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/ID817
Date: 30/04/2026
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'd like to request all the stop start events between 2020-2023 for the entire United Network. This is to aid the use of our data tool which shows users edm data transparently, highlights improvement trends and more. To also better aid our understanding of how united operates with EDM monitoring, could you please provide further clarification on how United santises edm data and detects false positives? Is there a number of false positives you could provide over a time period? Our role is to better inform the public, beyond a shock headline and onto some actual, meaningful analytics and highlighting data flaws is part of that objective.

Our response:

Our EDM data publicly available on our website. The webpage: Storm Overflow Performance sets out the process we use to capture and validate the EDM data and contains a drop down box that allows users to download either the annual validated data, that we provide to the EA, or the monthly and as yet unvalidated raw data that is taken directly from the EDMs. It must be noted that this monthly data has not been through the full validation process and as such will differ to some degree from the final validated data.

For additional information the storm overflow performance webpage sits within the Better Rivers section of our website, which contains details of our links to information about the work we are doing to reduce discharges from overflows, as well as a link to a live CSO discharge map.

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