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Our ref: EIR-979
Date: //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). As your request contained a number of specific questions, we have restated each part of the request (in bold) and provided our response below.

For the periods April 1 to August 31, separately for 2025 and 2026, please provide:

1. **The total number of property-interruption events involving an unplanned loss of supply lasting three hours or more, using the definitions applied for Ofwat's Water Supply Interruptions performance commitment.**

Please refer to *Appendix 1 - Supply Interruptions Data* (Tab: 'Question 1') for the total number of supply interruption events over the 2025 and 2026 periods referenced in your question. This table represents the count of unique supply interruption events split across the two periods requested.

2. **The number of unique properties that experienced at least one such interruption lasting three hours or more.**

United Utilities does not hold information in the format requested. Therefore, in line with Environmental Information Regulations 12(4)(a) we cannot provide this information as it is not held.

We can provide the number of non-unique properties that experienced at least one supply-interruption lasting three hours or more. Properties may not be unique as they may be represented more than once in the dataset, for example by appearing across different supply interruption events on different dates. This data is provided in *Appendix 1 - Supply Interruptions Data* (Tab: 'Question 2'). This table represents the count of non-unique properties that experienced at least one supply interruption, split by the two periods requested.

3. **The number of unique properties that experienced more than one separate interruption lasting three hours or more during the period.**

As set out in our response to Question 2, United Utilities does not currently report on supply interruptions at a unique property level. Therefore, in accordance with Regulation 12(4)(a) of the Environmental Information Regulations 2004, we are unable to provide this information as it is

not held.

However, we can provide the number of unique District Meter Areas (DMAs) that experienced more than one separate interruption lasting longer than three hours. A DMA is an area (of up to 3,000 properties) where the supply to it is continuously monitored, and there is a defined and permanent boundary. Guidance states that DMAs should typically have, under normal operation, a single supply inlet. Please note that any interruption may impact anything from a single property to the entire DMA; therefore, do not assume the whole DMA experienced a supply interruption.

The data for unique DMAs that experienced more than one interruption is provided in *Appendix 1 - Supply Interruptions Data* (tab: **'**Question 3**'**). This table shows the count of unique DMAs that experienced more than one interruption lasting longer than three hours, split across the periods requested.

4. **If already held, a breakdown of the number of unique properties that experienced one, two, three, four, and five or more separate interruptions lasting three hours or more.**

As set out in our response to Question 2 and Question 3, United Utilities does not currently report on supply interruptions on a unique property level. Therefore, in line with Environmental Information Regulations 12(4)(a) we cannot provide this information as it is not held.

However, in line with question 3 we can provide the breakdown of unique DMAs that experienced one, two, three, four, and five or more separate interruptions lasting longer than three hours. This does not mean that every property in that DMA experienced that number of interruptions.

This data is provided in *Appendix 1 - Supply Interruptions Data* (tab: 'Question 4'). The table shows the number of unique DMAs by interruption frequency, with the data broken down across the two periods requested.

5. **Of the property-interruption events above, the number lasting more than six hours, more than 12 hours and more than 24 hours, where this information is held.**

Please refer to *Appendix 1 - Supply Interruptions Data* (tab: **'**Question 5**'**) for the number of supply interruption events that lasted longer than six hours, 12 hours and 24 hours respectively. The table shows the count of supply interruption events within each outage duration category, split across the two periods requested.

6. **Where already recorded, a breakdown of supply interruptions by cause, using the company's existing categories.**

Please refer to *Appendix 1 - Supply Interruptions Data* (Tab: 'Question 6') for a breakdown of supply interruptions by cause. Definitions for each of these causes are also in this tab. This table represents the count of supply interruptions per failure reason, split by the two periods requested.

For some 2026 events, the cause has not yet been fully analysed, established and recorded. Consequently, cause information for those events is not held at the time of this response. This information will be established and recorded through a subsequent periodic analytical review,

which is subject to assurance. Where the cause of a supply interruption has been analysed and recorded, the relevant information has been provided.

For events where this process has not yet been completed, the information is classified as "Cause not yet fully established", as the cause has not yet been established and recorded. Therefore, in line with Environmental Information Regulations 12(4)(a) we cannot provide this information as it is not held.

7. **Where already held, a geographic breakdown of supply interruptions at the smallest standard operational geography used by the company, such as water supply zone. I am not requesting individual property addresses or customer information.**

Please refer to *Appendix 1 - Supply Interruptions Data* (tab: 'Question 7') for a geographic breakdown of supply interruptions by Demand Monitoring Zone (DMZ). The table provides the number of supply interruptions recorded within each DMZ, split across the two periods requested.

There are currently 33 DMZs within the United Utilities operating area. DMZs are defined areas of the water distribution network used to monitor demand and water losses. All supply inputs and outputs crossing the boundary of a DMZ are metered, enabling performance and network activity to be monitored at a zonal and regional level.

8. **The total volume of potable water transported by road tanker during each period and the number of tanker movements or deployments, if held.**

Please refer to *Appendix 1 - Supply Interruptions Data* (Tab: 'Question 8') for the total volume of potable water transported over the two periods requested. Please also see this Tab for the number of tanker movements.

Where possible, please distinguish between water transported between company assets or injected into the distribution network or storage facilities,

United Utilities does not record, and therefore cannot distinguish, the categorisation of injection points, in so far as they relate to company assets, the distribution network, or storage facilities. Therefore, in line with Environmental Information Regulations 12(4)(a) we cannot provide this information as it is not held.

[…] emergency or alternative water supplied directly to customers following a supply interruption. If no water was transported by tanker during either period, please confirm this.

United Utilities categorises tanker movements as either "Reactive" or "Planned". A "Reactive" movement is when a tanker is used to inject water into the network or a service reservoir in response to an unexpected event. This can include incidents that result in an interruption to customer supplies, but "Reactive" movements are not limited to these circumstances.

A "Planned" tanker movement is one that has been scheduled in advance and is not carried out in response to an unexpected event. This may include supporting planned maintenance activities on the network or at a service reservoir.

Please see *Appendix 1 - Supply Interruptions Data* (Tab: 'Question 8') for the split in potable water transported and tanker movements by these two movement types.

Separately, if held, the number of properties affected by low water pressure during each period, using the company's existing definition.

United Utilities definition of a supply interruption is a "loss of supply, or reduction in pressure to below three meters head in the adjacent water main, that lasts for more than three hours." A supply interruption therefore is, by proxy, an event in which a given property experiences low pressure below a certain threshold. Subsequently, please see previous responses above regarding supply interruptions for numbers of properties and DMA's that are affected by low pressure.

United Utilities does maintain a register of properties that receive or are likely to continue to receive pressure below a defined level referred to as the "reference level". The reference level is defined as a flow rate of nine litres per minute at a pressure of 10 metres head. This is measured on the customer's side of the property's stop tap. There are 119 properties included on this register as of August 2026.

United Utilities are investing £380m to renew 925km of water mains between 2025 and 2030, replacing older pipes with modern ductile plastic pipes. These replacement mains are expected to last for more than 100 years and are built to withstand high pressure and temperature variations to help protect against bursts and reduce leaks – both of which will play a key role in safeguarding water supplies for millions of customers across the region. As well as reducing interruptions in water supply, the project will play an important role in ensuring a resilient water network at a time when the population of the North West is expected to grow.

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]
Environmental Information Office

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.