



United Utilities Water Limited
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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID892
Date: 28/07/2026
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).

We have set below your request and our response to each in turn

Please could you provide the underlying event-level EDM start/stop records for United Utilities storm overflows/combined sewer overflows for the following calendar years:

- 2020
- 2021
- 2022

I am specifically requesting data where each row represents one individual EDM-recorded discharge/spill event, rather than annual summaries or aggregated totals.

Please provide the event-level discharge data as one separate CSV or Excel file per calendar year, where possible.

At a minimum, each yearly event-level file should include the following fields, or the closest equivalent fields held:

- 1. Unique ID of the CSO/EDM sensor or asset**
- 2. Site name/location of the CSO/EDM sensor or associated overflow**
- 3. Event start date and time**
- 4. Event end date and time**
- 5. Spill/discharge duration**

Event level discharge data for 2020-2023 is available on our published disclosure log, under request number EIR- 342, in Appendices 1, 2 and 3. The Appendices set out the unique reference ID, site location, start and stop time. This information can be used to derive the discharge duration. Please follow this [link](#) to the disclosure log on our corporate website.

Please note for each reporting year each discharge has a unique reference number, however, these references have been updated overtime and so the data does not have a consistent reference. Please be aware that we are unfortunately not able to match every site to a UUP reference. The reason for this is, occasionally an asset with one site name, UU permit reference, and EA permit reference, may in fact contain more than one overflow. This is why UUGs and UUPs were introduced, to

differentiate between multiple overflows at the same site. As a result, in the years that pre-date the UUG/UUP identifier in the start/stop data, we cannot confidently match specific spills to their respective overflows. Our solution to this has been to map, as comprehensively as possible, the UUPs and UUGs for each asset to its site name, EA Permit reference, UU Permit reference, and UU activity reference. In EIR 848 we provide a summary of the references numbers that have been used to date.

In addition to the event-level discharge records, please also provide a separate CSV file containing sensor inactivity/availability records for all calendar years from 2020 to 2026.

By sensor inactivity/availability records, I mean periods when an EDM sensor or monitor was inactive, unavailable, offline, not yet commissioned, decommissioned, undergoing maintenance, affected by telemetry failure, or otherwise unable to produce valid EDM event records. I do not mean periods where the sensor was active, but no spill occurred.

For this separate sensor inactivity/availability CSV file, each row should represent one period of sensor inactivity or unavailability. At a minimum, please include the following fields where held:

- 1. Unique ID of the CSO/EDM sensor or asset**
- 2. Site name/location of the CSO/EDM sensor or associated overflow**
- 3. Inactivity/unavailability start date and time**
- 4. Inactivity/unavailability end date and time**
- 5. Duration of the inactivity/unavailability period**
- 6. Reason or status flag for the inactivity/unavailability period, where held**

I understand that some sensors may have multiple inactivity periods. In those cases, please list each separate inactivity period as a separate row for that sensor.

Sensor 'operability' is recorded and reported in accordance with Environment Agency (EA) guidelines. Any overflow with operability values below 90% over a full reporting year requires a supporting explanation of that performance to be declared to the Regulator. In line with Regulation 12(4)(a) of the EIR, we are unable to provide you with a copy of the specific information you have requested, as it is not held by United Utilities in that format. Instead, we have provided you with an equivalent dataset in the regulatory format that we do hold it.

The enclosed Appendix A displays our operability availability percentage for each sensor that has dropped below that Regulatory threshold. Sensors with operability above that threshold are not included in our report. The unique ID and name of each sensor is displayed, alongside its annual percentage (%) and the primary reason why the operability has been lower than expected during that period.

Please note that 2026 data is not included, as we have not concluded the annual assessment for this year yet. This dataset will be available early next year. Likewise, 2020 data pre-dates substantive assessments. Therefore, we cannot provide the information in line with Regulation 12(4)(a) as the information is not held. Please also note that Unique Asset Reference (UUP) identifiers cannot be provided for periods prior to 2023, as these references were not issued by the EA before that date. As described above, some sites of our site contain multiple assets. Prior to 2023, the available data does not distinguish between individual assets, as they were reported collectively. From 2023 onwards, assets have been reported separately, providing a more detailed and accurate representation of site performance.

As part of our ongoing commitment to improving the operability of EDM devices, dedicated resources have been established, including a response team that actively monitors and responds to

changes in operability. Where necessary, United Utilities implements appropriate corrective measures to address any identified issues. As can be seen below, our average operability percentage (%) has been steadily improving, despite the numbers of installations increasing.

Year	Number of sites	Average operability over the year
2021	2,192	95.42%
2022	2,254	96.32%
2023	2,264	93.62%
2024	2,270	95.10%
2025	2,270	97.20%

Please also provide a separate CSV file containing installation information for EDM sensors covering all calendar years from 2020 to 2026. Each row should represent one CSO/EDM sensor or monitored asset.

At a minimum, this separate sensor metadata CSV file should include the following fields where held:

1. Unique ID of the CSO/EDM sensor or asset
2. Site name/location of the CSO/EDM sensor or associated overflow
3. Installation date, commissioning date, or first-active date
4. Decommissioning date, where applicable and held

Please do not provide only annual EDM summaries, total yearly spill counts, total annual duration figures, or aggregated EDM returns. I am specifically requesting the underlying individual start/stop records for each discharge event, alongside the associated sensor inactivity/availability records and installation/commissioning dates where held.

Appendix B sets out the information requested. The first tab contains the unique reference number, name, location, and first active date. The second tab shows sites where we have previously had active monitors, but these are no longer required or have been decommissioned. The primary reason for this decommissioning is typically due the environmental permit being surrendered. The date of the permit revocation is also shown in this table.

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