

Our ref: EIR-849

Date: 22/05/2026

Email: EIRRequests@uuplc.co.uk

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:

For the reservoir group that you operate, please provide the total stored volume as a percentage of total capacity across your entire reservoir system, from May 2021 to May 2026. I will accept any temporal resolution you already hold (i.e. daily, weekly, or monthly) and any structured electronic format (CSV preferred). I do not need a narrative report, just the underlying data. If you do not hold a single aggregate figure, individual reservoir figures are equally fine.

A note on possible exemptions:

- Commercial confidentiality (Reg. 12(5)(e)): This is historical aggregate operational data, not commercially sensitive detail. The ICO and First-tier Tribunal have been clear that a general claim of commercial sensitivity is not enough (there needs to be real, demonstrable harm to a specific interest). Recent reservoir storage levels of this kind are already published voluntarily by many water companies.
- Manifestly unreasonable (Reg. 12(4)(b)): This data is almost certainly already held in a database as part of routine operations. I am asking for an extract, not a new analysis. If you have any concerns about the scope, please contact me before issuing a refusal as I am happy to narrow it.
- Information not held (Reg. 12(4)(a)): If this data is held by a third party rather than your organisation, please identify them and transfer the request where possible.

I look forward to your response within the 20 working days required by Reg. 5(2).

Our response:

The reservoir level data is published on our Environmental Information Disclosure Log webpage, which can be found here: [Environmental Information Disclosure Log | United Utilities - Corporate](#). It is featured as part of a previous response and can be found under line **EIR-599**. As the data covers the period from January 2020 through November 2025, we have also attached a further data set for your attention which covers November 2025 through May 2026 (the present date). This dataset, included in Appendix A – Reservoir Data Request, follows the same format as the information published under our previous EIR.



Water for the North West

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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.