



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/ID377
Date: 22/05/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/377

Thank you for your request 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 can i have the following data sets from Glebe road pumping station (PS), Near sawrey wwtw, Elterwater PS, Grasmere wwtw, Ambleside wwtw and hawkshead pumping station from the start of the year to the current date:

- 1. All 15-min Final Effluent flow data;*
- 2. All individual spill start-stop times as recorded by EDM;*
- 3. All telemetry data exchanges between the WwtW/PS and your waste operating control centre.*
- 4. Dates of visits to the works by operating staff;*
- 5. Copies of operator log book entries.*

For Near Sawrey wwtw, please can I be provided all wet-well data from the site from 2020 to the current date. Can this include data from the storm tank, from the overflow chamber and from the balancing tank/septic tanks that are on site.

With regards to the above, we are happy to provide you with the data for points 1, 2, 3 and 4 in excel format. This will be sent in a follow-up to this email, along with the necessary security code needed to access these files. However, with regards to point 5, concerning the log books. They are available, but as they're live and in use on site, we would be happy to send them at the end of the calendar year once they can be removed from site without interrupting operations.

We can confirm that there is data relating to EDM monitoring available from the Environment Agency and United Utilities' website. <https://www.unitedutilities.com/better-rivers/our-challenges/storm-overflow-performance/> provides data collected since monitoring equipment was installed and spreadsheets are held for years 2020 until current date.

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 that are subsequently investigated and addressed. 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.**

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.

Kind regards