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-1027
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). Please see below for my response.

Your request:
[...] a reasonable time frame would probably be from now until the end of the year if possible for this data. The more condensed and essential data I require is as follows.

1. Historical leak/failure date – the date each leak or pipe failure occurred.
2. Leak/failure location – preferably GPS coordinates, postcode area, or a pipe/asset reference.
3. Pipe/asset ID – a unique identifier for the relevant pipe or pipe segment.
4. Pipe installation year/age – when the pipe was originally installed.
5. Pipe material – e.g. cast iron, steel, PVC, PE, asbestos cement, etc.
6. Pipe diameter – the diameter of the affected pipe.
7. Historical repair records – date, location/pipe ID and type of repair.
8. Water pressure – pressure associated with the relevant pipe or pressure zone, preferably with a date/time or daily/monthly average.
9. Rainfall – historical rainfall measurements for the relevant area and date.
10. Temperature – historical temperature measurements for the relevant area and date

Our response:
I have checked our records for the environmental Information you have requested. Please see *Appendix 1* for this information. Three sheets make up this Appendix which I have explained below:

- **Data Dictionary**:
  - This sheet provides definitions for all of the fields provided in the other sheets. It also includes any supplementary comments that must be considered when reviewing the information.
- **Leak Repairs**:
  - This sheet provides a list of all leak repairs that have occurred since January 2020. United Utilities changed the system it used to log leak repair activity in 2019 and, legally, public authorities must hold records for a minimum of six years, which includes any documents held in previous systems. As we are now outside of this retention period, we

are unable to share any leak repair information from prior to 2020 as it is no longer held. This approach is in line with Regulation 12(4)(a) of the EIR.
This sheet provides information on historical leak repair records that we hold. Additionally, this data contains information on the following data points that satisfy your request for Environmental Information:

- Historical leak/failure date
- Leak/failure location
- Pipe/asset ID
- Pipe installation year/age
- Pipe material
- Pipe diameter

It also includes the District Pressure Area (DPA) identifier. This should allow you to join this data to the data in the 'Monthly AZNP' sheet (explained below).

- **Monthly AZNP:**
  - This sheet provides records of the Average Zone Night Pressure (AZNP) for all DPA across the United Utilities region. Each row represents the AZNP for that DPA in a given year / month combination. It provides information to satisfy your request for the following data point:
    - Water pressure

UUW uses several internal temperature and rainfall datasets to run its day-to-day operations. Some of these datasets are provided to UUW by the Met Office under a commercial license.

As the information is provided to UUW under specific commercial data licenses, it is categorised as commercial information. The contract UUW has with the Met Office specifically provisions use of this data for internal business uses and prohibits the sharing of this data with external 3rd parties. Therefore, the confidentiality of this data is protected by law (i.e. our contract). This contract is in place to protect the Met Office's legitimate commercial interests by only providing the data under specific licencing agreements. I cannot disclose the information therefore, as it would adversely affect the confidentiality of the data. For these reasons, Regulation 12 (5) (e) of the EIR is invoked, and I cannot provide you with (a) Rainfall or (b) Temperature information.

When applying this exception, I have also completed a public interest test. This is to help determine whether maintaining the exception outweighs the public interest in disclosing the information. The following points have been taken into consideration:

Public interest factors in favour of disclosing the information:

- There is public interest in the provision of the raw weather data which would provide useful information on correlations between leak bursts, pressure and weather.
- There is public interest in the provision of raw weather data which would provide general information about rainfall and temperature historically across the UU region.
- There is a presumption in favour of disclosure under the EIR.

Public interest factors in favour of withholding the information:

- There is a public interest in maintaining trust between public authorities and their suppliers that provide commercial products essential to their daily operations.
- There is public interest in protecting the commercial interests of third parties who derive revenue from licensing of such data products.
- There is public interest in preventing disclosure which would prejudice the Met Office's ability to license and monetise their product.
- The raw weather data is openly available for any interested party to purchase themselves commercially under license.

We separately obtain MIDAS Open: UK daily temperature data, v202107 data directly from the Met Office website. This data is provisioned under an open data license with appropriate citations. I will not directly provide this under Regulation 6(1)(b), as the information is already publicly available and easily accessible. Therefore, please see here for a link to the data: Dataset Record: MIDAS Open: UK daily temperature data, v202107

Please note that whilst I cannot directly provide you with rainfall and temperature data, I can confirm that the Met Office also does provide a wide range of temperature and rainfall datasets with different licensing agreements attached to them. Please refer to the Met Office website directly.

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

[]

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.