



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/ID933

Date: 25/08/2026

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:

I appreciate your clarification that United Utilities does not have sewers physically situated within Stapeley but serves adjacent areas. My request is intended to include:

1. any United Utilities sewerage assets physically within the civil-parish boundary;
2. any adjacent United Utilities sewerage network, drainage catchment or wastewater treatment works receiving wastewater from properties within the parish; and
3. recorded incidents within the parish or on the immediately adjacent network where those incidents affected, or related to, the sewerage service provided to the parish.

If your records cannot be filtered precisely to the civil-parish boundary, please use the smallest available operational area or wastewater catchment serving the roads listed above and explain the geographical coverage used.

If United Utilities holds no relevant information for any part of this area, please confirm that expressly and identify which sewerage undertaker and wastewater treatment works serve properties in the parish, where this is known.

Our response:

Please find attached a spreadsheet, titled Appendix A, which contains any flooding incidents recorded within Stapeley and District Parish Council over the last ten years, including the identified root cause of each incident. Please note that under Environmental Information Regulation 13(1) and UK GDPR we are unable to share personal data of individuals other than the requester therefore postcodes have been shortened.

The majority of properties within the Parish are served by private septic tank systems, which explains the limited presence of public sewer assets in the area.

To the north of the Parish, C.1,700 properties drain to Nantwich Wastewater Treatment Works (WwTW). This part of the network includes four pumping stations:

- Pear Tree Field pumping station
- Beechwood Close pumping station
- Clonners Field pumping station
- Chater Drive pumping station

In the north-west of the Parish, approximately 20 properties drain to Crewe WwTW and are connected to the wider drainage network via Old Newcastle Road pumping station.

We have no known capacity issues relating to the sewer network in this parish.

Please note that there are no wastewater treatment works or combined sewer overflows (CSOs) located within the Parish boundary.

United Utilities does not undertake 'headroom' assessments; instead, we undertake annual Dry Weather Flow (DWF) assessments based on the flow limit stated within each sites' environmental permit. These assessments help us understand environmental impact, plant capacity and regulatory compliance risks. This is known as a 'Q90' assessment.

The Q90 is a statistical flow metric representing the daily volume of wastewater treated at the works that is exceeded 90% of the time so the lowest 10% will be the flows received by the works under 'dry' conditions, and therefore the representation of the domestic/commercial flows alone, without the impact of rainfall.

The Q90 is typically calculated by gathering a full year (365 days) of total daily volume (TDV) data from a site, then sorting the 365 individual values from lowest to highest. The Q90 is then the 10th percentile value within that list of ascending data. This means that this is the flow rate, over a year, that is exceeded 90% of the time.

For the 2025 calendar year we have calculated the Q90 at Crewe WwTW as 21,099m³ against the permitted value of 23,300m³, and 4,813m³ for Nantwich against the permitted value of 5180m³ as set by the Environment Agency. This shows that both the sites are operating well within their hydraulic capacities.

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]

[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