



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-788
Date: 11/05/2026
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). As your request contained a number of specific questions, this response restates each part of the request (in bold) and then follows with our response.

For each WWTW that you operate you could provide the following information for the years 2022/23/24/25.

According to the WWTW permit what is the volume of treated sewage allowed to be discharged per year?

For clarity, it is important to note that the permits do not contain a volumetric limit, and the limits we do have are not annual. Rather we have an instantaneous maximum flow rate to govern the wet weather conditions, and a minimum dry weather flow to govern the dry weather conditions. Copies of the permits can be obtained via the Environment Agency's website: [Public Registers Online](#).

How much, by volume, has been released in the years stated above?

Please see attached a copy of the Total Daily Volume (TDV) data for each of our wastewater treatment works in Appendix 1.

We annually report this TDV data to the Environment Agency via a data return, as required by our site environmental permits. In this return we encode our values using markers or "Tags" which indicate the data quality of each value according to definitions provided by the Environment Agency.

Within the data set you may observe some variance in flow rate, typically related to seasonality, periods of asset maintenance, short-term tankering and capital projects or upgrades. It is important to take these points into consideration when reviewing the data, alongside outlier values which are inherent in large data sets such as impacts to telemetry from communication or power loss, flatlining or repetition of values.

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.



Water for the North West

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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



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.