



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/ID773
Date: 17/04/2026
Email: 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).

Your request:

I am writing to request information under the Environmental Information Regulations 2004. Your company is required to maintain a public register of trade effluent consents under the Water Industry Act 1991. While some information is made available via online tools or dashboards, it is not currently possible to access or download the full register in a usable format.

I therefore request the following:

A complete copy of your current trade effluent consents register, including (where held, if some elements are not held then please provide the rest):

Consent number

Site name / operator name

Site address (all available address fields, including postcode)

Nature of the consented discharge / process description

Receiving sewer / catchment / wastewater treatment works (if recorded)

Consent status (active, revoked, etc.)

Date of issue and/or last variation

Substances in the effluent.

The data in a machine-readable format, such as CSV or Excel.

Any associated metadata or data dictionaries that explain field names, codes, or classifications used in the register.

If the full register cannot be provided, please:

Specify which parts are being withheld

Clearly state the exception(s) being relied upon under the EIR

Provide the remaining information in full.

Please note that under Regulation 6(1), where information is already publicly available but not reasonably accessible, you are required to provide it in the format requested where possible.

Given the clear public interest in transparency around industrial discharges to sewer systems and their environmental implications, I would expect disclosure in full.

Our response:

In response to your request, please find attached Appendix 1. The information on the United Utilities

consent public register is not held within a database but is held as a series of individual PDFs, so that each is an exact copy of the consent issued to the trader. As the data cannot be directly extracted from the PDFs, the information within the appendix is an extract from an internal database which mirrors much of the information held within the trade effluent consent register.

Within Appendix 1 we have been able to provide the following elements of your request in a excel format.

- Consent reference number
- Trading / operator name
- Site postcode
- Receiving wastewater treatment works
- Numeric consent conditions associated with each consent
- Descriptions of the nature of the consented discharge or process

Please note that the numeric limits provided in the attached dataset represent maximum permitted values specified within the consents. They should not be interpreted as actual effluent concentrations, discharge composition, or evidence of environmental impact. Each trade effluent consent also contains non-numeric conditions and operational restrictions, which form an integral part of the regulatory controls but are not reflected in the exported data.

Within Appendix 2 we have provided the sample analysis data for each trade effluent sample collected in 2025. While we are happy to provide this information, we must emphasise the following important caveats to ensure the data is properly understood and interpreted:

1. Context of sample result concentrations: as with all spot samples the data provided reflects concentrations of substances within those specific samples only, and not a complete picture of the effluent characteristics.
2. Limitations of single data points: sample results represent a snapshot in time and may not fully account for variations in effluent characteristics over different operational periods.
3. Flow and volume measurements: without considering these measurements, no accurate inference can be drawn regarding the overall nature or compliance status of the discharge.

The internal database does not hold the dates of original issue and subsequent variations for consents so we are unable to provide this information to you. This data can be accessed from the individual consents, which can be found at [Trade effluent consent register](#).

The trade effluent consent register should be considered to be the complete set of conditions, restrictions, and background information for each trader and should be referenced alongside the information provided in Appendices 1 and 2.

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.

Many thanks