



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/ID914

Date: 10/08/2026

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:

The proposed site is situated adjacent to the Garstang WwTWs operated by UU. Therefore, I am writing to request some additional information to inform our assessment. Please could you therefore kindly provide the following:

- A labelled site layout plan of the Garstang WwTWs;
- Complaints history in relation to odour from the Garstang WwTWs; and,
- Any existing Odour Assessments which have been undertaken in relation to emissions from the Garstang WwTWs.

Our response:

Please see the attached site layout plan for Garstang Wastewater Treatment Works (WwTW) with labels, titled Appendix A.

Having reviewed the documents we hold for Garstang (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.

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