



Water for the North West

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-656
Date: 02/02/2026
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for your request for environmental information. As the request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

Having reviewed the information provided, I am seeking to better understand the technical and evidential basis on which such a discharge was considered acceptable, given the characteristics and history of the sewer serving my property.

As you've confirmed, the discharge was permitted into a 150mm foul sewer which already serves approximately 150 residential properties and has a documented history of repeated foul flooding incidents. As you will appreciate, this raises a reasonable question as to what assessments were relied upon when agreeing that the network could accommodate additional commercial discharge.

In particular, I would be grateful if you could clarify the following under the Environmental Information Regulations:

- 1. What hydraulic modelling, capacity assessments, or network impact evaluations (if any) were undertaken to support the decision to grant and subsequently review the trade effluent consent, given:**
 - **The diameter of the sewer,**
 - **The number of residential connections,**
 - **And the known flooding history of the network.**

Having liaised with the wider business, I can confirm that at the time the consent was initially granted, no modelling or assessment would have been completed.

- 2. Whether any analysis was carried out to assess combined impacts of:**
 - **Residential loading,**
 - **Trade effluent discharge,**
 - **Rainfall-related infiltration or surcharge.**

If no such modelling or assessment was undertaken, please confirm this.

Please see our response to your previous point.

Additionally, during a site visit, a United Utilities representative explained that approximately 9,000 litres per week was being discharged into the system from the waste operation via the field drain.

This discussion was contemporaneously recorded on camera. For clarity, this figure was communicated to me by United Utilities staff and was not independently estimated by me.

To better understand this, I would also be grateful if you could provide:

- **Any records held by United Utilities showing actual measured or estimated discharge volumes from the waste operation (daily or weekly),**

Please note that we do not hold the daily or weekly discharge volumes for the site, as there is no requirement within its existing consent to record this information. We can however confirm that the total trade effluent volume discharged for 2025 from the site was 2150m³.

- **Any monitoring, inspection, or compliance data relating to volumes entering the field drain and downstream sewer,**

Volumes are collated as per our response to your previous point, in the form of the total volumes discharged for the year. We also do not carry out any proactive monitoring or inspections of the drain in question; therefore, we are unable to provide you with copies of these as they are not held. This approach is in line with Regulation 12(4)(a) of the EIR.

- **Confirmation of whether the discharge volumes communicated on site align with United Utilities' internal records.**

I can confirm the discharge volumes communicated on site to you are in line with the volumes stated within the trade effluent consent. For awareness, the trade effluent consent states that "the maximum amount of the trade effluent discharged in any one day of twenty-four hours shall not exceed 300m³ without prior written consent of the Company". The volumes discussed with you on site are equivalent to 9m³ per week.

Finally, following a conversation with Steve, I was advised that the permitted trade effluent discharge from the upstream site may have been reduced by approximately half more recently. I appreciate that your previous response refers to a reduction made in 2016.

Could you please confirm whether there have been any further reviews or reductions to the trade effluent consent since 2016, and if so:

- **The date of any such change**
- **The revised permitted discharge volumes**

I can confirm that no formal review or reduction has been made to the trade effluent consent since 2016.

We hope that this response answers your request. However, if you're not satisfied with how we've



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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.