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/ID367
Date: 10/06/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted]

EIR Reference: EIR/ID/367

Thank you for your request 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 can I have a copy of all self-reported pollution incidents that UU has sent to the EA from 2020 to the current date.
Please can this include UU's investigations into the incidents with all supporting evidence.

We will provide you with 5 folders of data, from 2020 to 2025. These folders each contain an incident report and associated supporting information. Both in PDF and/or excel format. It is important to note that some data in these documents has been redacted due to personal under Regulation 13 of EIR. Due to the size of the data files, we will send these via fileshare, then follow up with an email with the necessary security passcode.

Also, with regards to the attached data:-

- **These are all pollutions reported to the Environment Agency by United Utilities.**
- **These incidents are not all United Utilities responsibility.**
- **The watercourses have been assessed as part of the Windermere catchment were Lake Windermere, Carfoot Beck, River Rothay, Grasmere Lake, River Brathay, Ford Wood Beck, Black Beck, Wilfin Beck, Cunsey Beck, Great Langdale Beck and Esthwaite.**
- **A small number of the NIRS references in the file titles are different to the NIRS references within the report. This is because the reports were submitted to the EA with one NIRS reference and were later agreed with the EA as having a different NIRS ref.**
- **Not every report provided has supporting information.**

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