



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/ID390
Date: 04/06/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/390

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).

I would be very grateful if you could provide data for these network overflows (CSOs), sewage pumping stations (SPSs) and STWs for the period 1/1/2020 to the present:

1. **CARTMEL IN CARK SPS (MCERT)** – Flow data only available from 19/11/2024. Cartmel used to pass flow to Grange-Over-Sands WwTW via a non-MCERT flow meter which used to record the flow from site.
2. **NEWBIGGIN (LEVEN) STW (MCERT)**
3. **SCALE HALL SPS** – No flow point on site.
4. **SPARK BRIDGE SPS**
5. **ASKAM-IN-FURNESS STW (MCERT)**
6. **CARK TANK NO.1 SPS** – No flow point on site.
7. **BAYCLIFF SPS** – No flow point on site.
8. **MILNTHORPE SPS (MCERT)**
9. **HEVERSHAM SPS (MCERT)**
10. **COCKERHAM CSO** – No flow point on site.
11. **SOUTERGATE STW (MCERT)**
12. **PREESALL STW (MCERT)**
13. **LINDALE STW (MCERT)**
14. **GREENODD SPS** – No flow point on site.

Please provide all individual spill start-stop times for all storm and emergency overflows as well as 15-min sewage inlet, flow to full treatment, final effluent and flow passed forward as appropriate for each asset named.

Please label each dataset so that it is clear what kind of flow is being monitored and if the overflow is at an inlet or storm tank or is an emergency overflow.

As per the above, we will provide you with 2x excel data spreadsheets. One for spill start and stop times for the 14 requested sites, and the other for 15-minute flow, which is available for 9 of the requested sites. We have marked above the sites to which there is no flow point, therefore unable to monitor for such data. Due to the size of these files, we will need to send them to you via secure fileshare. The data will be sent to this email address as well as the required security code needed to access these files.

With regards to flow data, you should be aware of the following points:

- It is important to note that only some of the data provided is non-MCERT and therefore is not installed to the same level of accuracy as regulatory flow meters. The *MCERT* sites are flagged above. For example, if no flow is shown this could be due to a fault with the instrument or telemetry rather than there being no flow from the site.
- 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, 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.

With the above in mind, the data alone should not be used to draw conclusions.

With regards to spill data, you should be aware of the following points:

- it is important to note this information is the raw sensor signals from January 2021 which has not been analysed to remove anomalies or errors. Therefore, any analysis conducted using these raw unvalidated signals will inevitably be flawed and give rise to misleading conclusions if it is treated as validated EDM sensor data.
- The raw sensor signals are those referred to in step 1 of our 5 step process to report on spills from storm overflows which is described [here](#). During the subsequent steps, quality checks and data validation is carried out to convert the raw signals into our annual EDM data return which is available on the same webpage.
- These raw sensor signals cannot be used as an accurate basis for how many actual discharges there were. This is because some of the raw unvalidated sensor signals are found to be inaccurate or unreliable once inspected and assessed, which could, for example, be due to water motion in storm tanks, fluvial flooding, abnormal weather conditions, animal interference or sensor failure.
- The raw signals are subject to an auditable process of data validation and analysis before the regulatory EDM return is produced, which is the only source of data from which conclusions about storm overflow operation can accurately be made.

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