

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 can I have a copy of the following data from all United Utilities sites within the Windermere catchment from January 1st 2025 - December 31st 2025. Please can this include not only wastewater treatment works and pumping stations with discharge consents.**

- **All 15 minute interval flow data**
- **All telemetry alarm data**
- **All wet well level data**
- **Copies of all log books and site diaries**
- **All start stop times as recorded by the EDMs at the sites for November and December as these are yet to be uploaded on UU's website**

Copies of the 2025 flow, wet well level and telemetry data for all Windermere sites can be found in Appendix 1. Due to the size of the file, I will send you a OneDrive link in a follow up email. Please note that this dataset excludes the period of 1 October – 12 November 2025, as this data was previously disclosed to you via EIR-596.

When reviewing this, please note the following important points:

- Some sites do not have all three types of monitoring, and we have therefore provided you with the data that we hold for each of the sites instead.
- Telemetry data requires context for correct interpretation. Without understanding the operational context, raw telemetry data can be misinterpreted.
- The naming of our telemetry alarms is intended for internal use and may not be intuitive or self-explanatory externally. They can also contain technical jargon and text used to trigger an internal response and are not representative of process performance and/or impacts.
- Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.
- Additionally, telemetry alarms do not necessarily mean that there is a problem with the final effluent quality or permit compliance, the alarms are set up to indicate a risk or potential issue to allow our Operational Staff to intervene before final effluent is impacted or a non-compliance occurs.
- The flow monitors installed at Far Sawrey WwTW, Outgate WwTW and Troutbeck WwTW are temporary, non-MCERT installations and as such, conclusions should not be made from



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the raw dataset.

I will also disclose copies of the site diaries via the OneDrive link, again due to their size. Please note that redactions have been made to these in line with Regulation 13 of the EIR, to remove any personal information such as staff names or contact details.

Additionally, please note that the 2025 spill data is now publicly available on the United Utilities website, and you can access this by following this link: [Windermere | United Utilities](#).

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](mailto: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.