

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:

Under the Environmental Information Regulations 2004, I would like to request the following information relating to Temporary Use Bans (hosepipe bans) within your supply area. Please provide the information for the period 1 January 2021 to the most recent date available.

Hosepipe bans

Please state the number of:

- Temporary Use Bans (hosepipe bans) introduced by your company during this period.
- For each Temporary Use Ban, please provide:
 - the date it came into force;
 - the date it ended;
 - the geographical area(s) affected.

Reports of breaches

- Please state how many reports or complaints your company received relating to alleged breaches of a Temporary Use Ban.
- Where possible, please provide this broken down by year.

Investigations Of the reports received

- How many resulted in:
 - an investigation;
 - no further action.

Warnings

- How many formal warnings were issued to customers for breaching a Temporary Use Ban?
- Please provide a yearly breakdown where possible.

Enforcement

How many cases resulted in formal enforcement action?



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

- Please provide:
 - the number of Fixed Penalty Notices or other financial penalties issued (if applicable);
 - the number of prosecutions commenced;
 - the number of successful prosecutions.

Fines

For each year, please provide:

- the total number of fines imposed;
- the total value of fines imposed;
- the total value of fines paid.

Appeals Of any fines issued

Please state:

- how many were appealed;
- how many appeals were successful;
- how many appeals were unsuccessful.

Unpaid fines

Please state how many fines:

- remain unpaid;
- were written off;
- were referred for debt recovery or legal action.

Enforcement policy

Please provide copies of any current or historic enforcement policies, guidance documents or internal procedures used when deciding whether to investigate or take enforcement action against customers suspected of breaching a Temporary Use Ban.

Our response:

I can confirm that United Utilities has not implemented a hosepipe ban (Temporary Use Ban) since 2010. As such, we are unable to provide you with the requested information in line with Regulation 12(4)(a) of the EIR, as this is not held.

I can also confirm that we do not have any current or historic enforcement policies, guidance documents or internal procedures relating to Temporary Use Bans, and as such are unable to provide these in accordance with Regulation 12(4)(a) of the EIR, as these are also not held.

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



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us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED]
[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



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.