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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID347
Date: 08/05/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted]

EIR Reference: EIR/ID/347

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.

Your request:

Please can you send me the data from the flow metres on each of the duty, assist and standby pumps at the Tourist Information Centre pumping station at Glebe Road between 1st January 2020 to 17th March 2025. This should include start and stop times for each of the pumps during the time in question.

Our response:

Please see the data requested attached, covering the period of 6th April 2020 – 1st April 2025. Additionally, please read the following the following important points regarding the data provided.

- Our strategic telemetry system (STS) retains data for a maximum of five years. As a result, we are only able to provide the data from 6th April 2020 to the 1st of April 2025.
- We have provided a dataset comprising instantaneous flow data recorded at 5-minute intervals. Although this still only provides an estimated and indicative volume figure, it offers greater accuracy if being used to calculate estimated discharge volumes, than averaged data.
- Our approach to estimating discharge volumes involves calculating the start/stop durations of the pumps and multiplying these by the pump's design flow rate of 225 litres per second (l/s). As above, this method provides an indicative volume only.
- While your request refers to duty, assist and standby pumps, please be aware that our pumps are not labelled in this way. Instead, the pumps are identified as 'Pump 1', 'Pump 2' and 'Pump 3'. These pumps are designed to operate on a rotating basis and take on different roles (duty, assist or standby) depending on operational conditions. Therefore, the data provided reflects operations of each pump by its identifier, rather than a fixed operational role.
- Please note that the attached dataset contains a wide range of flow readings. Some of these readings will be erroneous, while others are indicative of normal pump operation. For example:

    - Higher flow readings can occur during pump start-up phases when there is initially no pressure in the rising main, requiring a higher initial flow to build pressure.
    - Lower flow readings may be observed as pumps approach shut down.
- Whilst there are flow meters on each pump at Tourist Information Centre these are non MCERT instruments, not designed nor installed to the regulatory MCERT standard for accuracy (and no requirement to do so under the permit). In addition, the flow value data from these instruments is logged at 5-minute intervals, therefore if a pump is running at 12:00 it will record a flow rate, however if the pump then stops at 12:01 the flow data will not update the flow rate until the next data point at 12:05. Therefore, the data cannot be used to calculate discharge volumes with accuracy.
- Pump state data is event-based and only recorded when there is a change in state, such as a pump starting or stopping. As a result, there may be differences in the frequency and timestamps of the two data types.
- There may be instances where the pump state data indicates a pump is running, while the corresponding flow data shows 0 l/s. This can occur for several operational or technical reasons. For instance, the pump may stop running during a 5-minute interval, but the flow reading will not adjust until the next 5-minute interval reading, which could result in an overestimation of flow volume for that period. Therefore, the data cannot be used to calculate discharge volumes with accuracy.

Due to the size of the data file we need to send to you, we must do this via our secure fileshare. Can you please provide an alternate email address for us to send the necessary passcode to so you can access these files.

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.

Kind regards