

Our ref: EIR-927

Date: 25/08/2026

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:

Please provide any environmental information held by United Utilities relating to the identification, recording, verification, auditing and reporting of low-flow events at wastewater treatment works and other wastewater assets during the period 1 April 2007 to 1 April 2011, corresponding to [REDACTED] period of employment with United Utilities.

I am not requesting [REDACTED] personal data or personnel records. My request relates solely to environmental information concerning United Utilities' systems, governance, compliance and assurance during that period.

In particular, please provide any environmental information demonstrating how United Utilities verified that low-flow events were accurately identified and reported, and how it assured itself that low-flow conditions were not incorrectly recorded or used to avoid environmental monitoring, sampling or reporting requirements.

Our response:

United Utilities publishes all our responses to Environmental Information Requests (EIRs) on our disclosure log, which can be found on our corporate website via the following link:

[Environmental Information Disclosure Log | United Utilities - Corporate](#)

If you look on this disclosure log at response number 918, you will find a response to another very recent EIR which contains all the same information and material you have requested. Please note this response includes a letter and five supporting appendices.

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.



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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.