



Water for the North West

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/ID861

Date: 09/06/2026

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:

Please send operational and environmental records under the Environmental Information Regulations relating to the faulty generator at Ashmeadow Waster Water Pumping Station and the Electrical Substation which are located in the grounds of my residential building. There has been a low lying electrical noise coming from either the electrical infrastructure or from the wastewater aeration process and an unrelenting mechanical hum, buzz, or drone that can be heard up to 10-15 meters away. Can you please confirm what steps are being taken to address the default.

Our response:

After investigation, we can confirm that there are currently no known operational issues with any of our assets in this area. The wastewater pumping station at Ash Meadow does not have a generator or any aerations process on site. Therefore, under Environmental Information Regulation 12(4) we are unable to provide this information.

With regard to the electrical substation, we can confirm that this is not an asset of ours and in this instance would advise you to contact Electricity Northwest (ENW) for more information. Contact information via its website can be found [here](#). Published contact routes indicate that EIR requests should be directed to their general enquiries email: enquiries@enwl.co.uk

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