

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.

**Please can I have a copy of the following data sets for Langdale WwTW from 2015 to the current date.**

- **Telemetry alarm signalling**
- **Turbidity data collected real-time on site in 15 or 1 minute intervals**
- **Ferric dosing**

Please see attached a copy of the requested data for Langdale WwTW. When reviewing the data, you should also take the following important points into account:

- Our Strategic Telemetry System (STS) holds data for a maximum of five years; therefore, we have provided the telemetry alarm signalling data and turbidity data from 13<sup>th</sup> May 2020 to present date.
- Telemetry data requires context for correct interpretation. Without understanding the operational context, raw data can be misinterpreted.
- The naming of our telemetry alarms is intended for internal use and may not be intuitive or self-explanatory externally. They can also contain technical jargon and text used to trigger an internal response and not representative of process performance and/or impacts.
- Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.
- Additionally, telemetry alarms do not necessarily mean that there is a problem with the Final Effluent quality, the alarms are set up to indicate an issue to allow our Operational Staff to intervene before Final Effluent is impacted.
- As explained in our response for EIR-108, Langdale WwTW does not have a ferric dosing flow meter onsite as the ferric is dosed at a fixed rate of approximately 1.3l/h – 2l/h when flow is received by site. Additionally, ferric is only dosed from around Easter to October, due to tourism load. With this in mind, the ferric dosing data cannot be disclosed in line with Regulation 12(4)(a), as it does not exist.

- On the 'telemetry alarm data' tab, you will note there are a few points labelled as 'ferric dosing'. Please be aware that these are used only for alarm purposes, and not for monitoring the levels of ferric dosing on site.
- Please note, there are a number of high turbidity results within the dataset. Having liaised with our local Wastewater Team, I can confirm that these are due to a number of factors, including but not limited to:
  - Cleaning of the probes (once cleaned, the instruments read high as a default)
  - Obstruction of the probes (i.e. rags, debris etc)
  - Probe failure
  - Recalibration may be required
- Additionally, it is important to note that turbidity is used as a proxy for Suspended Solids and is not a true measurement of Suspended Solids or Biochemical Oxygen Demand.

With the above in mind, the data alone should not be used to draw conclusions.

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](mailto: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.