



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

Our ref: EIR/ID1003

Date: 01/10/2026

Email: 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).

Your request:

Please are you able to share any Odour Management Plan documents and odour complaints history over the past 5 years. In addition, please can you share a labelled plan of the facility?

Our response:

United Utilities can confirm that we have not received any odour complaints relating to the area surrounding the Off Walmersley Road Combined Sewer Overflow (CSO) within the last five years. As a result, no odour management plan has been required or produced for this site.

As these documents do not exist, we are unable to provide them under Regulation 12(4)(e) of the Environmental Information Regulations 2004, which applies where the requested information is not held.

To help continue to minimise the potential for any odour issues, this asset is included within our annual cyclic cleaning programme. Each yearly clean covers the incoming sewer, the CSO chamber and the spill pipe, helping to manage any odours associated with the operation of the CSO.

A copy of the discharge permit, including a detailed site layout, is publicly available on the Environment Agency website using the link below. The site layout can be found on page 15 of the permit: [View registration NW/016993850/003](#)

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.

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