



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-678
Date: 20/02/2026
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).

Your request:

I wonder if you could send my Effluent Daily Volumes complete years 2023 and 2024 for all UU run STWs obliged to submit daily flows as part of their permit. Please supply in Excel format as you have done previously. Example below.

Could you also please supply population Equivalent data for the years 2023-2024, 2024-2025 and, if available, 2025-2026. Please could you supply both summer and winter PEs in Excel format as supplied previously.

Our response:

Please see enclosed a copy of the effluent daily volume (TDV) data in the first and second tabs of Appendix 1. The population equivalent data is available in the third and fourth tabs.

We annually report this TDV data to the Environment Agency via a data return, as required by our site environmental permits. In this return we encode our values using markers or "Tags" which indicate the data quality of each value according to definitions provided by the EA.

Within the data set you may observe some variance in flow rate typical of seasonality, periods of asset maintenance or short term tankering and capital projects or upgrades, alongside outlier values which are inherent to large datasets where telemetry may suffer from outstation communications loss or power loss, flatlining or repetition of values.

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.



United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000
unitedutilities.com

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.