



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-371

Date: 13/06/2025

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). Please see our comments, as follows.

I am making an EIR request for data pertaining to the Cark in Cartmel Pumping Station Storm Overflow (UG1202)

For this overflow, can I please be sent the following from 1/1/ 2024 to the present:

- 1. All passed forward flow data;**
- 2. All individual spill start and stop times as detected by all EDM devices installed**

Where we have stated "please see attached", these documents have been sent separately via secure file transfer. For security purposes, the password must be provided via a text message or using an alternative email address. Please can you kindly provide an alternative contact method, and we will send this over to you ASAP.

Please see attached a copy of the pass forward flow data, and individual spill start and stop times. Please note that as the data from 1st January 2024 to 30th September 2024 was sent to you on 18th October 2024 (EIR-167), we have included the remaining data which covers 1st October 2024 to 14th April 2025.

Please be aware that during November 2024, Cartmel in Cark was converted to a Wastewater Treatment Works (WwTW). During this period, data was manually downloaded, rather than held in our Strategic Telemetry System. Unfortunately, some of the data covering 5th November 2024 to 7th November 2024 became corrupted and is therefore unrecoverable. This means that there is a 35hr gap within the dataset. However, there were no reported spills during the period where the data was manually downloaded. Please also note that because the site was converted from a Wastewater Pumping Station (WwPS) to a WwTW, we have included the flow data for Grange Over Sands WwTW, which is where the flows from the WwPS previously went to.

When reviewing the data, you should also take the following into account:

- Non-regulatory data (including the attached real time monitoring data and other general telemetry data) is collected as part of the information we use for operational purposes from a variety instruments and tests. It is not to be relied upon in isolation to draw accurate conclusions, but rather it is used alongside other data to manage and optimise our assets.

Operational data measures fluctuations in parts of the process but does not present an accurate picture of overall asset performance.

As you may be aware, the Environment Agency (EA) requires all water companies to report the number of days each storm overflow operates each year, following standard rules, so to best understand the environmental impact of storm overflow operation. Data is captured by sensors, and we have these on every one of our 2,264 storm overflows. Millions of pieces of sensor data are gathered, and a standard process converts this into an annual report on storm overflow performance. The first stage captures data signals that suggest spills may have occurred. This includes all data, with no errors removed.

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
EIR Team

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.