United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR-1000
Date: September 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 each of the following, please confirm (a) whether you publish a live, machine-readable API, and (b) if so, the URL/documentation. If no API exists for a given item, please say so directly rather than leave it unaddressed:

1. Hosepipe ban status (current, by region)
2. Reservoir stock/stress level (current, by site)
3. Customer supply-interruption stress, by location
4. Sewage network/discharge stress (current, by outfall or catchment)
5. Financial stress indicators (gearing, credit rating, dividend vs. investment ratio)

A web page, PDF report, or press release does not answer this request -- we're specifically asking about programmatic access. A plain "no" for any item is a complete and useful answer.

This request is part of independent public-interest research into real-time transparency and accountability across UK utilities; the same question is being put to all UK water companies for consistency.

Our response:

For points 1, 2, 3 and 5 listed above, United Utilities do not publish a live, machine readable Application Programme Interface (API). Therefore, under Regulation 12(4)(a) of the EIR, we cannot provide this information, as it is not held.

For point 4, we publish information pertaining to discharges from Combined Sewer Overflows (CSOs) on the National Storm Overflow hub, which has API functionality. Please note that this hub is hosted on the Stream Portal and typically shows a ‘current status’ snapshot for the overflows, as opposed to historical performance profiles or a view of ‘stress’:

Storm Overflows Data | Stream - Portal

We also contribute other datasets to the water industry hub hosted on the Stream Portal, which also has API functionality. These can be accessed at the following website, but please note that they do not include the four currently unavailable ones listed above:

Stream - Portal

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

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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.