



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/ID515
Date: 13/10/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/515

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 am conducting academic research on the performance of water companies in wastewater management, particularly in relation to financial investment, operational efficiency, environmental compliance, and workforce capacity.

To support this research, I kindly request the following datasets for the annual data for financial years 2010-2025 (or the most recent available):

- 1. Number of internal and external flooding incidents, per 10,000 connections*
- 2. Pollution incidents by EA Category (1 to 4)*
- 3. Percentage of sewage treatment works in compliance with EA permits*
- 4. Number of blockages per km of sewer*

Our response

As requested, I have attached a spreadsheet "EIR 515 Appendix A". This spreadsheet contains a separate worksheet for each of your four data requests and provides the required data for each year from 2010/11 to 2024/25.

When reviewing and comparing the data this spreadsheet it is important to take the following three points into account:

1. Regulatory definitions used in compiling this data have evolved over time. As a result, certain datasets may differ slightly across reporting periods and may not always be directly comparable, between years or by company.
2. Flooding data has been provided on an incident basis for all years.
3. In 2011, changes in legislation led to the transfer of private sewers into water company ownership. The impact of this transfer is reflected in our performance figures from 2013 onwards.

For further information, United Utilities Water (U UW) actively publishes much of the information that you have requested, on our website. The primary sources of this information include:

- [Company reports | United Utilities - Corporate](#)
- [United Utilities - Performance](#)
- [Financial results | United Utilities](#)

In each year since 2015/16, we have also published an “Annual Performance Report (APR)”. This report provides detailed insights into our performance in the four areas you have requested information for, accompanied by a supporting commentary. The APR documents are accessible via the following link – [Our performance reports](#).

Information on WwTW performance and numbers of pollution incidents can also be found on the Environment Agency’s (EA) website by following the link [United utilities EPA data report 2023 – GOV.UK](#). The EA is expected to publish the 2024 EPA report in the near future.

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.

Kind regards