



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/ID896

Date: 14/07/2026

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:

Can you please provide the start stop data for the below stations for Jan 2026 to June 30th.

*Danes Avenue
42 Bridge Street
Chapel Green Road/Romford Str
Chapel Green Road/Bridgewater Street
Chapel Green Road
Low Mill Lane
Cross Street
Darby Lane
Lord Street
George Street
Atherton Road Det Tank
396 Atherton Road
Strangeways
Strangeways NO 1 WW
Sewage PS 1
Liverpool Road
Templeton Road
Borsdane Brook Hindley
Hindley Pumping Station
Bickershaw Lane*

Also I believe there is telemetry on the DG 5 tank at bickershaw lane. Is it possible to provide data for that tank for the last 10 years?

Our response:

Please see the attached excel data spreadsheet, titled Appendix A, which contains the start-stop data for the twenty requested sites from the start of January 2026 to the end June 2026. This data

has been validated in line with our regulatory return process, with any erroneous data removed. It is important to note that data is only available for eight of the requested sites. The remaining sites have not been included because no spill events were recorded during the requested timeframe. With regard to the DG5 tank telemetry data on Bickershaw Lane, please see the attached excel data spreadsheet, titled Appendix B, which contains the requested data. Please note that our telemetry system only records data back for the last five years and can only provide the data from 2021 until present. Therefore, under Environmental Information Regulation 12(4)(a) data not held, the remaining five years of data requested cannot be provided.

When reviewing this, please note the following important points:

- Telemetry data requires context for correct interpretation. Without understanding the operational context, raw telemetry data can be misinterpreted.
- Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.

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