

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 writing to request information on the Melling Wastewater Treatment Works (WwTWs) located in Melling, Sefton, England. Please are you able to share any Odour Management Plan documents and odour complaints history over the past 5 years. In addition, please can you share a labelled plan of the facility?

Our response

Having reviewed the documents we hold for Melling Wastewater Treatment Works (WwTW), I can confirm that we do not hold an odour management plan. I have also reviewed customer contacts for the WwTW, and can confirm we have had no odour complaints within the requested timeframe. As such, we are unable to provide you with copies of the requested information in line with Regulation 12(4)(a) of the EIR as these do not exist.

Please see enclosed a labelled plan of the WwTW in Appendix 1.

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,
[REDACTED]

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.