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-941
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).

Our response:

Please find enclosed the requested water supply interruption records. We have been able to provide the information at event level for the past five years (2021 to 2026). The information is based on the data used for our regulatory submissions and includes all unplanned events with a customer impact of 3 hours or more. The duration in minutes that we have included is the total customer impact of the event calculated as the sum of the length of interruption for each property during the event. The event duration can be calculated using the interruption start and finish times provided. Please note that:

- Properties may not have been interrupted for the full event duration as supplies to properties can be interrupted and restored at different times during an event.
- The average time lost per customer has been included and is calculated in accordance with Ofwat reporting requirements for our Water Supply Interruptions performance commitment.
- The FY26 dataset has been assured and submitted to Ofwat as part of our Annual Performance Reporting (APR) requirements. However, this process has not yet fully concluded, so there still remains the small possibility of Ofwat query and data amends.
- We have also included an additional sheet in the completed template that provides additional background on how each field has been populated.

If you have any questions on this submission, please do not hesitate to get in touch with us again. Likewise, we would be interested in potentially working with you further on this topic, so would welcome the opportunity to discuss your research as it develops and your provisional findings. Again, feel free to get in touch with the EIR team at the appropriate time and we will pass your message on to the relevant people in the business.

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.