United Utilities Water Limited
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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). Please below for my full response to your questions.

Your request
[...] What I would like to request is:

1. The complete current mapping of full UK postcodes to your Water Supply Zone identifiers, as a CSV, structured bulk export, or an approved API route — whichever you already produce. We do not need anything created specially for us, and an annual snapshot is entirely sufficient.

For it, it would help to know the effective date, any version marker, and how often the mapping is refreshed.

[...] we would like to establish the basis on which MyTapWater may use and republish this data commercially — to match a customer's postcode to the correct published zone results within our website, our API, our reports and partner integrations — together with any attribution you would like us to carry. If there is an open licence you would prefer to apply (Open Government Licence, Creative Commons Attribution, or your own open data terms), that would work equally well.

Our response
I am unable to provide this information, and I would like to explain the rationale for this. As I am sure you will appreciate, we take our obligations to water quality extremely seriously. This is why in coming to this decision we have referred to Regulation 12(5)(a) of the EIR, which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect international relations, defence, national security or public safety.

When applying this exception, public authorities such as United Utilities must complete a public interest test to decide 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 an interest in providing water quality data for United Utilities at a postcode level to enable customers to understand their water quality data.
- There is a presumption of disclosure under EIR.

Public interest factors in favour of withholding the information:

- There is public interest in withholding detailed information about the mapping between postcodes and our water supply zones because this level of granular detail could enable bad actors to identify areas to disrupt water quality and target it at a population level, by linking it to our operational network data and other publicly available information. Disclosure would therefore increase the vulnerability of drinking water infrastructure and could adversely affect public health and safety.
- Water quality results at a granular spatial level are already supplied via an official open data source channel which are assured and have appropriate data licensing attached. This reduces the public interest in disclosure of a postcode to water supply zone mapping because similar information is already available through a controlled and appropriate mechanism.
- The open data already provided under Stream licensing can produce the insight requested using LSOA safely (by conducting an LSOA to postcode mapping). Using LSOA, a non-United Utilities geographic dataset that cannot be readily linked to critical drinking water assets, enables the requested analysis to be undertaken without creating additional public safety risks with disclosing water supply zone information.

Considering the above I wanted to point you in the direction of the Stream water quality data that we do publish, which may be of interest to your use case. United Utilities currently provides 2022-2024 water quality results that are assured, regularly refreshed, and come with appropriate data licensing on Stream. Stream is a collaboration between UK water companies, supported by industry and civil society partners with a vision to unlock data to address key water sector challenges. This data provides water quality data at a Lower Super Output Area (LSOA), which is a national standardised Geographic unit maintained by the Office for National Statistics (ONS). LSOA's can be readily mapped to postcode districts using the ONS lookup tables or similar GIS methods. Additionally, the data we host on Stream comes with a full license enabling commercial re-use with appropriate attribution.

Our ambition is to refresh this data up to 2025 towards the back end of this year (2026), and we will also look to include hardness, alkalinity, and magnesium in this release. I am more than happy to keep you appraised separately on the progress of this publication.

Please see here for a link to our 2022 data and our 2023-2024 data here for your reference.

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.