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/ID405
Date: 18/07/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted]

EIR Reference: EIR/ID/405

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

please could you provide me with the following information, under EIR rules:

- ***a copy of communications - including emails and minutes of meetings - between United Utilities and the Environment Agency, regarding the subject of preparations for drought this year. Please constrain the search from 1 February to 15 May 2025.***

Our response, continued

Following on from the email and data shared with you on Tuesday, the 15. We are now able to share with you the director liaison meeting overview and minutes from the meeting held on 14/07/2025.
As set out in our previous email, we have also made available two folders which contain the emails from UU to the EA and from the EA to UU, which relate to the preparations for drought in 2025. We have also provided an excel spreadsheet that sets out the emails in each of these two folders.
We may have redacted references personal information.
In our previous correspondence we stated that there were other technical meetings between the respective teams which are a precursor to the governance which then follows in line with the drought plan.
The Technical Liaison Group meets on a weekly basis to review water resources levels and projections, groundwater updates, regional system operation, outage, demand, and leakage as well as providing an overview of customer comms (as summarised in the “Regulatory Dry Weather Meeting Structure 2025” slide in the Director liaison packs shared previously).
To ensure the most up to date modelling and water resources levels are presented and discussed, meetings include the live review of models and operational data. To get the most value out of the technical reviews, meetings are held in person at our head offices with EA, UU staff (plus Natural England, where appropriate), allowing detailed interrogation of model outputs and projections. Because of this approach we did not produce presentations for these technical meetings.

We hope that this response and the subsequent information that we are proposing to supply, will fully answer 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.

Kind regards