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/ID516
Date: 13/10/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

EIR Reference: EIR/ID/516

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 conducting academic research on the performance of water companies in wastewater management, particularly in relation to financial investment, operational efficiency, environmental compliance, and workforce capacity.
To support this research, I kindly request the following datasets for the annual data for financial years 2010-2025 (or the most recent available):

1. *Number, duration, and estimated volume of storm overflow discharges*
2. *Annual Scope 1 and 2 emissions (kg CO2e), normalised per ML treated*
3. *Volume/percentage of sludge reused for energy/resource recovery*
4. *Total £ invested in climate adaptation and resilience projects*

Our response
Please be aware that United Utilities Water (UUW) actively publish much of the information that you have requested on our website. The primary sources of this information include:

- Company reports | United Utilities - Corporate
- United Utilities - Performance
- Financial results | United Utilities

I have addressed each of the specific points in this request below:

1. **Number duration, and estimated volume of storm overflow discharges**

UUW and other water companies record spills from storm overflow using Event Durations Monitors (EDMs). EDMs record spill start and stops times and therefore record the number of spills and the duration of the spills. EDMs do not however, record the volume of the spill. We therefore, do not hold and are unable to provide the volume of storm water discharged via our storm overflows.
Water companies only began to install EDMs on storm overflows around 2016, with installation initially focussing on a small subset of overflows, specifically those discharging into the most sensitive locations like bathing waters, with monitors being installed on all UUW's overflows by the end of 2023.
The reliability and consistency of the information from these national monitors progressed during this time and Environment Agency (EA) published its first annual summary of this data in March

2022.
This website now contains full details of the number and duration of storm overflow discharges from UUW's (and other water companies) storm overflows from 2020 to 2024. This information can be viewed and retrieved at the following link – Event Duration Monitoring - Storm Overflows - Annual Returns.
Water companies, including UUW, also publish storm overflow spill data in near real-time. This data can be found on the Storm Overflow Performance page of our website, at this location: Storm overflow performance.
In addition to the published information, we have also provided spill data for the year to date in 2025 in the spreadsheet "EIR 516 Appendix 1 overflows".
It should be noted that the data in Appendix 1has not been subject to the full validation procedure that is described on our website (details of this process are available via the link above). This data should, therefore, be used with caution and it needs to be recognised that there may be some slight variances between this data and the fully validated data that will eventually be reported to the EA and published on the government and EA websites.

2. **Annual Scope 1 and 2 emissions (kg CO2e), normalised per ML treated**

We publish details of our greenhouse gas emissions on the open data platform of our website https://www.unitedutilities.com/corporate/responsibility/environment/open-data---greenhouse-gas-emissions/. This website provides details of the basis and key specifications used in developing the published data, some further notes on the build-up and potential usage of the data and contains a drop down box that provides access to meta data and the detailed data return for 2023 to 2025.
We have also provided a longer term summary of the greenhouse gas emissions in the spreadsheet "EIR 516 Appendix 2 CO2". When reviewing the data in this spreadsheet it should be noted that each years reported data and emission intensity factors has been based upon the corresponding water industry Carbon Account Workbook (CAW) – available via this link: Carbon Accounting Workbook. The CAW is updated annually to reflect the latest common assumptions, such as UK grid emission factors, so variations in the data can be both associated with changes in emission intensity and also changes in the accounting methodology. We have identified where there have been significant changes in accounting practices, via colour coding of the cells in the spreadsheet.

3. **Volume/percentage of sludge reused for energy/resource recovery**

For clarity we have interpretated the term "reused for energy/resource recovery" to mean either:

- Sludge that has been digested to release biogas (energy recovery)
- Sludge that has been incinerated (energy recovery).
- Digested sludge sent to agriculture as treated biosolids (resource recovery, nutrients),
- Limed undigested sludge sent to agriculture as treated biosolids (resource recovery, nutrients)

Therefore, the only sludge which has not undergone energy/resource recovery is untreated sludge to landfill / land reclamation. The percentage of untreated sludge to landfill / land reclamation is shown in EIR 516 Appendix 3 sludge.
For additional information more details about our bioresources information can be found within each years published Annual Performance reports. A key table from the United Utilities Annual Performance Report 2024/25 is Table 8C of page 220, which provides details of our bioresources energy and liquors analysis for the 12 months ended 31 March 2025.

4. **Total £ invested in climate adaptation and resilience projects**

Between 2010 and 2025, we have not implemented a standalone programme specifically dedicated to climate adaptation and resilience. However, we have proactively incorporated climate-related considerations within our wider enhancement and maintenance initiatives. This includes factoring in the potential impacts of climate change during the modelling and engineering phases of project design and planning.

As these climate adaptation measures are embedded within broader programme activities rather than delivered as separate projects, it is not possible to isolate or quantify the specific costs attributable solely to climate adaptation and resilience.
Climate change and its effects are also included within the longer term statutory planning frameworks for our water and wastewater asset bases. The two links below provide further information about how climate change has been included as a future uncertainty with future demand forecasting.

- Our current Water Resources Management Plan. This is a relatively well established statutory planning framework and has supporting actions and investments included within our current business plan. Guidance for the completion of the next cycle of water resource management planning is currently being consulted on by Government - Water resource planning guideline: consultation response summary - GOV.UK
- Drainage and Wastewater Management Plan May 2023. This is the first cycle of the Drainage and Wastewater Management Plan and was not a formal statutory planning framework and therefore no costed solutions from this plan were included within our 2025-2030 investment plan. The second cycle of assessment will be a statutory planning framework and will include more details on how climate change has been incorporated into our proposals. The guidance on the process for the second cycle has now been published and can be reviewed at this location: How to form, publish and maintain your drainage and wastewater management plan (DWMP) - GOV.UK

Also note that regulatory price review settlements covering five yearly asset management periods have not previously included an explicit allowance for addressing climate change, rather funding has been rolled up within enhancement costs. For the current five year period, (2025-2030) an allowance of up to 0.714 per cent of base allowances has been made to allow companies to secure resilience to the effects of climate change – this process is set out within section 3.8.2 of this document: 9.-PR24-final-determinations-Expenditure-allowances.pdf
In addition, we are implementing a £50m rainwater management investment programme in the current five year period, which is acting as a large-scale trial to inform future price determinations and support future cost benefit assessment of nature-based solutions.

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.

Kind regards