

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).

Your request:

I am working on a project which is looking at modelling ecosystem services in the lake district. We are looking at modelling drinking water provision and as such need data from Thirlmere / Haweswater / Windermere / Ullswater.

We wonder if you have monitoring data for the following for each site:

- Water level/volume,
- Manganese,
- DOC,
- Faecal bacteria,
- Cyanobacteria/cyanotoxins,
- Nitrate-nitrogen (or other species of nitrogen),
- Soluble reactive phosphorus (or other species of phosphorus).

Our response:

Please see attached a dataset titled 'Appendix 1' which contains five tabs. The first tab includes the net percentage (%) storage for the preceding 12 months, for Haweswater and Thirlmere. Please note that we do not hold water level / volume data as Ullswater and Windermere are not our assets, therefore we would recommend contacting the Environment Agency directly for this information.

Tabs two to five contain copies of raw water quality data collected from the four individual sites. For awareness, we do not check for each of the referenced parameters at each of the sites. We instead carry out risk assessments under Regulation 27 of the Water Supply (Water Quality) Regulations 2016 (as amended), and these form part of our Drinking Water Safety Plan (DWSP) approach. These risk assessments take into consideration the catchment area, and where the water will be going to be treated, and if so, what treatment processes are in place at the receiving water treatment works (WTW). This means that whilst we may not measure each parameter at the raw water sites, we may analyse for this further into the treatment process.

For awareness, all laboratory methods have a Limit of Detection (LOD). This means that the method

cannot read lower than a certain value. Any results marked as less than the LOD means that the result is lower than the lowest quantifiable value that the method can detect. In this dataset, results less than the LOD are marked 'LT' and results greater than the calibration range of the method are marked 'GT'.

Please also note that we do not measure dissolved organic carbon at any of these sites, therefore we have instead provided you with a copy of the total organic carbon data, which I hope you will still find useful.

I have also included a number of links below which may help your research further:

- [Hydrology Data Explorer - Explore](#) – provides open access to hydrological data across England
- [Ullswater level at Glenridding Steamer Pier - GOV.UK](#) – provides real time and historical water level data for Ullswater
- [Windermere level at Far Sawrey - GOV.UK](#) – provides real time and historical water level data for Windermere

We hope that the information provided assists you with your project, and we'd love to hear more about your project, as well as see the modelling once complete. If you require anything further, please don't hesitate to contact us.

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

[REDACTED]

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.