

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

I would like the following information provided on an annual basis from 1990 until 2026 so far. If there are no records available back to 1990, for whatever reason, please provide them from the earliest possible date. If there is only partial data available, please provide it and indicate that it is not complete. Please provide:

- Every temporary use ban (hosepipe ban) that United Utilities has announced over this period.
- The dates on which each temporary use ban was in effect
- If relevant, indicate if each ban only applied to customers in some areas and not others.

Our response

I can confirm that there have been two Temporary Use Bans (TUB) since 1990. These were:

Start Date	End Date	Area Affected
17-Aug-95	22-Oct-96	Whole UU region. (Note the end date for the whole of the North West other than Cumbria was 22/10/96. Because there were different supply sources for Cumbria at that time, the ban for North and West Cumbria was lifted on 16/10/95 and for South Cumbria on 29/11/95).
09-Jul-10	19-Aug-10	Integrated Zone also known as our primary water supply grid (parts of Cumbria excluded).

*The term 'Temporary Use Ban (TUB)' was introduced in 2010. Prior to this, similar restrictions were generally referred to as 'hosepipe bans'.

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]



United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
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██████████, 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



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.