



**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-393

**Date:** 19/05/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto: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:

**Have you requested wastewater quality test results from the offsite wastewater treatment plant?**

**Is industrial wastewater sludge disposed of properly?**

**What is the sludge disposal pathway?**

Wigan Wastewater Treatment Works (WwTW) has achieved an average Biochemical Oxygen Demand (BOD) removal of 96% and Chemical Oxygen Demand (COD) removal of 88% over the last 12 months and is fully compliant with the requirement of the Urban Wastewater Treatment Directive. The site has also passed all other regulatory samples.

The sludge is processed on site and turned from a liquid to a “cake” product. It is then transported to our Manchester Bioresource Centre. Here it is treated using digestion technologies. The resulting Biosolids is then provided to local farmland as a fertiliser. We are fully compliant with The Sludge (Use in Agriculture) Regulations 1989 and have been awarded accreditation from the Biosolids Assurance Scheme. This certifies that our treatment and recycling activities meet regulatory requirements and best practice.

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.

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.