



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/ID846
Date: 20/05/2026
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:

I would like you to disclose where the £45 million investment made in 2020 was spent and how much was directly invested into water treatment facilities. I would like this in an easy to read format where I can see where and when investments were directed.

Our response:

Each year we publish an Annual Performance Report. This report sets out company performance within the year and includes details on the investments we make in water, wastewater and bioresources. Copies of this report can be found on our corporate website at [annual performance reports section](#), with reports and supporting tables for each year accessible via the dropdown lists. Details of the investments we made for water resources and water network (which includes water treatment facilities) can be found within table 4L and wastewater investments for wastewater network and bioresources (including sewage treatment and disposal) can be found in table 4M in the supporting tables file called APR tables. These tables detail investments in each programme area such as environmental, supply and demand balance or nutrient removal. Investments made to maintain our assets can be found in table 4J for water and 4K for wastewater network and bioresources.

We believe the investment you have referred to above was for projects at Windermere wastewater treatment facility ([Action Windermere](#)). The costs for these projects are reported within 4M lines 15 and 30 and table 4K line 17.

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