



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/ID826
Date: 02/06/2026
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:

In particular, I would like to request the following information:

1. Details of any complaints received relating to foul-smelling water in or around Clayton Vale, including the nature and frequency of such complaints.
2. Information on any investigations that have been carried out in response to these concerns. This includes:
 - Dates when investigations were conducted
 - The scope and findings of those investigations
 - Any conclusions or identified causes of the issue
3. Clarification on whether there have been any suspected or confirmed sewage leaks in the Clayton Vale area that may be contributing to the issue.
4. Information on whether the United Utilities site on Green Lane has been assessed or considered as a potential source or contributing factor to the water quality concerns. If so, please provide details of any inspections, assessments, or findings.
5. Details of any remedial actions taken or planned to address the issue.

Our response:

To provide some context with our response, we thought it would be helpful to give a short overview into some of the different asset types we have in the area and their operational purpose:

- A combined sewer overflow, commonly known as a CSO, is an emergency relief point on a 'combined' wastewater system (one that collects both domestic sewage and surface water). Under normal, dry conditions, a combined sewer system transports all the wastewater flows directly to the local works for treatment. However, during periods of heavy rainfall or melting snow, the volume of water entering the sewer pipes can on occasion exceed the capacity of the network. The CSO therefore works as a pressure release point for the network. If the network didn't have this release capability, this could cause the excess

sewage to back up, causing other issues such as flooding. CSOs can also have screens, which remove large objects and debris that have entered into the sewer network. The purpose of the screen is to capture these items so that they can be safely removed and prevented from being discharged into the watercourse.

- A detention tank provides temporary storage of excess wastewater in our network during periods of heavy rainfall and is also there to help prevent flooding and raw sewage pollution. Once the incoming volume to our network subsides to a satisfactory level, the wastewater stored in the tank is returned back into the system in a controlled way.
- A Wastewater Treatment Works (WwTW) is a facility that is designed to clean/treat wastewater so it can be safely returned to the environment. The WwTW removes solids, organic matter and bacteria, through multi-stage processes.

We have set out below our answers to the above questions.

1. After investigation, we can advise that over the period October 2019 to April 2026 there have been a total of 32 odour related instances in the Clayton Vale area. The exact dates of each of these instances are outlined in the attached excel data spreadsheet, titled Appendix A. Please note that the system notes have been redacted as they contain both customer and employee details, which cannot be shared externally under Regulation 13 of the Environmental Information Regulations 2004 (EIR).
2. We can advise that there is also a detention tank at Clayton Bridge CSO. It has been confirmed from previous visits and investigation, that the odour appeared to emanate from the detention tank and the screen associated with Clayton Bridge CSO. The most recent investigation on 12 February 2026 found a piece of timber had landed across the screen of Clayton Bridge CSO causing a blockage and restricting flows. This has subsequently been removed.
3. Please find enclosed another excel data spreadsheet, titled Appendix B, which is the start-stop spill data for our local assets in the Clayton Vale area over the last twelve months (May 2025 to April 2026). Specifically, there is a wastewater treatment works and four combined sewer overflow sites in this area and that is reflected on the spreadsheet. It is important to note that these are not 'leaks' but are discharges from the operation of the CSOs in this area. Members of the public can visit our corporate website and view our CSO performance via our [Storm Overflow Performance](#) page.
4. With regards to the UWW site at Green Lane, this is Failsworth Wastewater Treatment Works (WwTW). At Failsworth WwTW we have delivered significant improvements over the last ten years. These improvements have enabled the WwTW to meet the new discharge consent and reduce the volumes of spills from the CSOs in the catchment and from the storm tanks at the WwTW. Since 2024 we have been working on a further improvement programme and have recently completed a project to reduce phosphate to an even lower level. We do not believe that the odour issues you raise are caused by the WwTW.
5. To help address the odour issues at Clayton Vale CSO and detention tank, we have increased how often we inspect the screens to a monthly schedule, which will reduce the chance of debris building up. Should you have any further issues please contact our 24/7 wastewater emergencies and pollution line on **0345 672 3723**. Alternatively, you can log the issue online using the [United Utilities Report a Problem](#) tool.

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