

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'd like to know how much you raised bills by in % terms for unmeasured customers and measured customers each year. I don't want to know the average rise in money terms but the percentage that prices went up by in each main billing period going back to 2010. I already know this year is 13.9% for unmeasured customers based off my own water bill.

Our response:

Please see below a table which shows the annual increase for typical bills. When reviewing the information in this table, it is important to consider a number of important points that are set out below the table, otherwise it would be possible for misleading conclusions to be drawn from the data.

Year	Measured	Unmeasured	Inflation*
2010/2011	-3.93%	-2.47%	0.28%
2011/2012	4.88%	5.32%	4.71%
2012/2013	6.37%	5.91%	5.16%
2013/2014	4.37%	4.41%	2.98%
2014/2015	4.24%	4.23%	2.65%
2015/2016	-1.01%	-1.06%	1.98%
2016/2017	-0.59%	2.78%	1.05%
2017/2018	1.97%	3.03%	2.19%
2018/2019	4.40%	4.96%	3.88%
2019/2020	2.46%	3.16%	3.19%
2020/2021	-4.23%	-3.72%	1.50%
2021/2022	-0.38%	0.30%	0.55%
2022/2023	-1.03%	1.12%	4.58%
2023/2024	8.07%	8.61%	9.38%
2024/2025	9.13%	11.12%	4.17%
2025/2026	26.15%	27.45%	3.54%



Water for the North West

United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

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unitedutilities.com

2026/2027	12.23%	13.97%	3.57%
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***Note the value of inflation shown is the figure that water companies have used for setting charges for the relevant year (November inflation preceding the charging year). RPI was used for charges until 2019/20, CPIH has been used since 2020/21.**

- The increase shown is for ‘typical bills’. This reflects the increase in tariffs that apply to a customer with fixed characteristics – i.e. it reflects the increase in the tariffs, rather than the increase in an ‘average bills’. This will be different to the change in an average bill, because the average bill will also reflect cost reductions customers would achieve by switching to a meter, or by using less water.
- For unmeasured (unmetered) bills, the calculation of a typical bill uses a Property Rateable Value of £150, although the increase for individual customers will vary slightly for different rateable value levels.
- For measured (metered) bills, the calculation of a typical bill uses a water consumption of £100 / m³ / annum, although, the actual bill increase for individual customers will vary slightly depending on the amount of water used.
- The typical bill increases that are shown for both measured and unmeasured bills also assume that all services are taken – i.e. they reflect the increase in a combined bill for water, foul, surface water and highways drainage services (in common with the majority of water customers in the North West).
- The bill increases assume that an unmeasured customer is charged on standard Rateable Value charges and is not subject to an Assessed Volume charge (AVC). An AVC is used when a water company cannot install a meter at a property, and therefore estimates the water use, and bills customers based on typical consumption for similar households.
- The bill increases also assume that the customer is not eligible for any of our discounted affordability support tariffs.
- The bill increases shown in the table include inflation, with overall bill increases between 2010 and 2025 having been lower than inflation.
 - Between 2010 and 2025, inflation was 60.2%, whereas measured and unmeasured bills increased by 39.4% and 58.3% respectively.
 - Bill increases in 2025/2026 and 2026/2027 are higher than in the previous years due to a significant increase in investment for statutory environmental improvements.

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]



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██████████ ██████████, 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.