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-981
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, this response, restates each part of the request (in bold) and then follows this with our response.

Under Environmental Information Regulations I am requesting the following information:

1. **The amount of water lost to leaks over the last five years broken down by year and month, up to and including 2026 so far.**

Please refer to *Appendix 1 – Leakage Figures* (Tab: 'Question 1') for reported regional leakage volumes over the past five years. This has been broken down by year and month and includes assured figures up until the end of Financial Year 2026.

2. **The amount of water lost to leaks in Cumbria over that period of time broken down by postcode / location.**

Please refer to *Appendix 1 – Leakage Figures* (Tab: 'Question 2') for reported leakage volumes in Cumbria over the past five years. This has been broken down by year, month and Demand Monitoring Zone (DMZ). It includes assured figures up until the end of Financial Year 2026. 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. Please see *Appendix 2 – Cumbria DMZs* for a map of relevant DMZs within Cumbria.

3. **The amount of leaks repaired over over the last five years broken down by year and month, up to and including 2026 so far, as well as the postcode / location where the repair took place.**

Please refer to *Appendix 1 – Leakage Figures* (Tab: 'Question 3') for the number of completed leak repairs over the last five years. This information has been broken down by year, month and DMZ (location). The information relates to completed repair activities and include repairs to fittings, water mains, communication pipes, private supply pipes and stop taps.

During Financial Year 2026, we delivered our largest ever in-year improvement in leakage performance with a reduction of 16.4 million litres of water per day (Ml/d) over the year. This is despite challenging weather conditions which can have a significant impact on leakage. For example, high soil moisture deficit during warmer/hotter weather can cause the ground to subside, shrink or crack, putting mechanical stress on more rigid pipes.

Across the North West, we now complete around 1,000 repairs per week and are aiming to fix approximately 60,000 leaks this year. It is estimated 25% of all leakage is on customers' pipes and inside people's homes, with leaky loos being a common cause. We are supporting customers by installing over 1 million smart meters and providing information about consumption that will enable them to identify potential leaks in their homes.

We are also investing £380m to renew 925km of water mains, replacing older pipes with modern ductile plastic pipes that are built to withstand high pressure and temperature variations.

In Cumbria, we are upgrading over 200km of water mains between 2025 and 2030. In Carlisle we have installed over 45,000 smart meters to help drive down leakage both on our network and at customers' properties. Smart meters send readings to us on a regular basis so we can spot if a customer's usage suddenly increases, or if a customer is using a continuous amount of water throughout the day and night which is normally the sign of a leak. We use this data to send out communications to customers informing them of a potential leak and how it can be fixed.

Should you require further information to support your reporting on leakage, our Media Team would be more than happy to support. Please contact externalaffairs@uuplc.co.uk, and your enquiry will be directed to the appropriate member of the team.

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.