



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-738
Date: 20/03/2026
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:

I would be grateful if you could provide the following information:

- Where waste is spilled, how many spillages in the last 12 months, consents, pollution incidents, water quality data, infrastructure plans, environmental impact assessments, etc.

If any part of this request is unclear or if you require further detail in order to process it, please let me know as soon as possible.

If the information is held but cannot be disclosed, please specify the applicable EIR exception(s) and explain why they apply.

Our response:

As per your clarification, we have provided information relating to wastewater within the CH49 5 area of the Wirral.

Overflow locations - You can view our storm overflows, including those within the CH49 5 area on our website [Storm overflow map | United Utilities - Better Rivers](#). This map provides an interactive, near real time tool that shows when and where storm overflows are discharging into the environment.

For additional information, the [Storm Overflows Data | Stream - Portal](#) provides a Hub, which is designed to be a source of open data on the operation of storm overflows in England. The data provided on the Hub – produced via an Application Programming Interface (API) – is near real-time data detected via Event Duration Monitors (EDM) and sent to each company's cloud storage system, where it is then transmitted to the map. Companies aim to transmit data on a discharge within an hour of the outfall operating.

Discharges in the last 12 months – United Utilities and all the other English water and sewerage companies also provide verified annual discharge data to the Environment Agency, who review and publish this data on their website: [Event Duration Monitoring - Storm Overflows - Annual Returns - data.gov.uk](#). The latest validated annual data set was published on 20 June 2025 and covers the data for 2024.



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In addition to the validated annual data sets that we provide to the EA, we also proactively publish our monthly discharge event data, 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.

Consents – All of the overflows are consented by the Environment Agency and United Utilities discharge consents are publicly available to view on the Environment Agency’s website [Public Registers Online](#). This portal includes all wastewater treatment works (WwTW) discharge permits, storm overflow permits, pumping station permits, and groundwater / surface water discharge consents.

Pollution Incidents - I can confirm that there have been no pollution incidents in the CH49 5 area over the last 12 months.

Water quality data - United Utilities is not responsible for monitoring the quality of river water and therefore, we do not hold any water quality monitoring data for the wastewater within the CH49 5 area. As such, we are unable to provide you with this information in line with Regulation 12(4)(a) of the EIR.

For awareness, the Environment Agency take and publish water quality 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.

Infrastructure plans - United Utilities is currently in the second year of delivering the largest water and wastewater upgrade programme in 100 years. This huge upgrade is building new infrastructure, improving water quality, replacing old water pipes, reducing leakage to its lowest ever level, and will see us protect over 500km of rivers and bathing waters. You can read more about our plans for the 2025 to 2030 period here: [Our Future Plans | United Utilities - Corporate](#). The Cheshire specific planned upgrades, including any infrastructure upgrade plans are available here: [Cheshire | United Utilities](#).

Environmental Impact Assessments (EIA) – EIA’s are only usually completed when a proposed project is likely to have a significant impact on the environment. In practice, this applies to mainly large,



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complex, or environmentally sensitive water and wastewater schemes. At present, we have no proposed projects within your local area, and as such we do not have any EIAs to share, as these do not exist. This approach is in line with Regulation 12(4)(a) of the EIR, which states that a public authority may refuse to disclose information to the extent that it does not hold the information at the time that a request is received.

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 EIRequests@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.