

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:

Dear United Utilities Information Team,

Under the Environmental Information Regulations (EIR) 2004, I am writing to request access to the following environmental information:

- Data requested: Stop/Start Event Duration Monitor (EDM) records.
- Time period: 1 January 2025 – 31 December 2025 (whole of 2025). If data up to 31 December 2025 is not yet available, please provide the latest data available.
- Geographic scope: All relevant overflow sites across United Utilities' network.
- Format: Please provide the data in a format that is readable in Excel (e.g., CSV or XLSX).
- Additional requirement: Please include the NEW ID number for each overflow, as currently referenced through the NSOH portal, to ensure consistency with existing monitoring data.

If any part of this information is considered sensitive or exempt under EIR, I would appreciate guidance on how to access a version that can be shared.

Our response:

Please see enclosed a copy of the 2025 EDM data for all sites across the United Utilities network. When reviewing this, it is important to recognise that the data being provided is raw, unvalidated data. There are therefore a number of points which you should take into consideration:

- Raw telemetry data should not be treated as validated regulatory Event Duration Monitor (EDM) data due to the potential for sensor malfunctions, data transmission errors or environmental interference (which are rectified when this data is validated). There may also be gaps in the data resulting from instrument failure or maintenance, for example.
- Whilst error codes from sensors are captured and inspected, they may still appear as erroneous data in this raw telemetry dataset, as erroneous and anomalous data will not have been removed.
- As this raw data has not gone through data validation it will likely be different to what is reported annually in our regulatory EDM return.



Water for the North West

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If you would like to read more about our storm overflow performance, or view any historic data, please visit our website: [Storm overflow performance | United Utilities](#).

Additionally, the [Storm Overflows Data | Stream - Portal](#) is a source of open data on the operation of storm overflows in England. The data on this hub – produced via an Application Programming Interface (API) – provides near real-time data that comes from each water company's Event Duration Monitors. Companies aim to transmit data on a discharge within an hour of the outfall operating.

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



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.