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/ID869
Date: 13/07/2026
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 would like to request the flow to full treatment data of all of your regular (non-small) wastewater treatment works. Ideally the data would be in CSV format at the most granular temporal resolution available, covering data from 1/1/2024 to the most recent available readings.

Our response:

Whilst the initial request was for one hundred and forty-three sites, the majority of these sites and the associated data can be found on multiple previous environmental information requests on our corporate website, specifically on our disclosure log. These requests references are **EIR-745** and **EIR-825**, respectively. Please follow this link to our disclosure log on our corporate website.

In regard to the remaining data, please find attached multiple excel data spreadsheet appendices. These spreadsheets contains the flow to full treatment data for ten of the requested sites. For information, sites Billinge South, Cuddington, Darwen and Royton are not treatment works and there is no flow data for them as they no longer have MCERTS (The Environment Agencies Monitoring Certification Scheme).

It is important to note that this flow data has received a basic manual level of validation based on known issues such as meter issues, certification issues and telemetry issues completed to the best of our understanding. Periods of missing data can be attributed to interruptions in the power supplied to us, telemetry faults, or other data issues.

Due to the number of files and size of the data these appendices will be sent to you separately via our One Drive system.

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 Emma[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