



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-839
Date: 10/06 /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

Thanks for sending this through.

Please can this be provided for all sites from 2020 onwards?

Our response

Please see enclosed in Appendix 1 the outstanding sample data for Windermere sites. For Grasmere wastewater treatment works (WwTW), Langdale WwTW, Outgate WwTW and Windermere WwTW, this covers the outstanding data for 2024. For Far Sawrey WwTW and Hawkshead WwTW, this covers 2020 to 2024. When reviewing the data, please note that all laboratory methods have a Limit of Detection (LOD) which means that the method cannot read lower or higher than a certain value. Any results marked as less than the LOD means that the result is lower than the lowest quantifiable value 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'.

Additionally, I have included copies of the onsite sample sheets that we hold for Ambleside WwTW, Grasmere WwTW, Hawkshead WwTW and Langdale WwTW in a OneDrive folder, which I will separately send you the link for. Please note that the other sites within the Windermere area did not begin using the onsite sampling sheets until 2025, and copies of these have already been provided in response to EIR-809. As per our response to your previous request, as these are ad hoc samples, there is no regulatory requirement for our site teams to complete these sheets or retain a record. Finally, please be aware that these have been redacted in line with Regulation 13 of the EIR to remove any personal information such as staff names.

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], [REDACTED], and explaining why you're unhappy with our



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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.