

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 am writing to request environmental information under the Environmental Information Regulations 2004 (EIR). This request relates to devices installed within your sewer network for the purpose of monitoring sewer level or depth, and/or detecting blockages, surcharges, or rising sewer levels. I am aware that different terminology may be used internally or by different operators to describe this category of device, so for clarity I am using the following two groupings, each described broadly so as to capture all relevant equipment regardless of the specific name used:

- Group A - Sewer level/depth monitoring devices: devices that measure or log the level or depth of wastewater within sewer assets (manholes, gravity mains, chambers, etc.), for the purpose of early detection of blockages or surcharge. This may be referred to as Sewer Depth Monitor (SDM), Sewer Level Monitoring (SLM), sewer monitors, level sensors, or by specific product names such as LIDoTT, SonicSens, or similar.
- Group B - Customer/consumer sewer alarms and blockage alarms: devices typically installed closer to customer connections, gullies, or smaller-bore pipework, for the purpose of alerting to rising levels or developing blockages before they escalate. This may be referred to as Customer/Consumer Sewer Alarm (CSA), blockage alarms, rising main alarms, or pressure alarm sensors (e.g. "PAL").

For each of Group A and Group B if split out separately, please could you provide:

1. The total number of devices currently installed/operational on your network (as at the most recent date available)
2. The number of devices installed, broken down by year, for each of the last three years (or as far back as readily available)
3. The number of devices you plan or expect to install, broken down by year, for each of the next three years (if such information is readily available)

If your organisation does not hold the Group A and Group B figures as a distinct split (for example, if devices are tracked only as a combined programme total), please provide the combined total and note that the split is not held in this form. Please let me know if you require any clarification in order to process this request.

Our response:

The table below show the combined, historic installation profile for both Group A and Group B monitors, broken down by financial year. The total number of monitors installed is also displayed.

Please note that the two groups you have identified are not the only type of monitor that we have installed across our sewer system. We also use power monitors, deraggers, rain gauges and ultrasonics in wet wells/ tanks etc. When you add those additional types of monitors to the ones outlined in the table below, this takes the total up to circa 25,900. This is consistent with the total number of installations we have previously shared externally.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	Total
Group A	361	5,930	6,960	1,474	25	608	326	15,684
Group B	25	311	2,980	686	0	16	17	4,035
Total	386	6,241	9,940	2,160	25	624	343	19,719

Water companies, and our Regulators, work in five-year investment cycles, with the current period of 2025 to 2030 being known as 'AMP8'. As set out in the table below, in the remaining four years of AMP8 we are expecting to install a further 10,000 monitors.

	2026/27	2027/28	2028/29	2029/30	Total
Expected installs (Group A and B combined)	3,000	3,000	2,000	2,000	10,000

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



EIR Team

United Utilities

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.