



Water for the North West

**United Utilities Water Limited**  
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**Our ref:** EIR/ID392  
**Date:** 04/06/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

EIR Reference: EIR/ID/392

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 wonder might I ask for various data sets from twelve different assets?*

*The assets comprise network overflows (CSOs), sewage pumping stations (SPSs) and STWs. Please supply the requested data from 01/01/2020 to the latest available date.*

*Data required is 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 ensure each dataset is cleanly labelled with nature of flow being monitored plus the units of monitoring and if the overflow is on the network, at an inlet or storm tank or is an emergency overflow.*

*The twelve assets for which the data is required are;*

- 1. Millom STW (MCERT)*
- 2. Abbey Rd/Hollow Lane CSO – No flow point at site.*
- 3. Lancaster STW (MCERT)*
- 4. Greety Gate SPS – No flow point at site.*
- 5. Barrow in Furness STW (MCERT)*
- 6. Palace Nook SPS – Flow in 5-minute intervals\**
- 7. Ferry SPS – Flow in 5-minute intervals\**
- 8. Haverigg SPS – Flow in 5-minute intervals\**
- 9. Gregson Lane Area CSO – No flow point at site.*
- 10. Low Wood Bridge SPS – No flow point at site.*
- 11. Cooper Lane SPS – No flow point at site.*
- 12. Rampside SPS. – No flow point at site.*

As per the above, we will provide you with 2x excel data spreadsheets. One for spill start and stop times for the 12 requested sites, and the other for 15-minute flow, which is available for 6 of the requested sites. We have marked above the sites to which there is no flow point, therefore unable to monitor for such data. There are 3 sites where there is flow data. However, there is no requirement to monitor or report on this meter within the permit consent for the site and the flow data is in 5-minute intervals. We capture this data for internal operational purposes and so conclusions should not be drawn. Again, these have been flagged above. 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. However, to obtain these files you will need a secure passcode which will send you to access these documents.

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 of 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 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.
- 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](mailto: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