



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/ID283
Date: 11/02/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

We write further to your request for information dated 13 January 2025. We have considered your request in accordance with the Environmental Information Regulations 2004 (EIR).

Could you please provide the raw operational data for the storm return pumps at Near Sawrey WwTW for the entirety of 2022?

Additionally, please can I be provided the wet-well data for the site for the same year.

Please find attached, the operational data for the storm return pumps as requested. Please be aware of the following important points in relation to the provision of telemetry data;

- **Telemetry data may not always be accurate due to sensor malfunctions, data transmission errors or environmental interference. Therefore, conclusions should not be drawn from this data.**
- **Telemetry data requires context for correct interpretation. Without understanding the operational context, raw data can be misinterpreted.**
- **The naming of our telemetry alarms is intended for internal use and may not be intuitive or self-explanatory externally. They can also contain technical jargon and text used to trigger an internal response and not representative of process performance and/or impacts.**
- **Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.**

Also, please note that there is no wet-well at Near Sawrey WwTW, instead this is regulated via gravity. As a result, we do not hold the information requested.

Should you consider that we have not adequately complied with our obligations under EIR, we are also obliged to inform you that you have the right to ask us to carry out an internal review of our response. This can be done by writing to [REDACTED] United Utilities, Legal Department, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP. Alternatively, you may find it easier to e-mail us directly on EIRRequests@uuplc.co.uk, quoting the above reference, and your review request will be forwarded on to [REDACTED].

Any request for an internal review should explain why you wish a review to be carried out and should be made within 40 working days of receipt of this letter, and we will reply within 40 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Information Commissioner.

Regards

EIR Team