

# Keeping Cumbria flowing

# Overview

1. Keeping Cumbria flowing
2. The benefits of our investment:
  - *Supplying water for the future*
  - *Water efficiency*
  - *A resilient sewer network*
  - *Protecting and enhancing the environment*
  - *Delivering cleaner rivers and coastline*
  - *Working together for Cumbria*
3. Your key contacts

Cover: Haweswater  
Right: Windermere jetty



# Supplying water for the future

**We benefit from a resilient water network in the North West – for the vast majority of the region we have a surplus of water through to 2040.**

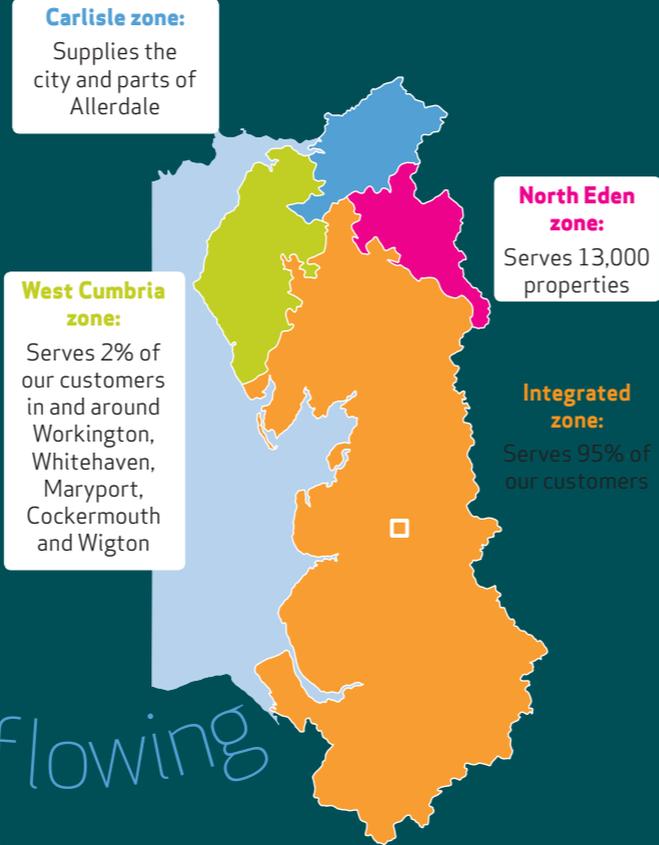
In Cumbria, particularly West Cumbria, we have some unique challenges.

Ennerdale, its lake and the River Ehen, and the species that live there, are vulnerable, sensitive environments.

The European Habitats Directive requires us to reduce the amount

of water we currently take from those sources - and ultimately we have to stop using Ennerdale as a source at all. At the same time, we need to ensure that we have sufficient water available to support the area's growing tourist industry and water demand.

## Our four water supply zones:



Keeping Cumbria flowing

# A way forward

**We are proposing to link West Cumbria to the rest of our network, via a major new pipeline.**

A new supply pipe for West Cumbria would mean Ennerdale Water, plus a number of other protected habitats, would no longer be used for drinking water supplies while ensuring there's enough water on tap for the area's households, businesses and the environment long into the future.

We'd prefer to build a new pipeline from Thirlmere reservoir to West Cumbria. We could tap into the spare capacity at Thirlmere reservoir and, with careful planning, make sure there is minimal long term environmental impact and sufficient water for any future developments.



**Integrated resource zone:** likely to have a healthy surplus of water through to 2040, even if its population grows more than expected or the climate becomes drier than predicted.

**Carlisle resource zone:** likely to have a small surplus of water if population growth and climate change develop as we expect. A small deficit is possible if the climate becomes drier than predicted, or population growth exceeds forecasts.

**North Eden resource zone:** this area is supplied by plentiful underground water sources, which are resilient to climate change. We don't expect any shortfall in the future.



**West Cumbria resource zone:** likely to have a significant deficit of water by 2020, without action being taken. That's because we'll need to reduce the amount of water taken from the environment in order to protect this ecologically sensitive area.

Keeping Cumbria flowing

# Water efficiency

***'But it's always raining in Cumbria!'***

It might appear counter-intuitive to suggest we need to save water in West Cumbria, but there's logic to our plans, especially as it would be 2025 before a new supply pipeline would be ready.

We're running a campaign to promote the benefits of being more water efficient. We do this throughout the region but it now has particular importance in West Cumbria as it is likely to have a significant deficit of water, without action being taken.

To help manage the demand for water, we're focusing on water efficiency education to help change consumer behaviour. We've already run an award-winning educational scheme in Cumbria but watch out for us over the coming months, when we will be out and about in West Cumbria talking about how to become

more water efficient in the home and garden and the benefits it brings.

