



Water for the North West

**United Utilities Water Limited**  
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Great Sankey  
Warrington WA5 3LP

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**Our ref:** EIR-389

**Date:** 30/05/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

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).

**On 31st March 2025, it was reported to me that there were several tankers on site at Elterwater Pumping Station. Please could you provide all the following data from the pumping station covering the period from 28th March to 3rd April.**

- 1. All 15-min Final Effluent flow data;**
- 2. All individual spill start-stop times as recorded by EDM;**
- 3. All telemetry data exchanges between Elterwater PS and your waste operating control centre.**
- 4. Dates of visits to the works by operating staff;**
- 5. Copies of operator log book entries.**
- 6. All tanker operations from this period of time**
- 7. If this was classified as a pollution incident, all evidence provided to the EA**

Having liaised with our local wastewater team, I can confirm that this was not a pollution incident. Two tankers were present at Elterwater Wastewater Pumping Station (WwPS) on 31<sup>st</sup> March 2025 for a planned tank clean. Please note that we routinely use tankers when carrying out proactive work, therefore the presence of tankers isn't necessarily because of a failure or issue occurring.

Please see attached a copy of the requested data for the period of 28th March – 3rd April. This consists of flow data, and telemetry exchanges. Please be aware that the alarm was triggered when the clean began, this is not a genuine fault. Please also note that there is no spill data for the requested dates, as the site was not spilling. Additionally, please see attached copies of logbook entries / dates of visits to site, which have been redacted in line with Regulation 13 to remove any personal information. Please note that some pages are empty, as there were no site visits on those days. I can also confirm that the only tanker operations during the requested timeframe were those mentioned above.

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.