



mua Water dWRMP

Statement of Response

2026

Document control

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Background

Water resources management involves a plan for how we will manage, develop and sustain an efficient and economical supply of drinking water to premises within our areas of appointment and the people who demand it.

Before its publication for broader stakeholder consultation, our pre-consultation plan was shared with regulators. The Environment Agency provided feedback on the 11 September 2025 for changes they expected to see before Consultation which Defra approved for the 2 February 2026.

Statement of Response

The purpose of this document is to provide our statement of response to the feedback about our plan by Regulators prior to consultation:

We have followed the structure of the feedback provided by the Environment Agency and recorded our responses besides the points raised:

Section A - Changes MUA should make prior to consultation

1. Improve the data tables and alignment to the plan narrative

Advice from EA to make changes to WRMP prior to consultation	Steps mua Water took
<p>Table 2 in the plan lists the sites included in the WRMP. The Albert Street site in Hebburn is listed under United Utilities and is reflected in the United Utilities tab in the data tables. However, Northumbrian Water is the incumbent water company.</p>	<p>Table 2 [mua Water areas of appointment] within our mua Water dWRMP changed to ensure Albert Street, Hebburn correctly identifies Northumbrian Water as the Bulk Supply Company.</p>
<p>The company should ensure its plan and data tables reflect its OFWAT site application. It should review its plan (table 2) and its data tables (incumbent tabs table 1BL contract details).</p>	<p>See able for changes to Table 2 [mua Water areas of appointment] within our mua Water dWRMP.</p>
<p>The company should remove the Yorkshire Water template example from the data table 1BL, Appointments by incumbent, to avoid customer confusion.</p>	<p>From within the mua Water dWRMP Data Tables, the Yorkshire Water examples were removed from [Table 1: NAV Company Baseline Appointments and WAFU] within the workbook [1. BL Appointments by incumbent]</p>
<p>The supply demand balance (SDB) in Table 1BL is recorded as 0, yet the incumbent tables show the SDB to be a positive figure which is confusing as they should align.</p> <p>The company should correct this or provide an explanation.</p>	<p>We have used the 2049/50 data point from [Row: 50FP - Supply Demand Balance] for each of the relevant workbooks within the dWRMP Data Tables. These are consistent with values indicative of secure supplies within our EA Applications that contain similar positive supply demand balances. For SDB calculations recorded in [Table 1: NAV Company Baseline Appointments and WAFU] within workbook [1. BL Appointments by incumbent] where there is more than</p>

	one site - we have used the ratio of properties between the sites to apportion the relative supply demand balance for each site.
Table 2d.2, Total resource zone properties (36BL) in the United Utilities incumbent table misaligns with OFWAT site applications.	<p>From the mua Water dWRMP Data Tables within workbook [18. United Utilities] and [Table 2d.2] and [Row: 36BL - Total resource zone properties] the estimated build out rates for new properties were incorrectly recorded as No. 52, yr 1; No. 75, yr 2; No.48, year 3.</p> <p>These have been updated to follow those provided in the original EA NAV Application.</p>
This could be related to the Hebburn site being incorrectly represented.	Noted.

Section B - Changes MUA should make to its draft plan before finalisation

2 - Explain how new sites will be added to the plan

Advice from EA to make changes to WRMP prior to consultation	Steps mua Water took
<p>MUA Water should explain how it will incorporate new sites into its plan. For example, the company should explain in its plan how new sites that are granted will be incorporated into the plan and how these might impact on the plan consulted on.</p>	<p>We have added: As new sites are licenced we will add them to the tables and update our plan. These will be published at least once a year, alongside our annual review, which will constitute a complex blend of actual empirical values collected from meter readings etc. together with forecasted data based around a methodology.</p>

3 - More information on how the company will plan to reduce Per Capita Consumption (PCC)

Advice from EA to make changes to WRMP prior to consultation	Steps mua Water took
<p>Whilst it is acknowledged that at the time this plan was drafted MUA Water had no live customer connections, the plan should include information of the company's planned activities to manage and reduce customer PCC over the lifetime of the plan.</p>	<p>We have added a section that follows underneath Table 2 that describes information about our plans to manage and reduce customer PCC over the lifetime of the plan.</p>

4 - Smart metering

Advice from EA to make changes to WRMP prior to consultation	Steps mua Water took
<p>The company should clearly state the type of water meter it plans to use and how this will benefit MUA Water customers. This should include the frequency of data collection and the associated data infrastructure being used to enable water use insights and effective customer engagement.</p>	<p>We have added: Meters will be read at least twice a year, until such time as the data infrastructure is installed and commissioned that can make use of the AMI readiness of the meters installed. This will provide the necessary insights and customer engagement that will help achieve the targeted drinking water efficiencies for per capita consumption.</p>

5 – Reference to OFWAT core scenarios

Advice from EA to make changes to WRMP prior to consultation	Steps mua Water took
<p>MUA Water should reference the Ofwat core scenario for long-term strategies and/or state whether they are covered within existing scenarios (or whether there's an assumption that incumbents WRMPs have completed the necessary work and that there is no impact on MAU Water's plan).</p>	<p>We have added: Our plan assumes that incumbent water companies have completed the necessary work associated with Ofwat's core scenario for long-term strategies and therefore see no implications for our plan in this regard.</p>

6 – Review blanket statements

Advice from EA to make changes to WRMP prior to consultation	Steps mua Water took
Page 5 purpose section states that the plan is only for MUA Water staff only. MUA Water should make it clear that the plan is also for its customers and regulators.	Made clear the purpose of the document also extends to regulators and customers.
Page 11 Statement of Commercial Confidence states what MUA water should do. This should be personalised to what MUA Water are doing.	Made the absence of commercially confident information within the plan clear.
MUA Water should review the full narrative in the plan for any other instances that have not been made specific to MUA Water.	Reviewed

