



Water for the North West

**United Utilities Water Limited**  
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**Our ref:** EIR/ID396  
**Date:** 06/06/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED],

EIR Reference: EIR/ID/396

Thank you for your request 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).

*I am writing to request aggregated data relating to water abstraction and associated charges for industrial and commercial users in your area, broken down by category and year.*

*For the years 2019 through 2025, please provide the following information for each of the industrial and commercial categories listed below:*

- 1. Average, minimum, median, and maximum price charged per cubic metre for water.*
- 2. The total volume of water used and the total charges levied in each category per year.*

*The categories are:*

- Aquaculture Fish*
- Aquaculture Plant*
- Breweries/Wine*
- Business Parks*
- Chemicals*
- Construction*
- Crown - Other*
- Dairies*
- Detention and Immigration Centres*
- Drainage Operations*
- Electricity*
- Extractive*
- Food & Drink*
- Forestry*
- General Agriculture*
- Golf Courses*
- Holiday Sites, Camp Sites & Tourist Attractions*
- Horticulture and Nurseries*
- Hospitals*
- Hotels, Public Houses and Conference Centres*
- Industrial/Commercial/Energy/Public Services*
- Laundry*

- *Machinery and Electronics*
- *Mechanical Non-Electrical*
- *Metal*
- *Mineral Products*
- *MoD (Ministry of Defence)*
- *Municipal Grounds*
- *Navigation*
- *Non-Remedial River/Wetland Support*
- *Orchards*
- *Other Environmental Improvements*
- *Other Industrial/Commercial/Public Services*
- *Paper and Printing*
- *Petrochemicals*
- *Private Non-Industrial*
- *Private Water Supply*
- *Private Water Undertaking*
- *Public Administration*
- *Public Water Supply*
- *Pump & Treat*
- *Racecourses*
- *Refuse and Recycling*
- *Remedial River/Wetland Support*
- *Research Non-University/College*
- *Retail*
- *Rubber*
- *Schools and Colleges*
- *Slaughtering*
- *Sports Grounds/Facilities*
- *Textiles & Leather*
- *Transport*
- *Water Supply Related*
- *Zoos/Kennels/Stables*

*In addition, I am requesting the same type of aggregated data for the costs of water supplied to companies serving the non-household retail water market in your area (i.e., wholesale water supplied to non-household retailers). Please provide:*

- *Average, minimum, median, and maximum price per cubic metre*
- *Total volume and total charges per year, 2019–2025*

*Finally, please tell me how much water you abstract each year (2019-25), from which sources (sw/gw/tw/other) and how much is brought in from other water company areas (specifying the area).*

Please find attached an excel data spreadsheet identifying NHH (non-household) charges.

With this data you will be able to view and calculate the average, minimum, median and maximum prices, as requested. As well as the total volume and total charges per year, it is important to note that within the spreadsheet the NULL values indicate instances where there is no identifier available to categorise the customer. In this case where we have used Address Base Premium (ABP) data there is no Unique Property Reference Number (UPRN) associated to the non-household market SPID. ABP is an external data source that contains current properties and addresses sourced from local authorities, Ordnance Survey and Royal Mail matched to the UPRN.

MOSL (Market Operator Services Limited) is the company which operates and manages the non-household water retail market in England.

Please take note of the following caveats that support this data:-

- Data is based on CMOS (Central Market Operating System) NHH (Non-household) settlement reports as @ 30/05/2025. CMOS is the core IT system for the non-household market. It manages all the electronic transactions involved in switching customers and provides water usage and settlement data. It is worth noting that the categories may not directly align to those listed in the original request.
- Volume and charges will be as recorded at that time and potentially still subject to change as part of the NHH (Non-household) settlement cycle.
- Sector categorisations are as per the Address Based Premium secondary description.
- Charge information will be inclusive of fixed and volumetric charges.
- REC (Retail Exit Code) is regulatory code which limits the price and terms that retailers can place in their contracts with customers, limiting the prices that they are allowed to charge.

Finally, with regards to how much water we abstract each year, please see the following table:-

Source type	2018-19 FY	2019-20 FY	2020-21 FY	2021-22 FY	2022-23 FY
All sources (MI)	772701.694	744520.993	753489.726	769248.384	774000.000
Volume abstracted from river sources (MI)	206091.548	203321.228	210558.727	211201.578	220000.000
Volume abstracted from reservoir sources (MI)	496655.557	481749.189	482675.263	499516.583	491000.000
Volume abstracted from groundwater sources (MI)	69954.590	59450.576	60255.737	58530.224	627000.000
% river sources	26.7%	27.3%	27.9%	27.5%	28.3%
% reservoir sources	64.3%	64.7%	64.1%	64.9%	63.1%
% groundwater sources	9.1%	8.0%	8.0%	7.6%	8.1%

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.

Kind regards