

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:

Hello, I am currently doing my dissertation relating to the water sector in England and Scotland, for my Masters. I would like to request the monthly domestic water consumption at the LSOA level consisting of: LSOA code, number of metres in the LSOA and water consumption in the LSOA for 2020 until the most recent data available. Similar to what is available on the stream data portal. https://www.streamwaterdata.co.uk/datasets/1c79876cd48546ada0783b8458c7b2cb_0/explore

Our response:

Please see enclosed a copy of the requested data in Appendix 1.

The data provides a view of metered consumption by Lower Layer Super Output Area (LSOA). Please note, that as this doesn't include unmetered consumption this is not regulatory data and is likely to be an under-recorded value against true household consumption. As part of our regulatory reporting, we do a water balance that gives us a regulatory reportable number for Per Capita Consumption (PCC) however this is for the entirety of the North West and this data is not available at LSOA level. This information is available in our Annual Performance Report (APR), which can be found here [United Utilities - Performance](#). Please note, the current published APR is for 2024/25, with the new report due to be published by the 15th of July 2026.

The data includes all meter types: Smart Advanced Metering Infrastructure (AMI), Automated Meter Reading (AMR), and dumb and aggregated as requested. Definitions are below:

- Dumb: traditional rotary meters which are read manually and we receive this biannually.
- AMI: smart meters which send hourly reads, so we can get a full daily use profile across regions.
- AMR: meters that provide both a scheduled meter read that we collect through a handheld typically every six months, and covers the solution of aerials on bin lorries / tech vans that collect reads passively typically every two weeks.

Please note, we have removed the 99th percentile for the AMR and AMI meter reads on each meter, and similarly we have removed the 95th percentile for the Dumb rotary meters per meter, as these are

more likely to have extreme errors. We have also removed any meters that may have had a possible roll over, and any read that is negative.

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.