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/ID878
Date: 21/09/2026
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:

These requests seek information related to the import of commercial tankered waste at receiving treatment works e.g. wastewater treatment sites and sludge treatment centres.

Total volume of commercial tankered waste

1. Please provide the annual volume in cubic metres of commercial tankered waste received at WWTWs, STWs and STCs since 1 January 2020. Please provide a breakdown by individual treatment works for each year.

Active licences

1. Please provide the number of active licences held by companies for the import of commercial tankered waste into receiving treatment works.
2. In the same style as Trade Effluent Consents, please provide company name, company address, volume of tankered waste in m3, effluent type, and receiving site for all active permits for commercial tankered waste. Please provide in the original spreadsheet format and remove any personal information if necessary.

Annual income generated from Trade Effluent Consents (including tankering)

1. Please provide the total annual revenue generated from Trade Effluent Consents (including tankering) for each financial year from 2020/2021 to 2025/2026. Please include all charges, fees and income associated with the acceptance, conveyance and treatment of trade effluent.

Our response:

The answers to the four queries have been set out below. Please find attached two excel data

spreadsheets appendices titled Appendix A and Appendix B.

Total volume of commercial tankered waste

1. The annual volume of commercial tankered waste received since 1 January 2020, by individual works can be found in Appendix A.

Active licences

1. We do not issue or hold active licenses for companies that bring us commercial tankered waste. Rather, we operate under Environmental permits issued by the Environment Agency (EA). Appendix A provided in response to question 1 includes the EA permit references (also referred to as registration number) for the sites that hold these permits relating to imports in the requested reception period. Further information about each of these permits can be found at the Environment Agencies website - Search all public registers.
2. We do not issue licenses to commercial tankered waste customers and as such this information is not held. Therefore, under Environmental Information Regulation 12(4)(a), this cannot be provided. We have however provided a summary table, in Appendix B, of commercial tankered waste customers, volume data, and receiving works for the period 1 April 2025 to 31 March 2026 for the most recent reporting period (as we do not classify tankered waste customers as active or inactive we have provided the most recent information as a proxy for an active customer list).

Annual income generated from Trade Effluent Consents (including tankering)

1. The total annual revenue generated from trade effluent consents and for tankered waste for the financial years 2020/2021 to 2025/2026, including all charges, fees and income associated with the acceptance, conveyance and treatment of trade effluent is provided in the table below. Please note that trade effluent charges are billed and recovered from non-household customers by its appointed retailer and forms part of the non- household revenues, with this trade effluent revenue covering all trade effluents as defined in the Water Industry Act (WIA). Further details about the WIA can be found at the following link https://www.legislation.gov.uk/ukpga/1991/56/contents.

Financial year	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025	2025/2026
Trade effluent (£)	£43,023,691.08	£50,860,811.06	£43,638,218.54	£41,601,818.44	£46,335,538.18	£59,008,348.95
Tankered waste (£)	£3,796,868.76	£3,409,828.18	£3,389,534.44	£2,905,990.57	£3,382,436.72	£2,550,132.20

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