

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

I am writing to request the following information held by United Utilities relating to lead pipes in your supply area. I note that water and sewerage undertakers are public authorities for the purposes of the Regulations (Fish Legal and Shirley v Information Commissioner and others, C-279/12; [2015] UKUT 52 (AAC)). Please provide:

- 1. Lead communication pipe estimates: your current estimate of the number of lead communication pipes in your network, broken down by the smallest geographic unit at which this estimate is held (for example, district metered area, water supply zone, or postcode sector), together with the date and basis of the estimate.**

This information is publicly available in table 6C line 20 on page 199 of our 2025/26 [Annual Performance Report](#).

- 2. Lead risk model outputs (geographic): if you maintain a lead risk model, tool, or equivalent prioritisation approach (as referenced in AMP8 lead strategies published by the Drinking Water Inspectorate), the geographic outputs of that model — i.e. the areas, zones, or DMAs classified by lead risk level — together with a brief description of the inputs and methodology. I am not requesting any property-level or customer-identifying data.**

This information is also publicly available in section 4.1.8 of our PR24 business plan submission. A copy of this can be found here: [uuw60r.pdf](#)

- 3. Defined hot-spot or priority areas: the boundaries or identifiers of any areas designated for proactive lead pipe replacement in AMP8 (however described — hot spots, priority zones, target areas).**

As part of our AMP8 lead reduction programme, United Utilities has developed a targeted approach to identifying areas for proactive lead communication and supply pipe replacement. This approach is designed to maximise both customer benefit and public health outcomes.

We use a range of data sources to identify areas where there is a higher likelihood of lead being present in supply. These outputs are then considered alongside wider customer and demographic information to help prioritise interventions.

In line with commitments made to both Ofwat and the Drinking Water Inspectorate (DWI), a key element of our strategy is to ensure that lead replacement schemes are accessible to customers who may be less able to fund or facilitate replacement works themselves. To support this, we work closely with Housing Associations and other key stakeholders to identify and prioritise opportunities to target locations and communities with higher levels of vulnerability. This helps us prioritise locations where proactive engagement with Housing Associations and lead replacement activity can deliver the greatest benefit to customers, particularly those who may be considered more vulnerable.

4. Replacement activity to date: the number of lead communication pipes replaced in each of the last five years, by year, and by geographic unit if held.

This information is also publicly available in our [Annual Performance Report](#).

2021/22 can be found in table 6C on page 211

2022/23 can be found in table 6C on page 194

2023/24 can be found in table 6C on page 207

2024/25 can be found in table 6C on page 209

2025/26 can be found in table 6C on page 199

5. Plumbosolvency dosing: the list of your treatment works or supply zones where orthophosphate (or equivalent plumbosolvency control) is currently dosed.

A copy of this information has been included in Appendix 1.

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.