



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/ID699
Date: 03/03/2026
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).

Your request(s):

I wonder if you could answer three questions for me.

- 1. I have noticed recently a large number of loaded tankers arriving at the above works, where are they coming from?*
- 2. Having been in road haulage all my life I am aware of how expensive road haulage is. I wonder if you could tell me how much this is costing.*
- 3. The Marsh Road down which they travel is totally unsuited for such heavy vehicles, the effect of this is a breakdown of the surface of the road which will eventually lead to failure. Will United Utilities make good the damage you have done or will I through Council Tax have to foot the Bill? I await with expectation your considered reply.*

Our response:

In terms of where the tankers are coming from, we utilise two types of tanker at Milnthorpe Wastewater Treatment Works (WwTW). We use articulated tankers to transport thickened sludge away from the works for onward treatment and recycling at larger specialist treatment facilities. Sludge is produced as the byproduct of the process of treating wastewater and returning the cleaned final effluent to the environment. We also have two rigid tankers based at Milnthorpe WwTW, that are used to import waste, from small, rural sewage treatment works, to Milnthorpe WwTW for treatment and sludge thickening.

With regards to cost, our tanker operations are subject to competitive tendering processes and as such we are unable to provide specific details of the individual tankering costs under Regulation 12(5)(e), which states a public authority may refuse to disclose information to the extent that its disclosure would adversely affect the confidentiality of commercial or industrial information where such confidentiality is provided by law to protect a legitimate economic interest. We can, however, confirm that our costs are regularly benchmarked to ensure that we utilise the most cost-effective option for the business. This work is currently being undertaken by the in-house operation team, with the work being budgeted for annually and funded from the wider United Utilities Logistics Team budget.

With regard to the impact of the tanker operations on the local road network. Milnthorpe WwTW is situated on Marsh Road and there is no specific weight restriction on this road. Milnthorpe WwTW is also an Operator Licensed site allowing HGVs to be parked and to operate from there. The license is issued by the Office of the Traffic Commissioner and has been in place for the full time that our takers have been operating in this area. Our operations are therefore, fully in line with regulations and requirements and we are not aware of any specific failures of the highway and have no plans to undertake any specific repair work.

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