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-1056
Date: XX/XX/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 your original request and my response.

Your request:
Dear United Utilities,

Please provide historical records for the period 20 October 2025 to 20 October 2026 relating to water supply issues in WA8, Widnes.

I am specifically seeking records of:

- Low water pressure.
- Loss of water supply and interruptions.
- Burst water mains.
- Water distribution network failures.
- Discoloured water incidents.

For each recorded incident, please provide, where available:

- Date and time of the incident, including when the problem started and ended.
- Affected streets, postcodes or properties.
- The recorded cause of the incident.
- Number of properties affected.
- Duration of the incident.
- Repairs, investigations or remedial work undertaken.

Please include planned and unplanned interruptions, as well as historical operational records that may no longer appear on your public incident checker.

Please search records for WA8 as a whole and include incidents affecting the local network, even where the incident was not formally logged against an individual customer account.

I would prefer the information electronically. If the request needs to be narrowed to a particular street or postcode sector, please contact me before closing the request.

Kind regards,

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[redacted]

Our response:

I have checked our records for low water pressure, supply interruptions, burst water mains, water distribution network failures and discoloured water incidents between 20 October 2025 and 20 October 2026 for WA8 postcode district. I have compiled this data for you in Appendix 1. For clarity, any incidents before and after this date range have not been included in this data. Please see below for some further detail about this appendix and how to interpret the information it contains.

Pressure
I have compiled information on low water pressure in Appendix 1 (sheet: "Low water pressure") over the time and area you have requested. This information has been extracted from our network management system which we use to monitor and manage the pressure of our water network.

We monitor the pressure of our network using this system in combination with strategically located data loggers that monitor pressure at different points in our network. These loggers are located at strategic locations within the network that are most likely to receive the lowest pressure. These locations are known as "critical monitoring points" (CMP). CMP locations have the lowest pressure in the network typically because they are the furthest away from our supply inlet or at a high elevation. Pressure reduces with increased friction, so locations furthest away from the inlet are exposed to the most friction within the pipes, which reduces pressure. CMPs at high elevations have lower pressure because our network must work against gravity to get water to these locations. We sometimes use pumping stations to support our supply in these areas. In this sheet referenced above I have provided the name of the CMP in addition to the incident start date and time, the cause and duration.

This information does not contain data on the number of properties potentially affected by these events or any repairs, investigations or remedial work undertaken that may have taken place. It also does not contain information on affected streets, properties or postcodes. This is because the information we record via our CMPs and network management system does not record properties impacted, postcodes affected or repairs undertaken as part of its reporting. Accordingly in line with Regulation 12(4)(a), I cannot provide this additional information as part of this dataset, as it is not held.

For information on property counts, repairs and impacted areas; please see Appendix 1 (sheet: "Supply interruptions") and Appendix 1 (sheet: "Burst mains"). I have outlined further detail on these below.

Interruptions
I have compiled information on loss of water supply and interruptions in Appendix 1 (sheet: "Supply interruptions") over the time and area you have requested.

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Supply interruption events can consist of multiple stages, and this is reflected in the data I have provided. This is because the area affected by the interruption changes through an event lifecycle due to the interconnectedness of our water network. We respond to supply interruptions by providing supplies via our Alternative Supply Vehicles, opening valves and undertaking different network interventions. These interventions result in the extent of the interruption area varying over time and we manage this changing interruption boundary by defining stages within a single interruption event. To support identifying these individual events and stages I have provided both a unique event identifier and stage field (fields: "Event ID", "Stage"). Please note an individual supply interruption event may contain multiple stages.

This information does not contain data on the repairs, investigations or remedial work undertaken as part of this supply interruption. This is because the information we record on supply interruptions does not record any information on the repair, investigative or remedial work undertaken as part of its reporting. There are also some instances in which supply interruption events do not have a list of postcode sectors impacted because we have not been able to record this information. Accordingly in line with Regulation 12(4)(a), I cannot provide this additional information as part of this dataset, as it is not held.

For information on repairs undertaken, please see Appendix 1 (sheet: "Burst mains").

Burst mains

I have compiled information on burst mains in Appendix 1 (sheet: "Burst mains") over the time and area you have requested. For your reference, I have provided some additional context on the definitions of leak causes and repair types. Please see below for two tables highlighting definitions on the types of mains burst cause and repair.

Table 1. Table outlining leak cause definitions.

Leak cause	Definition
3rd party damage	Leak caused by a 3rd party, typically during excavation.
Circumferential break	Leak caused by a break that goes around the main (i.e. the circumference).
Leak on service	Leak on the service pipe that connects the main to the property.
Leaking ferrule	Leak on the connecting ferrule between the main pipe and supply pipe.
Longitudinal split	Leak caused by a break that goes along the main (i.e. longitudinal).
Loose or failed bolts	Leak caused by failing bolts on a main.
Mechanical joint	Leak caused by a failing joint.

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Pin hole	Leak caused by a small hole in the pipe.
Socket & spigot	Leak caused at a socket & spigot connection type.
Other	Leak caused by another reason not in the categories above.

Table 2 Table outlining mains repair definitions. .

Repair type	Description
Piece through	A repair method that involves the damaged section of pipe being cut out and replaced with a new section.
Pin hole	A repair method that patches a small hole in the pipe.
Repair/replace Ferrule	A repair method that involves replacement or repair of the ferrule.
Repair/replace Service	A repair method that involves the service pipe connecting the water main to the property.
Split collar	A repair method that involves fitting a clamp around the pipe to seal the leak.
Tightened bolts	A repair method that tightens the bolts on the pipe joint.
Other	A repair method that doesn't fit any of the standard categories.

This information does not contain data on start times, end date and times, affected streets / postcodes / properties, number of properties affected or the duration of the incident. This is because the information we hold on burst mains repairs does not record this data as part of its reporting. Accordingly in line with Regulation 12(4)(a), I cannot provide this additional information as part of this dataset, as it is not held.

For further details on these additional data points, please see sections above.

Water distribution network failures
United Utilities categorises water distribution network failures as interruptions to supply (i.e. supply interruptions). Please see Appendix 1 (sheet: “Supply interruptions”) for this information and the other sheets within this appendix for supplementary context.

Discoloured water
I have checked our records and can confirm there were no recorded discoloured water incidents over the time and area you have specified. Therefore, in line with Regulation 12(4)(a) I cannot

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provide information on discoloured water incidents 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
[redacted]

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.