



**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
Lingley Green Avenue  
Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID388  
**Date:** 03/06/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

EIR Reference: EIR/ID/388

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).

**Environmental Compliance History:**

1. *Could you provide details of any **environmental compliance actions, breaches, or permit variations** related to Cleator WwTW since **2012**?*
  2. *Please include any **enforcement actions or fines** issued by the **Environment Agency** or any other regulatory body.*
- **As our management systems only record back as far as 2013, we can only provide the data from that time. However, we can confirm that there have been 5 instances to report:-**
    - Operator self-monitoring sample exceedance on 01/03/2013, to which we received a letter from the Environment Agency on 29/05/2014.
    - Self-reported pollution incident and permit breach on 09/09/2016 due to a power failure, Compliance Assessment Report (CAR) received from the Environment Agency 27/09/2016. This incident resulted in a contravention of the permit conditions. Specifically, the Flow to Full Treatment, which was not being achieved.
    - Self-reported incident on 16/12/2019 due to an equipment failure, Compliance Assessment Report (CAR) received from the Environment Agency on 29/01/2020. The EA assessed the 72hr report for this self-reported incident and were satisfied with the measures detailed to address the issue going forward.
    - Works outfall inspection on 16/02/2022 due to an equipment failure, Compliance Assessment Report (CAR) received from the Environment Agency on 28/02/2022. No further action was required as permit already brought back into compliance.
    - Operator self-monitoring inspection on 11/01/2024, to which a Compliance Assessment Report (CAR) was received from the Environment Agency on 20/03/2024. No further action was required as permit already brought back into compliance.

**Current Treatment Capacity and Performance:**

1. *Can you confirm the **current capacity of Cleator WwTW** and whether it is **operating within its permit limits**?*
2. *Are there any known capacity constraints that could affect its ability to accommodate*

*additional wastewater flows from new developments in Cleator Moor?*

- We have had it confirmed from the operational team at the site that the wastewater treatment works at Cleator is currently operating fully within its current capacity and operational limits. The following link to the Environment Agency website will allow you to download and view the current discharge consent permit for Cleator WwTW ([View registration NW/017470025/010](#)). Specifically, pages 16-20 will show you the emissions and monitoring, including the chemical requirements of the site.
- Having liaised with the operational team for this site, they have advised that there are not any known capacity constraints that could affect its ability to accommodate additional flows from any new developments.

**Planned Upgrades or Reinforcements:**

1. Are there any **planned or ongoing upgrades** to Cleator WwTW to address capacity or compliance issues?
2. If so, could you provide a timeline or scope of these improvements?

- We have liaised with the wider business, specifically the operational team for this site, who have confirmed that as it stands there are no current planned upgrades or reinforcements at Cleator WwTW within this current Asset Management Period (AMP).

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](mailto:EIRRequests@uuplc.co.uk), addressing your request to [REDACTED] [REDACTED] [REDACTED] [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