

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

Please provide details of all incidents classified by United Utilities as “major” or “critical” during the period 1 January 2022 to 31 January 2024, including (where held):

- The date(s) of each incident
- The location (site, catchment, or operational area)
- The nature of the incident (e.g. pollution, service failure, asset failure, supply or treatment disruption)
- The environmental impact, including any discharges, pollution events, or risks to water quality, ecosystems, or public health
- Any regulatory notifications made (for example to the Environment Agency or other regulators)
- Any incident classification framework or criteria used by United Utilities to define “major” or “critical” incidents during this period

Our response

With regards to incident classification, our approach to emergency planning and preparedness is guided by the statutory Security and Emergency Measures Direction (SEMD) and national Emergency Planning and Preparedness Guidance, which together set clear expectations for how we plan for, respond to and recover from civil emergencies. Our arrangements are aligned with the Joint Emergency Services Interoperability Programme (or Principles) (JESIP) to ensure effective joint working, shared situational awareness and coordinated decision-making during incidents. As a Category 2 responder, we work closely with our emergency services and local authority partners through Local Resilience Forums (LRFs), regularly exercising and sharing information to support a coordinated, multi-agency response and to maintain essential water services during emergencies.

Whilst United Utilities do not classify incidents as major or critical, some of our regulators do. As such, we have provided you with details of incidents that the Drinking Water Inspectorate (DWI) have classified as “serious” or “major”, or those classified by the Environment Agency (EA) as “Category 1” or “Category 2”.

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.

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

[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.