

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.

I would like to request the stop and start times of all CSO spills that have been recorded by Event Duration Monitoring by United Utilities. Please provide the name of the CSO, its permit number and location.

Where we have stated "please see attached", these documents have been sent separately via secure file transfer. For security purposes, the password must be provided via a text message or using an alternative email address. Please can you kindly provide an alternative contact method, and we will send this over to you ASAP.

Please see attached a copy of the start-stop time data for all installed EDMs. When reviewing the data, you should also take the following important points into account:

- In respect of the EDM data, it is important to note this data is the raw sensor signals, which have not been analysed to remove anomalies or errors. Therefore, any analysis conducted using these raw, unvalidated signals will inevitably be flawed and give rise to misleading conclusions if it is treated as validated EDM sensor data.
- 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.

As you may be aware, the Environment Agency (EA) requires all water companies to report the

number of days each storm overflow operates each year, following standard rules, so to best understand the environmental impact of storm overflow operation. Data is captured by sensors, and we have these on every one of our 2,264 storm overflows. Millions of pieces of sensor data are gathered, and a standard process converts this into an annual report on storm overflow performance. The first stage captures data signals that suggest spills may have occurred. This includes all data, with no errors removed.

Following the initial recording of data, we convert the data through various stages to reach a final spill count number as part of the EA requirement to submit a regulatory return. That process involves various investigations of data which may be erroneous. The regulatory return is finalised and sent to the EA in the spring for the previous calendar year. Further details regarding the spill data process are found on our website here - <https://www.unitedutilities.com/better-rivers/our-challenges/storm-overflow-performance/>. You can also view the 2020-2023 regulatory EDM returns here. Please note that the 2024 data will be available on the website in the coming months.

Additionally, please note, over the last five years we have changed the way that we store data. This means that the 2020-2021 data has been downloaded from an archive, unlike the 2022-2025 data which has been taken from our Strategic Telemetry System (STS). This also means that the 2020-2021 data will not necessarily match the published data, as there have since been point changes, and sites have been added or removed from the system. With this in mind, conclusions should not be drawn from this data.

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
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.