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-306
Date: 27/02/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted]

Thank you for reaching out with your request! 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:

As per the Ofwat definition, please provide the number of pollution incidents (Category 1 to 3) from United Utilities assets for the calendar year 2024.

If any part of this information is exempt from disclosure, please provide the justification for the exemption and confirm whether partial disclosure is possible.

Our response:

We are currently in the process of finalising the number of pollution incidents with the Environment Agency (EA). The EA usually aim to close down all inputs and derive the final numbers around 28th February of each year; however, this does not take into consideration any appeals which can then be made through the Regulatory Appeals Process. We anticipate that the information should be available by April / May time.

Whilst the information isn't currently available, I would be more than happy to send you a copy of this once it is. Please let me know if you're happy to proceed, and I will ensure this is sent to you as soon as possible.

Many thanks,
[redacted]

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.