We're also doing our bit by tackling leakage, using advanced computer modelling to install 'intelligent' valves which fine-tune water pressure and cut the amount of water lost through leaks. This system, the first for a UK water company, was piloted in West Cumbria and is now being rolled out in other parts of our region. Initial results from the West Cumbria scheme indicate that it is already saving 25,000 litres of water an hour, which might otherwise have leaked.



*Out and about in Whitehaven*



Keeping Cumbria flowing

# A resilient sewer network

*A drilling rig being towed across Windermere*

***We have one of the largest sewer networks in the UK.***

We need to invest in our sewer infrastructure in Cumbria to keep up with demand from the region's growing population and changing patterns in rainfall.

Providing more capacity to be able to treat wastewater means we can better serve our customers and meet new legal obligations. Working closely with local authorities and developers, we can make sure there is adequate sewer capacity to support the development and economy of the county.

We are keen to reduce the number of customers who suffer from

internal property flooding and we will be carrying out a number of schemes in Cumbria to help alleviate sewer flooding issues.

Over the next six years, we're increasing the capacity at wastewater treatment works in:

- Cockermouth
- Carlisle
- Penrith
- Dearham

Keeping Cumbria flowing



## Protecting and enhancing the environment

Haweswater footpath

### ***In Cumbria we work in some of the most beautiful landscapes.***

These are a haven for wildlife and a major driver of tourism and we are committed to continuing to look after and improve these wonderful spaces.

We are custodians of over 16,000 hectares of land in Cumbria, much of it in the Lake District National Park.

We work closely with the farming community to carry out sustainable catchment management activities, helping protect water quality while also returning some of the land back to its natural state.

So our customers have water, we abstract it from reservoirs,

lakes and rivers. Each of these abstraction points has infrastructure that may have a detrimental impact on the environment. To protect the wildlife of some of these watercourses in Cumbria, we will be carrying out a number of projects to put in eel and fish passes, such as:

- Yearl Weir fish pass
- Swindale fish pass
- Crummock Water

Keeping Cumbria flowing



## Delivering cleaner rivers and coastline

Seascale near Millom

### ***We're proud of our record of environmental improvements over the last 20 years.***

Although we have achieved a huge amount we still have some big challenges ahead of us, new legislation and tighter treatment standards mean we can't stand still.

To help improve some of the rivers and lakes in Cumbria we are upgrading a number of wastewater treatment works, including:

- A large project at both Windermere and Ambleside
- Grasmere
- Kendal

We're also playing our part in improving coastal waters by investing in our wastewater network and working with a range of partners to meet challenging new legislation being introduced in 2015, such as:

- Allonby
- Millom

Keeping Cumbria flowing

# Working together for Cumbria



Thirlmere and its catchment

## ***If we work together, we know we can make a real difference to our environment.***

We want to look differently at how we can deliver improvements to water quality, focusing beyond our own treatment plants and sewers by working in partnership with other organisations.

“Catchment Wise” is our new approach to tackling water quality issues in lakes, rivers and coastal waters across the North West. It builds on our Sustainable Catchment Management Programme (SCaMP), which improves raw water quality. This new approach aims to drive a similar change around wastewater issues – sharing expertise about how land is used and managed across the region and tackling pollution at source to improve the

quality of water in lakes, rivers and the sea in the North West.

We’ve begun a pilot in West Cumbria to do things differently. Focused on the Ellen area, we’ve secured funding for two years to work in partnership with the West Cumbria Rivers Trust, Environment Agency and Natural England’s Catchment Sensitive Farming team to tackle agricultural diffuse pollution in rivers and streams.

We’re now ready to look at other areas to expand this approach and, through Catchment Wise partnerships, consider all sources of pollution in a catchment so that water quality objectives can be met in the most sustainable way.

Keeping Cumbria flowing

# Your key contacts

***Wherever our work takes us over the next few years, we promise to be a responsible neighbour, working closely with local communities and partner organisations.***

We’ll tap into the local supply chain, to ensure our investment generates jobs and training opportunities right here in Cumbria, and will never lose sight of the fact that our work is as much about people as it is about pipes.

**We want to make it easy for you to work with us, here’s who to contact in United Utilities on key issues:**

### **John Hilton**

*General manager - Cumbria Engineering and capital delivery*

07765 231 392  
john.hilton@uuplc.co.uk

### **Kevin Sayers**

*Wastewater area business manager*

07825 022 002  
kevin.sayers@uuplc.co.uk

### **Ken Longshaw**

*Water area business manager*

07775 534 186  
ken.longshaw@uuplc.co.uk



United Utilities Water PLC,  
Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Warrington WA5 3LP.  
Registered in England and Wales. Registered Number 2366678.