

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 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:

This request is made in the context of local concerns regarding suspected sewage discharges and potential chemical contamination, including but not limited to oil, fuel residues, and metallic contaminants, which are believed to be entering a local watercourse in the area and may extend into the River Douglas. Given the potential implications for environmental protection, ecosystems, and public health, disclosure of this information is considered to be strongly in the public interest.

Please provide the following information:

- 1. Water quality monitoring data held by United Utilities relating to surface waters, watercourses, raw water sources, or receiving waters in the vicinity of postcode WN8 [REDACTED], including results from the past 12 months.**

Following our request for clarification you confirmed that your request relates to groundwater analysis. I can confirm that we do not hold any water quality monitoring data for the surface waters, watercourses, raw water sources or receiving waters in the vicinity of WN8 [REDACTED] and are therefore unable to provide you with this in line with Regulation 12(4)(a) of the EIR.

For awareness, the Environment Agency publish groundwater sample data on its website: [Map Explorer | Water Quality Explorer](#). To use this platform, you can either search for the area you're interested in using the search bar at the top of the map or use the filter option on the lefthand side of the map. You can also select the type of sample point you're interested in.

- 2. Records of any pollution incidents, suspected or confirmed contamination events, or abnormal discharges affecting local watercourses or connected river systems, including incidents involving: - sewage or wastewater - hydrocarbons (oil or fuel) - chemical pollutants - metallic contaminants**

There have been three pollutions reported in the last 12 months in the referenced area. Due to the size of the files, copies of the 10-day event reports for each of these will be shared via a OneDrive link in a follow up email. As you will note, these have all been investigated and found to have not been caused by a United Utilities asset. Additionally, please be aware that redactions have been made in line with Regulation 13 of the EIR to remove any personal information such as

customer addresses.

3. Information on any combined sewer overflows, emergency discharges, leaks, failures, or infrastructure defects that may have resulted in discharges to land or watercourses in this area during the past 12 months.

We proactively publish our discharge event, and this can be viewed on [Storm overflow performance | United Utilities](#). When reviewing this, it is important to recognise that the data is raw, unvalidated data. There are therefore a number of points which you should take into consideration:

- Raw telemetry data should not be treated as validated regulatory Event Duration Monitor (EDM) data due to the potential for sensor malfunctions, data transmission errors or environmental interference (which are rectified when this data is validated). There may also be gaps in the data resulting from instrument failure or maintenance, for example.
 - Whilst error codes from sensors are captured and inspected, they may still appear as erroneous data in this raw telemetry dataset, as erroneous and anomalous data will not have been removed.
 - As this raw data has not gone through data validation it will likely be different to what is reported annually in our regulatory EDM return.
- 4. Details of any investigations, monitoring programmes, mitigation measures, or remedial actions undertaken by United Utilities in response to contamination concerns or pollution risks affecting local watercourses or the River Douglas.**

Please see enclosed a spreadsheet titled Appendix 1, which includes monitoring and investigations relating to the Douglas catchment. Further information relating to each of these is publicly available on the Environment Agency's website: [PR24 Water Industry National Environment Programme](#)

5. Information on sampling locations, sampling frequency, analytical methods, and detection limits used for monitoring water quality relevant to this area.

Following clarification, you confirmed you were interested in groundwater analysis. As explained in our response to your first point, as we do not carry out water quality monitoring on the watercourses in your area, I am unable to share any sampling locations, frequency, analytical methods and detection limits with you. As the Environment Agency collect groundwater samples across the North West region, we would recommend contacting them for more information either via email at enquiries@environment-agency.gov.uk or by writing to them at:

Environment Agency
National Customer Contact Centre
PO Box 544



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

Rotherham
S60 1BY

- 6. Copies of any correspondence, reports, incident notifications, or assessments exchanged with regulators (including the Environment Agency and any other relevant bodies) relating to water pollution, discharge events, or environmental risks affecting this area within the past 12 months.**

Please see our response to your second point.

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



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.