



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/ID831
Date: 20/05/2026
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 am formally requesting Total Daily Volume data (TDV) for the period 1st January 2020 to 31st December 2025 (or latest available date) for all sites operated by United Utilities. This data is measured and recorded under permit conditions, and reported annually to the Environment Agency, specifically for environmental monitoring purposes. This request is to support my research project at Durham University. For each site and date, please provide the site name, date, total daily volume in cubic metres per day, and a data quality flag, in a .csv or excel file (similar/same format to the 2023 TDV data published on the United Utilities website). If providing data for all sites would exceed reasonable cost limits, I would accept: Minimum scope: Staveley WwTW only Acceptable scope: Staveley, Glebe Road, Near Sawrey, Hawkshead, Ambleside, Elterwater and Grasmere sites. Please contact me if you require clarification on scope to facilitate provision within cost limits. Thames Water voluntarily publishes equivalent TDV data on their website going back to 2019, demonstrating that the release of this data does not prejudice commercial interests or operational security.

Our response:

Please see the attached excel spreadsheet titled, *Appendix A*, showing the total daily volume data from January 2020 to December 2025. As per your request, the data has been presented as site name, date, volume in cubic metres per day and data quality.

We annually report this TDV data to the Environment Agency via a data return, as required by our site environmental permits. In this return we encode our values using markers or "Tags" which indicate the data quality of each value according to definitions provided by the Environment Agency. A key for the data tags has been provided within Appendix A.

Within the data set you may observe some variance in flow rate, typically related to seasonality, periods of asset maintenance, short-term tankering and capital projects or upgrades. It is important to take these points into consideration when reviewing the data, alongside outlier values which are inherent in large data sets such as impacts to telemetry from communication or power loss, flatlining, or repetition of values.

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