United Utilities Water Limited
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Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR-963
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).

Your request:

I am making this request under the Environmental Information Regulations 2004. I am seeking information concerning income generated from, and expenditure incurred in relation to, the United Utilities estate at Rivington, including its car parks and rental properties. United Utilities has stated that all money received from car parking and rental income from properties at Rivington is spent in Rivington. I would like to obtain the financial information and records supporting this statement. For each of the five most recently completed financial years (1 April 2021 to 31 March 2026), please provide:

1. The total annual income received from car parking at Rivington, including separate figures for individual car parks where these are recorded separately.
2. The total annual rental income received from properties owned or controlled by United Utilities at Rivington, identifying the properties where this information is recorded.
3. Any other significant commercial income generated from the Rivington estate.
4. The total annual expenditure incurred by United Utilities in managing and maintaining the Rivington estate.
5. A breakdown of that expenditure into the principal categories, including car parks, grounds and landscape maintenance, buildings and property maintenance, paths and infrastructure, litter and waste management, security, staffing/rangers, environmental management, repairs, capital expenditure, management/administration and external contractors, where these costs are separately recorded.
6. The amount of Rivington income that was actually spent or reinvested at Rivington in each financial year.
7. Copies of any existing financial reports, management accounts, budgets, spreadsheets, financial models or other records which show or substantiate the income generated by Rivington and expenditure incurred at Rivington.
8. The accounting methodology, policy, calculation or other documented basis used to support United Utilities' statement that all money received from Rivington car parking and rental income from Rivington properties is spent in Rivington.

If United Utilities does not maintain separate accounts for Rivington income and expenditure, please confirm this and provide the methodology used to calculate or allocate Rivington income and expenditure, including any allocation of shared or central costs. If you consider that any part of this request does not constitute environmental information under the Environmental Information Regulations 2004, please identify the specific part and explain why, while providing all other information that falls within the Regulations. I would prefer the information electronically.

Our response:

Questions 1 to 3 - Income

The enclosed Appendix A outlines an income summary for the Rivington Estate for the period 1 April 2021 to 31 March 2026. The summary sets out our annual recorded income under the categories of farms, cafes, residential and recreation.

There is no income recorded during this period for car parking, as this has not been an income source for United Utilities during this period. As such, under Regulation 12(4)(a) of the EIR, we cannot provide this information, as it is not held.

For reference, we define the Rivington Estate as the area covered by red hatching on the map below.

Question 4 and 5 - Expenditure

The summary in Appendix A also sets out annual capital expenditure (CAPEX), operating expenditure (OPEX) and allocated staffing costs, split between the various land and estates categories, for the period 1 April 2021 to 31 March 2026.

Question 6 - Reinvestment

As can be seen from the summary, the expenditure attributed to the Rivington Estate has consistently exceeded the recorded income in each of the five financial years. All income has been re-invested but this hasn't been enough to cover the full financial expenditure we have undertaken.

Questions 7 and 8 - Methodology

The information detailed in Appendix A has been compiled using accounting records, expenditure trackers and management allocations. Our staffing costs use estimated proportions of their time and costs, calculated against the standard wage and related terms and conditions for each role. Some catchment costs are allocated evenly across years where specific annual costs have not been identified.

Water-supply income and direct expenditure on reservoirs and associated operational assets are excluded from this assessment, as they relate to the general provision of water supply rather than specific catchment and visitor management activities.

We are unable to provide direct copies of management accounts, the accounting methodology and budget documents as these are deemed to be commercially sensitive or do not exist as in the case of car park income. This approach is in line with Regulation 12(5)(e) which states that a

public authority may refuse to disclose information to the extent that its disclosure would adversely affect the confidentiality of commercial or industrial information where such confidentiality is provided by law to protect a legitimate economic interest.

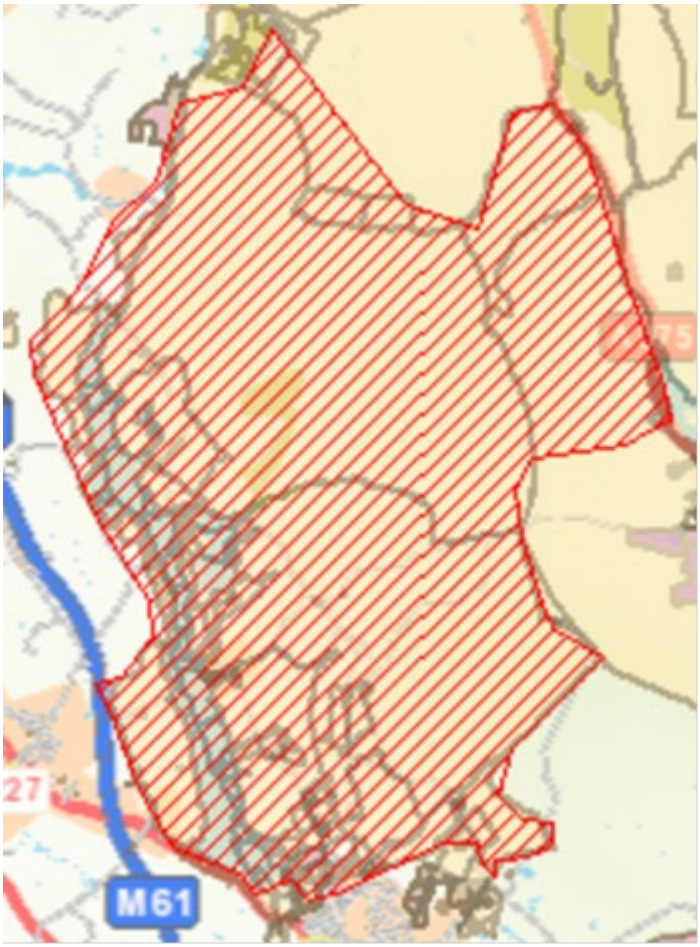

Figure 1 – Map of Rivington Estate

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.