



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

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR-355

**Date:** 15/05/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto: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 our comments, as follows:

**We formally request copies of all reports, data, and assessments referenced above, including:**

- **Real-time monitoring data for the affected period and the last five years.**
- **Full records of all valve operations and pressure adjustments.**

**Additionally, we are aware of several instances over the last few years involving Waterloo Road, which have affected many households. We therefore request full disclosure for all incidents where our water supply has been affected due to 're-zoning' of water supply. Given that your engineers acknowledged "too much water was taken," we need transparency on how often similar issues have occurred and whether proper procedures were followed in each case.**

Please see attached a copy of pressure data from April 2024 to present. Please note that prior to April 2024, a different logger was installed which we do not hold the data for, therefore in line with Regulation 12(4)(a) of the EIR, we are unable to disclose the information for the full five years as it is not held. We must also point out that within this graph, there are two drops in pressure, one in January and the other in April. Having liaised with our local water network team, I can confirm that these were due to main repairs.

Please also see the attached list detailing dates of valve operations. For context, valves are operated on our water network for a number of reasons, including but not limited to isolating a water main when there has been a burst, restoring a water supply once repairs are complete or alternative supplies are arranged, increasing or decreasing pressure, rezoning water supply zones etc. They are also used as part of day-to-day activities by a number of departments within United Utilities, who work on multiple systems.

It is important to note that it is not mandatory for companies to record all valve movements and therefore we are unable to confirm that this is a full and complete list of all valve operations within your area. With this in mind, the data should not be relied upon when drawing conclusions.

Having liaised with our local water network team, I can confirm we do not hold a register of when properties are affected by rezones, therefore in line with Regulation 12(4)(a) of the EIR, we are unable to provide you with a copy of this.

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](mailto: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  
EIR Team

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.