to the present.

During this period, we carried out over 8,000 tests on samples taken from your water supply zone, with one exceedance of the water quality standards being reported. Where there is any exceedance of a water quality standard a full investigation is carried out, with this investigation including but not being limited to, obtaining resamples from appropriate locations, onsite investigations by field staff and carrying out a review of water quality and online data.

When a root cause is identified, action is taken to rectify the issue and where the cause is related to the condition of the internal plumbing within a customer's property, the customers are advised how to prevent a re-occurrence.

The details of the single exceedance, which affected a single property, and subsequent investigations are summarised in the table below.

Table with 4 columns: Date, Parameter, Actions Taken, Root Cause. Row 1: 15/08/23, Clostridium, Resamples taken at original failed, Despite a robust investigation a

	perfringens	property, upstream and downstream neighbours, and upstream assets. All resamples passed. Customer was provided with suitable advice in relation to hygiene and caring for water in the home.	definitive root cause for the clostridium was not identified. The investigation concluded that the wider network was unaffected.
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**2. Service Interruptions.** For information, we changed the case management system that we use to manage our work on the water main network in 2020. We have reviewed an archived version of the system used between 2016 and 2020 and found no records of service interruptions for the SK14 4EB area. For the period from 1 January 2020 to the present, there were 37 service interruptions, outages, or restrictions. The cause and duration of these restrictions is set out in Appendix B.

**3. Complaints.** For the period from 1 January 2016 to the present, in the SK14 area, United Utilities received 107 complaints relating to billing, six complaints relating to a loss of supply and one complaint relating to water quality. In line with Regulation 13 of the EIR, and UK GDPR, we are unable to share specific details about these complaints, as they relate to individual properties, and contain personal information for customer in the area.

**4. Repeat Issues.** In total United Utilities manages a network of over 40,000 kilometres of water mains that serves around 3 million households and businesses. This network consists of a mix of sizes and ages of pipes, ranging from Victorian infrastructure through to new, modern pipelines. We are implementing significant programmes of work to both maintain and improve these water networks and in the 2025 to 2030 period we are planning to upgrade over 925km of water mains. Our case management system holds information on the total number of cases on these water networks, that we either initiate ourselves, or are initiated in response to contacts about potential issues. These cases can be service appointments, or work orders, with an individual case potentially involving multiple work orders, and visits, to resolve an issue. Although many of these work orders will address common issues, such as bursts, we do not directly hold records of where we have needed to fix issues resulting in the same problem reoccurring and unfortunately under Environmental Information Regulations (EIR) Regulation 12(5)(e), we would not be able to disclose specific details due to it commercially sensitive information. We do, however, recognise there have been several incidents affecting properties in SK14 4EB. As part of our planning for the 2025 to 2030 programme of improvement works, we are developing potential options for replacing the mains in this area, although at this early stage, we are unable to give you any further details under Regulation 12(4)(d).

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