

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). As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response.

Please provide, for Hawkshead PS, Near Sawrey WwTW, Ambleside WwTW, Elterwater PS, Grasmere WwTW and Glebe Road PS:

- **the raw 2025 EDM annual return row for each asset;**

This information is publicly available and can be found on both the United Utilities corporate website [Storm overflow performance | United Utilities](#) and the Environment Agency's website [Defra Data Services Platform](#). When reviewing this, please use the 'United Utilities' tab.

- **the current permit number and receiving-water description;**

This information is also publicly available and can be viewed in the 2025 EDM return, which can be found on both the United Utilities corporate website [Storm overflow performance | United Utilities](#) and the Environment Agency's website [Defra Data Services Platform](#). When reviewing this, please use the 'United Utilities' tab. The permit reference can be found in column E, and the receiving water can be found in column L.

- **the 2025 spill count, total duration and EDM monitor uptime;**

This information is also publicly available in the 2025 EDM return, which can be found on both the United Utilities corporate website [Storm overflow performance | United Utilities](#) and the Environment Agency's website [Defra Data Services Platform](#). When reviewing this, please use the 'United Utilities' tab.

- **any identified dry-weather or otherwise non-compliant operation in 2025;**

As you are requesting information relating to dry day spills, we believe it will be helpful to provide some background information on what a dry day spill is before providing the direct response to your specific points.

The Environment Agency has established a nationally consistent methodology for identifying dry day spills. A dry day is defined by the Environment Agency as having no rainfall above 0.25mm on the day and the 24 hours beforehand.

A storm overflow is only allowed, under the terms of an Environment Agency storm overflow discharge permit, to operate as a result of rainfall or snowmelt. So, if it spills on a dry day, that is an indicator that something unusual or unplanned may have happened in our sewer network or the wider drainage catchment it sits within.

Common causes of dry day spills include:

- a blockage in the sewer, often from wipes, fats or debris, which restricts flow and causes levels to rise;
- equipment failure, such as a pump or screen not working as it should;
- groundwater infiltration, where water enters the system from saturated ground even when it isn't raining;
- incorrect flows entering the system, for example from private drains connected incorrectly; or
- river flows entering a storm overflow creating a false spill.

Alternatively, the spill may be fully permitted. For example, in a large catchment rainfall may fall in one place and take more than a day to drain down to another area where the spill occurs.

A dry day spill is not usually permitted under normal operating conditions, so when it happens, we treat it very seriously.

We use the Environment Agency dry day spill methodology to retrospectively review all storm overflow discharges. Where a suspected dry day spill is identified, this is reported to and investigated by the EA. In parallel, through our Environmental Improvement Programme we are putting in place action plans to take steps to prevent dry day spills from occurring.

Please see enclosed copies of the dry day spill data that we hold for 2025, for the sites you have requested in Appendix 1.

- **the current funded improvement scheme, target completion date and expected spill-reduction outcome; and**

Appendix 2 displays each of the enhancement (improvement) schemes currently being undertaken by United Utilities in AMP8 (2025 to 2030) at these six sites. The appendix contains details of both the regulatory delivery date required by the Environment Agency in the Water Industry National Environment Programme (WINEP), and the target delivery date that we are currently working to. As you will see from the data, United Utilities consistently tries to deliver schemes as early as practicably possible, which is often well ahead of the WINEP regulatory date. Where the schemes have spill reduction requirements, we also include the modelled spill reduction ambition that was incorporated into our PR24 price review submission to Ofwat.

- **the legally enforceable target applying to each asset, distinguishing permit/WINEP obligations from company commitments.**



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Appendix 2 also displays the primary driver for each scheme on the WINEP. Whilst a scheme can legitimately have multiple drivers, this primary driver typically outlines the target environmental outcome for the scheme. For example, schemes with a primary EnvAct_IMP2 driver aim to reduce storm overflows spills so that they do not discharge above an average of 10 rainfall events per year by 2050, whilst those with a primary EnvAct_IMP2 driver aim to reduce storm overflows spills to protect the environment so that they have no local adverse ecological impact (i.e. avoid deterioration).

Once schemes are fully delivered, a permit variation will be applied for and the UU permit updated accordingly by the Environment Agency. This means that both the current WINEP and future permit requirements will ultimately become fully aligned.

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



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.