



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-650 / EIR-651

Date: 24/02/2026

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). As you submitted two requests for the same information covering different timescales, this response sets out the data for both EIR-650 and EIR-651.

Your requests

EIR-650 - Please can I request a copy of all tanker operations that have taken place within the Windermere catchment from 10 November to the present date.

Please can this include both United Utilities tankers and non-United Utilities tankers.

Please can this cover all sites, not only wastewater treatment works and pumping stations with discharge consents.

Please can you also provide the specific volumes moved, the composition of the material, the location each tanker load was collected from, and the location it was taken to. This should include all information previously discussed in relation to this matter.

In addition, please can this include flow data from the sites from which the loads were taken, as well as telemetry alarm data, wet well level data, and any other real time data collected from the relevant assets.

EIR-651 - Please can I request a copy of all tanker operations that have taken place within the Windermere catchment from January 1st 2025, to October 1st.

Please can this include both United Utilities tankers and non-United Utilities tankers.

Please can this cover all sites, not only wastewater treatment works and pumping stations with discharge consents.

Please can you also provide the specific volumes moved, the composition of the material, the location each tanker load was collected from, and the location it was taken to. This should include all information previously discussed in relation to this matter.

In addition, please can this include flow data from the sites from which the loads were taken, as well as telemetry alarm data, wet well level data, and any other real time data collected from the relevant assets.

Our response

The United Utilities tanker movement information that you have requested can be found on our corporate website, by following this link [Windermere | United Utilities](#). The data can be seen on the dropdown list. Please see attached a copy of the non-United Utilities tanker data.

Finally, please note that the 2025 flow, telemetry and wet well level data for all Windermere sites has been sent to you in response to EIR-659.

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

[REDACTED]

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.