

Dear [REDACTED]

Thank you for your request for 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 the request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response.

Note that where we say, 'please see enclosed', due to size of the documents that we are providing, these will be shared via a OneDrive link, which will be sent in a follow up email.

**This request is made under the Environmental Information Regulations 2004 (EIR). I am requesting environmental information relating to the United Utilities below-ground service reservoir located off Newlands Road, Lancaster, and the repeated tanker deliveries to that site. Please provide the following information:**

- **The operational status of the Newlands Road service reservoir for each of the last three years, specifying whether it has been: fully in service, in restricted service, or out of service, and the dates of any changes in status.**

Newlands service reservoir (SR) has been fully operational for the last three years.

- **Records of all tanker deliveries to this reservoir over the last three years, including: dates, times (including night-time deliveries), number of tanker movements per event, approximate volume delivered, the stated operational reason for tankering.**

Please see enclosed a copy of the data we hold relating to the number of Alternate Supply Vehicles (ASVs) used between 2023 – 2026. This includes:

- The date the ASVs were engaged
- The number of ASVs used split per shift
- The amount of water injected per day

We are unable to provide you with copies of the times the ASVs were onsite in line with Regulation 12(4)(a) of the EIR, as this information is not held. Additionally, we do not hold the reason for each individual tanker movement, however our local Water Network Team have confirmed that the ASVs are usually engaged at Newlands SR to support the area when the local water treatment works (WTW) experiences a temporary issue such as a planned shutdown, essential maintenance, or periods of reduced output.

For awareness, Lancaster is a single source area, therefore bringing in additional water via our ASVs helps us to keep supplies stable whilst the WTWs returns to full capacity.



Water for the North West

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- **Copies or summaries of any defect reports, incident logs, or work orders relating to this reservoir or its associated infrastructure during this period, including issues concerning: leaks, reservoir integrity or lining, inlet or outlet mains, valves or flow control, water quality or disinfection concerns.**

Please see enclosed a copy of inspection reports from Newlands SR in appendices 2 to 6. Please note that redactions have been made in line with Regulation 13 of the EIR to remove any personal information relating to staff such as names and contact details. Additionally, some redactions have been made to remove any information which may pose a security risk, in line with Regulation 12(5)(a) of the EIR.

- **Details of any current or planned works intended to permanently resolve the need for tanker deliveries to this site, including indicative timescales if available.**

We understand your concern regarding the ASV usage at Newlands SR and want to reassure you that the fleet is only used when necessary. As previously mentioned, Newlands SR has been fully operational throughout the last three years, and the fleet support the area when the local WTW experiences a temporary issue. These can happen for a number of reasons such as power cuts, bursts, telemetry issues etc, and when they occur, we must react as quickly as possible to keep customers supplies flowing. Therefore, there are no current or planned works intended to permanently resolve the need for ASV usage at Newlands SR.

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



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.