

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

Good afternoon, I am writing to request the following information:

1. Whether any fines have been issued by your company due to breaches of hosepipe bans between 2015 and 2025 ('Yes' or 'No').
2. If the answer to question 1 is yes, please provide me with the total number of fines your company has issued due to breaches of hosepipe bans between 2015 and 2025. Please break this data down by the number of fines issued in each year in that period.
3. The total monetary value of the fines listed in your response to question 2. Please break this data down by the annual total value of all fines issued each year between 2015 and 2025.
4. The monetary value of the highest fine issued by your company in each year. In your response, please outline (a) what the value of the fine was and (b) the number of fines of that value that were issued. So, for example, in 2025, the highest monetary value of a fine was £1,000, and three fines were issued at that value (and so on, for each year).

Our response

I can confirm that United Utilities has not implemented a hosepipe ban (Temporary Use Ban) between the years in your request, meaning we therefore have not issued any fines in relation to these. As such, we are unable to provide you with the requested information in line with Regulation 12(4)(a) of the EIR, as this is not held. This approach is in line with our response to EIR-897, which is publicly available on the [United Utilities Environmental Information Disclosure Log](#).

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.