

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). As the request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

1. Please can you confirm how many fresh water treatment plants you have?

Details of the numbers of water treatment plants that United Utilities operates are set out within our Annual Performance Report, which can be found on our website and is available via the following link: <https://www.unitedutilities.com/globalassets/documents/pdf/annual-performance-report-2024-25>.

Specifically Pro forma 6A on page 207 of the 2024/25 Annual Report shows that we operate 86 water treatment works (WTW), with the proforma providing additional details about the size and type of treatment at these sites.

2. Please can you confirm your procedures in looking at asset condition assessment? Can you supply a current list showing your water treatment asset condition assessment, in terms of maintenance needs, current state and remaining useful life expectancy?

The United Utilities' asset management policy defines the principles behind the way we manage and maintain all our assets, including those at our WTW sites. This policy is published on our website and is available via the following link: <https://www.unitedutilities.com/globalassets/documents/corporate-documents/asset-management-policy>.

The scale and nature of the investment that we implement is agreed with Ofwat (the water industry regulator) through a five yearly process called a "price review". The last price review (PR24) was completed in 2024 and sets the requirements for the 2025 to 2030 period. As part of this process, we submitted and published a detailed business plan, containing our proposals, and various supporting documents.

Our approach to asset condition, maintenance and managing the overall resilience of our asset base is set out within Chapter 7 of our PR24 business plan (Resilience and asset health). This chapter is available at the following link: https://pr24.unitedutilities.com/pdfs/UUW07_chapter_7.pdf

Regarding WTWs, all our WTWs comprise of a number of specific process stages, each of which is made up from numerous individual assets, which range from major structural components

to small but often complex mechanical and electrical equipment.

We, therefore, need to use a number of different approaches to understand the condition of these different assets. These approaches range from regular and routine assessments that are recorded within our operational maintenance management systems, when the assets are visited for routine maintenance, to overall condition assessments, that are carried out in line with a water industry standard protocol.

In addition, certain classes of asset within our WTWs are subject to statutory condition assessments, including chemical storage tanks, pressure vessels, lifting equipment and large potable water storage tanks.

With respect to the asset condition assessment, maintenance needs, current state and remaining useful life expectancy of our WTWs, we maintain an aggregate view of the overall health of our water treatment works, with this being assessed in terms of life expectancy, age and condition. This is set out in detail within chapter seven of our PR24 business plan.

Appendix A provides a table listing each WTWs and for each works. We have then compared the actual age of each asset on that site to the theoretical asset life for that type of asset, to calculate the 'percentage of the way through the theoretical life' of each asset. For example, if a pump is ten years old and has a theoretical asset life of 25 years, then it is 40% of the way through its theoretical asset life. As some of the sites will contain potentially hundreds of individual assets, we have then aggregated all the individual assets for each site, to calculate the average 'percentage of the way through their theoretical lives' for all the assets at each WTW.

Please note that in line with Regulation 12(5)(a) of the EIR, this table has been redacted to remove the names of our water treatment works, as this information forms part of Critical National Infrastructure, and disclosure of these could pose a security threat.

3. How much has been spent in the last five years on maintenance and updates on your fresh water treatment plants?

We report (and publish) full details of our investment programmes with our Annual Performance Report which, as stated in response to point 1, can be found on our website and is available via the following link: <https://www.unitedutilities.com/globalassets/documents/pdf/annual-performance-report-2024-25>.

The annual investment that we have undertaken on maintenance of our WTWs, is recorded in APR table 4J, "Base expenditure analysis for the 12 months ended 31 March 2025 - water resources and water network+". This table includes information on all aspects our water supply operations, from water resources to water distribution, with the specific spend on Water Treatment Works, being shown in the 'water treatment' upstream service column.

Table 4J can be found on page 188 of the 2024/25 APR and on equivalent pages from previous years

reports. For ease, we have reproduced the values (recorded in outturn prices) from the last five years APRs in the table below.

Line description	Units	FY21	FY22	FY23	FY24	FY25
Maintaining the long term capability of the assets – non infra	£m	95.05	65.46	56.34	109.91	142.34

The annual investment that we have undertaken on updates (enhancement to) our WTW's is recorded in the "Enhancement capital expenditure" row of APR table 4D, "Totex analysis for the 12 months – water resources and water network+".

The specific enhancement spend on Water Treatment Works is reported in the 'water treatment' upstream service column. Table 4D can be found on page 181 of the 2024/25 APR, which shows that we spent £3.22m in the year. For ease, we have reproduced the values (recorded in outturn prices) from the last five years APRs in the table below.

Line description	Units	FY21	FY22	FY23	FY24	FY25
Enhancement capital expenditure	£m	25.993	3.857	17.439	4.661	3.217

4. How many of your water treatment plants have in the last 2 year had maintenance and repair issues? If you could supply a list that would be greatly appreciated. How many of these issues are still outstanding?

The individual processes and assets within our water treatment works are designed to ensure that we are able to operate the overall treatment works as resiliently as is practical. As a consequence of this, in many cases, and especially with critical assets, we operate with standby equipment to reduce the risk of interruptions during planned or reactive maintenance work.

The major maintenance and enhancement that we undertake on these sites is undertaken as part of larger individual projects at the sites or is managed as part of a targeted and prioritised programmes of smaller scale maintenance work.

In addition, all of the individual assets at these sites are subject to ongoing scheduled inspections and both planned and reactive repair work. Over recent years, we have been steadily improving our preventative maintenance activities leading to a reduction in reactive repairs and an increase in proactive repairs. The table below shows the total number and of numbers of proactive, reactive and total number of workorders that have been undertaken in the last two year.

YEAR	Proactive repairs	Reactive repairs	Total repairs
2025	6,640	7,599	14,239
2024	5,305	7,977	13,282

As a consequence of this approach, maintenance and repair work will have been undertaken at all of our WTW in the last two years.

5. Please can you confirm how many fresh water treatment plants have been closed down in the last five years?

In the last five years we have closed five WTWs. Two of these were relatively small and old works, which were no longer required for operational purposes, the other three were superseded by two new WTWs which were constructed as part of a major project to supply the West Cumbria area from Thirlmere reservoir, rather than from local sources within West Cumbria. As set out in response to point 1, details of our WTW's, as well as details of our operational performance and investment programmes, are reported in each year Annual Performance Report.

6. Can you confirm how many of your essential water mains/distribution mains pipes have had leaks or have maintenance issues that have been noted in the last two years? Please can you supply a list and confirm what action has been taken for each?

United Utilities operates a water network that comprises of approximately 43,000 kilometres (roughly 26,000 miles) of water mains. This infrastructure delivers around 1.7 to 2 billion litres of drinking water daily to approx. 8 million people. All of these mains will be regarded as being essential to the customers that they supply.

We report mains repairs in proforma 3F our Annual Performance Report (APR). This information was reported on page 174 of our [2024-25 APR](#) and was reported on page 173 of the [2023-24 APR](#). For ease we have reproduced these values for the last two years in the table below:

Line description	2023 - 24	2024 - 25
Number of mains repairs – reactive	1,821	1,731
Number of mains repairs – proactive	2,729	2,742

As set out within the “year five performance” section of the 2024-25 APR (page 32 to page 109), “mains repair”, is a performance commitment that is reported on a consistent basis by all English and Welsh Water Companies. For United Utilities, mains repair is performance commitment “B02” with performance against the annual targets for this measure and a summary of United Utilities plans to minimise future repair numbers, being set out on page 43.

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 EIIRRequests@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.



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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.