

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:**

I am writing to you under the Environmental Information Regulations 2004 to request the following information:

- The total number of leaks reported on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.
- The total number of leaks fixed on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.
- The average cost to repair leaks on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.
- The top 10 most common causes of leaks reported on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area (e.g. pipes freezing in cold weather, corrosion/deterioration of pipe material) and the total number of leaks attributed to each of these causes.

**Our response:**

We proactively publish data relating to leakage figures on our website, which you can find on our [corporate website](#), by reviewing [UUWR 90 Data Tables](#) under 'Data and Models'. Data relating to leakage figures are available on tab 'CW19', and includes a yearly breakdown (and future forecasts) of data including:

- The total leakage expenditure at company level (rows 9-12).
- The number of communication pipe repairs following customer reports vs company leakage detection at company level (rows 105-109).
- The average run time for customer reported vs company detected mains repairs at company level (rows 141-145).

Please note that we do not hold the information you have requested at the granularity requested and have therefore provided you with this at the level we do hold. With regards to your final point relating to the most common causes of leaks reported on customer supply pipes, I have checked with the wider business and can confirm that we do not hold this information. As such, Regulation 12(4)(a) of the EIR applies, which states that a public authority can refuse to disclose information to the extent that it does not hold this at the time a request was made.



Water for the North West

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For awareness, leaks in the water network can occur for a variety of reasons, including the age and condition of the pipework or fitting, weather conditions, high pressure, heavy above ground traffic, and accidental damage from third-party works such as construction or roadworks. You can read more about how we deal with leakage here: [Leaks? We're on it | United Utilities](#)

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](mailto: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.

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.