



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-733
Date: 25/03/2026
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:

Please can I be provided with copies of all laboratory samples and any on-site samples taken from the final effluent at wastewater treatment works and pumping stations around Windermere for the entirety of 2025.

Our response:

A copy of the sample data from our laboratory can be found in Appendix 1. This spreadsheet includes the following parameters:

- Sample date
- Determinand name
- Qualifier (whether a result is less than or greater than the limit of detection)
- Value
- Unit
- Analyst comments

In the “analyst comments” column, several entries state, “exceeded sample stability targets”. This indicates that the samples were analysed outside the permitted stability window. Each analytical method in our laboratory has an ISO-defined maximum allowable time between sampling and subsequent preparation or analysis. Any sample processed beyond this timeframe is flagged accordingly, as the sample may have changed (for example degraded, reacted or become less representative). As such, conclusions should not be drawn from sample results marked with this code.

Please note that we do not sample our wastewater pumping stations and as such, cannot provide you with any results as they do not exist. This approach is in line with Regulation 12(4)(a) of the EIR.

Additionally, we have enclosed copies of the onsite samples as requested. Please note that there are also some sample results available in the site diaries which we disclosed to yourself via email on 24 February 2026.

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



Water for the North West

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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.