

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).

**Your request:**

I would be very grateful if the 12 month performance of any works April 2025 to March 2026 for which United Utilities charged me an additional 26% on my water bill from the previous year could be made available to aid my understanding. Based on the investment plan I accessed from the link there is none of this information on view. There would appear to be improvement works occurring in the region that will not benefit me, or my property.

With reference to my initial call to your Customer Representative, who was helpful, please provide me with the following information for the year specified above April 2025 to March 2026 that would have a 26% benefit to my water supply:

- Budgeted Cost of Work Performed (BCWP)
- Actual Cost of Work Performed (ACWP)
- Estimate At Completion (EAC)
- Schedule for planned work
- Budget for planned work

You may be using a Near Term Work Plan in support of your Work Breakdown Structure which is normal for a major programme of work/investment and this would be for any work in my immediate vicinity. I don't believe this to be an unreasonable request when I am being asked to pay a further 14% for my water supply for the next 12 months totalling 40% over the last 13 months.

**Our response:**

In order to answer the points raised, it is first important to understand how our catchment is broken down. The Ulverston region is part of the wider Barrow region, which takes water from a number of sources including:

- Two borehole sites
- Three water treatment works
- One link main / aqueduct, which takes supplies from a larger site, and supports this region

Additionally, your wastewater is treated at Ulverston wastewater treatment works (WwTW). Whilst some of these sites may not be in Ulverston, as they have an impact on the supply to



Water for the North West

**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)

your home, and on how your wastewater is taken away and treated, we have included any investment that has been made here too. Additionally, whilst we have tried to provide information at the requested granularity, this unfortunately is not held in the format that you have asked for and as such, some is Cumbria specific, rather than Ulverston specific. Finally, whilst you have requested the financial figures at various levels, some of the projects are ongoing throughout the whole of AMP8 (April 2025 to March 2030), and not just in 2025/26. As such, we are unable to provide the actual cost or estimates at completion as these are not held. This approach is in line with Regulation 12(4)(a) of the EIR.

Across our water network, we:

- Replaced 44km of water mains, and are on site at a number of sites within the Cumbria region for further delivery this financial year.
- Specific to Ulverston, we have begun a £1m project which will see us upgrade 1.8km of the water network. As part of this, we will be replacing ageing water mains with new pipework that is designed to protect against bursts and leaks. More information about this project can be found here: [New £1m project to upgrade Ulverston's network begins](#)
- Committed to spending £1.7m in network enhancements, for example on pressure monitoring valves, fence lines and sample taps. This is crucial to safeguard the reliability, resilience and water quality of the water network. These improvements help us detect issues earlier, protect critical assets, and ensure customers continue to receive clean, high quality water every day.
- We approved over £1.5m of investment into our catchment sites and impounding reservoirs across the Barrow region. By improving the condition, security and performance of these critical assets, we can better protect raw water sources, reduce the risk of contamination, and ensure more consistent, resilient water quality for customers. This investment helps us identify issues earlier, manage water more effectively, and maintain the high operational standards our communities rely on.
- We have also committed to over £2.4m of investment at our water treatment works (WTW) within the Barrow region, and over £9m in investment at the works which is fed from the link main / aqueduct.

Across our wastewater network, we:

- Completed a project in Ulverston to help improve water quality in Gleaston Beck, which eventually flows into Morecambe Bay SSSI. We invested £150,000 to replace 112m of sewer, after it was found that groundwater was infiltrating into the network. This project took around three months to complete, and will help to reduce the number of spills that a storm overflow in the area operates. You can read more about this, here: [Ulverston storm overflow project completed](#).
- Have been installing monitors at Ulverston WwTWs to help protect the environment from wastewater collection and discharges. This project is still ongoing, and is expected to be completed by December 2026. I have set out the information we hold on the specific points raised below;
  - Budgeted Cost of Work Performed (BCWP) - £20,000



Water for the North West

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

Telephone: 01925 237000  
unitedutilities.com

- Actual Cost of Work Performed (ACWP) - £44,000
- Estimate At Completion (EAC) - £60,000
- Schedule for planned work – work is required to seal a leak on the weir planned for the first two weeks of May.
- Budget for planned work – we are awaiting the latest contractor quotes for their work on the weir, however the EAC will cover any remaining work.
- Finally, the public sewer network within Ulverston has ongoing investment planned to reduce the number of sewage discharges from Town Beck CSO. As this project is still in the early stages of planning, we do not have any further information that we can share at this time.

For awareness, every five years, water companies develop business plans which set out the investment needs for the next five years and how much revenue needs to be recovered from customers in order to fund that investment. In the 2025-30 period, United Utilities is investing to both maintain and upgrade its asset base. The largest of these are upgrade programmes which covers the work we are doing to further reduce discharges from our storm overflows. This programme was agreed with both the Environment Agency and Ofwat as part of the last price review process.

The size of the environmental programmes that United Utilities is required to deliver in the 2025/30 period, is substantially higher than has previously been the case. The increase in the required enhancement on storm overflows is because environmental standards have now tightened, and the government has set out its Storm Overflow Discharge Reduction Plan.

The Storm Overflow Discharge Reduction Plan sets new environmental standards for storm overflows. Broadly speaking, this moved the English regulatory to a 'spill-reduction' approach. The previous approach prioritised investment at those overflows that were causing potential harm to the receiving watercourse and where the benefits achieved from investment were greater than the costs.

The environmental programmes that water companies are required to deliver in each five-year period are set out within a document called the "WINEP". Under the previous approach, the Environment Agency (EA) did not include in the WINEP overflows that were not causing harm, or that were non-cost beneficial. The WINEP also formed the basis of our investment settlement with Ofwat and was reflected in customers' bills. Therefore, the interventions and investment that we have undertaken have always been in line with the regulatory regime in place at the time and that was reflected in customers' bills.

Moving to a 'spill-reduction' approach now requires us to invest at overflows over the next few decades. This is a substantial change in the regulatory regime and as such, will require us to substantially increase investment, in line with these new environmental standards. Therefore, the change in investment is not driven by historic underinvestment, it is driven by the change in requirements. We have always invested in line with the environmental standards in place at the time, and in line with the regulatory contract agreed by our regulators.

As part of the last price review process, which defined the required programmes of work for the 2025-



Water for the North West

**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)

2030 period, Ofwat challenged companies' expenditure proposals to ensure that they met four criteria:

- expenditure is efficient;
- enhancement expenditure does not overlap with base expenditure;
- expenditure has not been previously funded; or
- expenditure is required.

Details of this approach and the outcomes of Ofwat challenges to and investigations of companies proposed enhancement programmes are published on its website at [PR24-final-determinations-Expenditure-allowances-V2.pdf](#).

I hope that the information provided in response to your points above goes some way to reassuring you that the scope of work that we undertake and the costs for this work have been subject to detailed challenge and scrutiny. Should you have any further questions around your bill, please contact our Billing Team directly on 0345 672 2888 (if you do not have a water meter), or 0345 672 2999 (if you have a water meter).

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



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.