



**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)

**Our ref:** EIR/ID277

**Date:** 05/02/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

Many thanks for your email below. Your request for information has been considered in accordance with the Environmental Information Regulations 2004 (EIR).

**I would be very grateful if you could provide all Pass Forward Flow and all EDM individual spill start-stop times for the period 1/1/2020 to the present for Portinscale SPS.**

*Where we have stated "please see attached", these documents have been sent separately via secure file transfer. For security purposes, the password must be provided via a text message or using an alternative email address. Please can you kindly provide an alternative contact method, and we will send this over to you ASAP.*

Please see attached a copy of the pass forward flow, and spill start stop data from 10/02/2020 to present day. Please be aware of the following important points in relation to the provision of telemetry data:

In respect of the EDM data, it is important to note that the data for 2020-2021 is the raw sensor signals, which have not been analysed to remove anomalies or errors. Therefore, any analysis conducted using these raw, unvalidated signals will inevitably be flawed and give rise to misleading conclusions if it is treated as validated EDM sensor data.

The raw sensor signals are those referred to in step 1 of our 5 step process to report on spills from storm overflows which is described [here](#). During the subsequent steps, quality checks and data validation is carried out to convert the raw signals into our annual EDM data return which is available on the same webpage.

These raw sensor signals cannot be used as an accurate basis for how many actual discharges there were. This is because some of the raw unvalidated sensor signals are found to be inaccurate or unreliable once inspected and assessed, which could, for example, be due to water motion in storm tanks, fluvial flooding, abnormal weather conditions, animal interference or sensor failure.

The raw signals are subject to an auditable process of data validation and analysis before the regulatory EDM return is produced, which is the only source of data from which conclusions about storm overflow operation can accurately be made.

Should you consider that we have not adequately complied with our obligations under EIR, you have the right to ask us to carry out an internal review of our response. This can be done by writing to [REDACTED], Environmental Information Office, United

Utilities, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP. Alternatively, you may find it easier to e-mail us directly on [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk), quoting the above reference, and your review request will be forwarded on to [REDACTED].

Any request for an internal review should explain why you wish a review to be carried out, and should be made within 40 working days of receipt of this letter, and we will reply within 40 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Information Commissioner.

Many thanks  
EIR Team