

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

A copy of communications - including emails and minutes of meetings including presentations - between your company and the Environment Agency, regarding the subject of preparations and contingency measures for drought this year. Please constrain the search from 1 June 2026 up until the day you conduct the searches.

Our response

United Utilities' current water resource position means we are not operating under drought conditions and therefore there are no emails, meeting minutes or presentations between United Utilities and the Environment Agency relating to drought preparations and contingency measures for the requested time period. As such, we are unable to provide you with the requested information in line with Regulation 12(4)(a) of the EIR, as this does not exist.

Throughout the period identified in your request we have monitored water resources and demand as part of our business-as-usual operational planning and reported on our supply demand forecast to the Environment Agency as required. In addition, we maintain our "always on" approach to customer communications on water efficiency, promoting the efficient use of water as a core element of our wider water resources management activities. These are normal business operations and are not drought specific contingency measures.

As you may be aware, water companies must produce a drought plan every five years under the Water Industry Act 1991. A drought plan must state how a company will maintain a secure water supply and protect the environment during dry weather and drought. A copy of our current drought plan, which covers the period of 2022 to 2027 can be found via [United Utilities - Drought plan](#).

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.



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

Telephone: 01925 237000
unitedutilities.com

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.