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-1010
Date: 25/09/2026
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). I have restated each part of your request (in bold) and provided our response below.

Hello, I am writing under the Environmental Information Regulations to request information concerning water supplied by your company to data centres within your area of operations: Please provide the following information for each of the most recent three financial or calendar years for which data is available:

1. **The total volume of water supplied by your company to data centres in your area, measured in litres or cubic metres, for each financial or calendar year.**

I have checked our records for the total volume of water supplied by United Utilities Water Limited (UUW) over the previous three financial years. This information covers the period of Financial Year 2024 to Financial Year 2026. Please see *Appendix 1 - Data Centres Consumption* (Tab: 'Totals') for the total volume of water supplied to these data centres over those three Financial Years.

2. **The number of data centres supplied water by your company, for each financial or calendar year and where available:**
    - **the name or identifier of each data centre;**
    - **its location (at least town/city or postcode district, where disclosure is permissible)**
    - **the operator/owner, where recorded;**
    - **the volume of water supplied during each financial or calendar year.**

I have checked our records to determine the number of data centres UUW has supplied water to. For this information, please see *Appendix 1 - Data Centres Consumption* (Tab: 'Data Centre Consumption').

In this data I have provided an identifier for the data centre, its location and the volume of water supplied. All water volumes are measured in cubic meters or m^3. I have used 'Demand Monitoring Zone' or DMZ, as the location identifier for each data centre in the information provided. A DMZ is a defined geographical area that UUW uses to monitor water demand and losses. All supply inputs and outputs are measured around the boundary of a DMZ.

We do not hold information on who owns and / or operates these data centres. Please see my response to your question on data limitations below for the reasons behind this. As we do not hold information on the owner or operator for these data centres, in line with Regulation 12(4)(a) I cannot provide this information as it is not held.

3. **Please state how your organisation identifies or categorises a customer or premises as a data centre**

UUW identifies data centres by use of the https://www.datacentermap.com/ website and searching for the term 'data centre' in our systems. UUW no longer maintains specific customer information on business customers as this responsibility sits with the retailer who provides the water and wastewater service to the business customer. UUW sells wholesale water and wastewater services to the retailers as the wholesaler for the Northwest. For further detail on this please see response to your question on data limitations.

4. **Where available, please provide information on the source of the figures, such as:**
    - **metered consumption;**
    - **estimated consumption;**
    - **billed volumes; or**
    - **another measurement or reporting methodology.**

The consumption figures provided in *Appendix 1 - Data Centres Consumption,* are based primarily on metered consumption. Estimated consumption has been used when a read is unavailable, using the average daily consumption of previous reads and forward filling. The responsibility for reading these water meters sits with the retailer who provide the water service to the data centre.

5. **If your records distinguish between potable water supplied and non-potable, recycled, reclaimed or other water sources, please provide the corresponding figures separately where available.**

All the records listed in *Appendix 1 - Data Centres Consumption,* concern the provision of potable water. We do not provide non-potable, recycled, reclaimed or other water sources to data centres. Therefore, in line with Regulation 12(4)(a) I cannot provide this distinguishment information, as only one provision type is relevant.

6. **Please identify any significant limitations in the data, including years for which records are incomplete, estimated, unavailable or subject to a different classification methodology.**

We operate within the wider water retail business retail market, providing wholesale water and wastewater services to retailers, who subsequently charge business customers for their services. This is a similar approach to the one employed by both the gas and electricity markets. Consequently, the data UUW holds on data centres has some limitations because UUW does not directly serve, and have a contractual relationship with, business customers. This means we have no obligation to, and do not routinely maintain information on business customers such as data centres.

The information on data centres provided in this response therefore is based on what information we do hold but this may not be as up to date as the data held by the data centre's chosen water retailer. Therefore, in instances where we do not hold information, in line with

Regulation 12(4)(a), this information cannot be provided as it is not held.

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.