

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 would like to know the EDM activation and deactivation time for the Julia Street CSO, along with any alarms or telemetry logs along with any operator or incident reports. Date is 8/7/26

Our response

I can confirm that Julia Street Combined Sewer Overflow (CSO) did not operate on 8 July 2026, and as such, there is no activation and deactivation times for this asset. There were no alarms or telemetry data on this day. As there were no spills on this date, our local Network Team did not visit the site, and as such, there are no operator or incident reports. We are therefore unable to provide you with the requested information in line with Regulation 12(4)(a) of the EIR, as it does not exist.

We are committed to being transparent about our performance. You can find data and information on how we are doing year-on-year here [Storm overflow performance | United Utilities](#). In addition to that we share real-time monitoring data via our [Storm overflow map | United Utilities - Better Rivers](#). This shows all our storm overflow locations and whether they are operating or have done so in the last 24 hours, plus information on our plans to tackle them.

If you would like any information on any of our other CSOs, please don't hesitate to contact us.

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.