



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-384

Date: 21/05/2025

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). Please see our comments, as follows:

1. What is the current maximum, real-time flow capability per day, for contaminated water from the pumping station on Bickershaw Lane to the main treatment plant at Hoscar?

Whilst there is a flow meter installed at Bickershaw Lane Pumping Station (WwPS), the data from this is not logged therefore we cannot provide real time flow data. The permitted flows from Bickershaw Lane WwPS is 13 l/s, and the pumps are sized to achieve this.

2. Based on your estimated averages for customer demands for Bickershaw Lane Pumping Station what is the current contracted daily flow capacity to Hoscar? (Real-time)

As explained above, the flow data from the meter is not logged therefore we cannot provide real time flow data. The station pumps to Hindley WwPS which pumps onwards to the works. When the WwPS was initially built, modelling suggested that the estimated average for customer demand would have been 400m³ per day. In recent years, this has likely increased due to a number of factors including (but not limited to) new housing developments, misconnections, and climate change, and modelling shows that the volume over the course of 3 years 2020-2022 was an average of 450m³ per day.

3. Is the existing DG5 tank at B/L pumping station being utilised as a purely emergency overflow related tank, or as normal operational storage?

The DG5 storage tank has a storage volume of 3,181m³. It takes high level combined (foul and surface water) sewer flows from Keats Way during storm events until the storage volume has been utilised. Once storm flows have subsided, effluent in the DG5 tank is returned to the sewer via pumps and drained by gravity to Bickershaw Lane WwPS. The DG5 storage tank has been designed and constructed for emergency purposes only, to take the excess flows from the combined sewer during a storm event, however with increased flows seen as a result of development and climate change, we may be seeing more frequent fills of the DG5 storage tank. This is still only during high flow events as a result of storms (emergency use) to alleviate residential property flooding.

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]
[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
EIR Team

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.