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/ID612
Date: 18/12/2025
Email: 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).

You requested information about three points:

1. A smell coming from a recently installed FujiClean.
2. Visible fat and grease.
3. Performance of the new FujiClean process.

Our response:

1. A smell coming from the FujiClean.

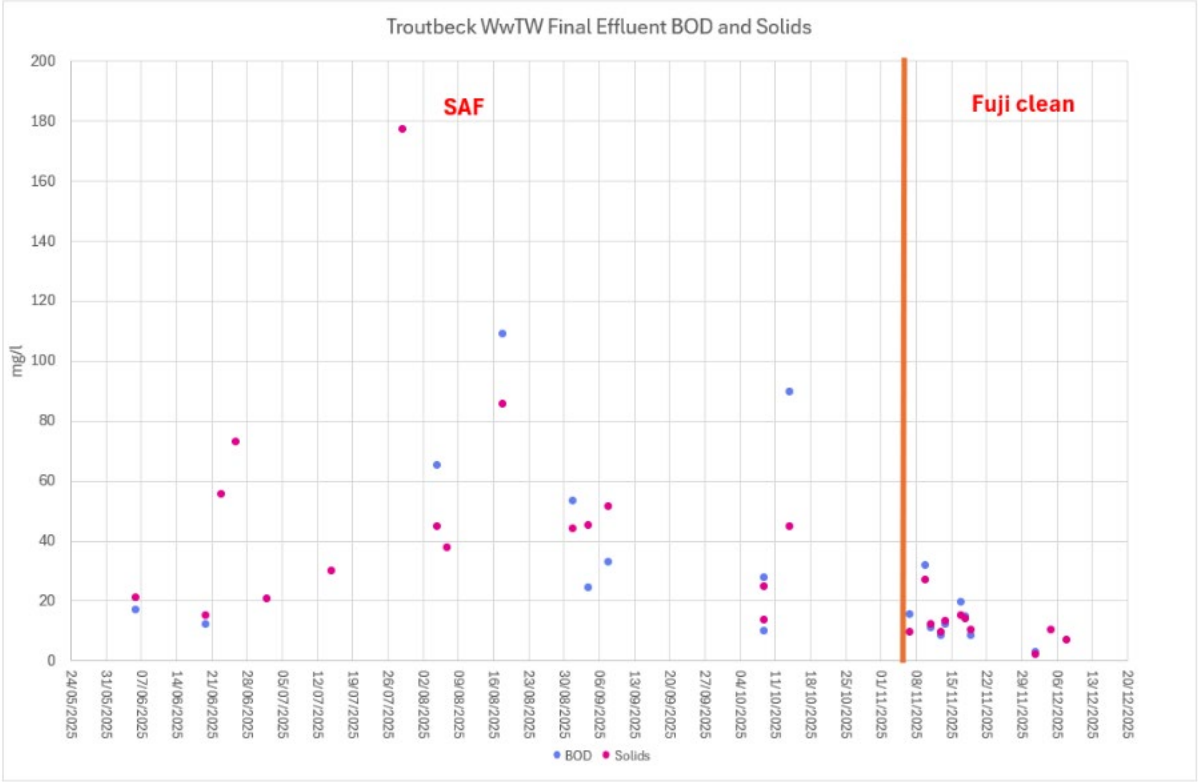
- We have investigated the smell coming from the FujiClean unit and found it to be related to the lid's placement on the plant. This has now been rectified. We are sorry if this caused any inconvenience t and want to reassure you that our local team is now familiar with this issue and will actively monitor the unit to ensure that this does not re-occur.

2. Visible fat and grease.

- We have investigated the reports of visible fat and grease, and this issue appears to relate to a private property. Consequently, we asked a specialist contractor, Environmental Compliance and Services (ECAS), to review the potential issues and solutions with the property owner.
- The situation appears to have improved. Our local team will continue to monitor the situation to ensure that any subsequent issues are identified. Representatives from ECAS will also continue to undertake visits, when required.

3. Request for data on how the unit is performing compared to the previous treatment.

- Please see the graph below showing the biological oxygen demand (BOD) and Suspended Solids performance before and after the temporary FujiClean was installed at Troutbeck. As can be observed from this graph the average performance and the variability in performance, if or both BOD and solids, has improved significantly following the installation of the FujiClean unit.



- For additional information, the Environment Agency (EA) publish compliance assessment reports for performance against the permit at Troutbeck (017390292) which are available to download on the EA's website via this **link**. A copy of the permit is also available on request via this website.

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.

Many thanks