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/ID1022
Date: 22/10/2026
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:

For each of the following wastewater treatment works:

- Kendal Wastewater Treatment Works
- Staveley Wastewater Treatment Works

Please could you provide:

1. The estimated population equivalent (PE), or population served by the works.
2. A summary of the treatment process/treatment train currently in operation
3. Whether the final effluent is disinfected prior to discharge and, if so, the disinfection method used (e.g. UV, chlorination).
4. Whether the influent received by the works includes any trade effluent or other non-domestic wastewater inputs. If so, please provide a brief description of the nature of these non-domestic flows (e.g. food processing, manufacturing, commercial premises, or other principal sources).

Our response:

Please see our responses to the four points raised.

1. The population equivalent (PE) for Kendal Wastewater Treatment Works (WwTW) is 60,369.
   The population equivalent (PE) for Staveley Wastewater Treatment Works (WwTW) is 1,552.
2. Kendal WwTW is made up of the following process stages; preliminary treatment (which consists of screening and grit removal), primary settlement, a secondary activated sludge treatment (this is a Nereda plant), followed by tertiary treatment which consists of disc filters and ultraviolet disinfection.
   Staveley WwTW is made up of the following process stages; preliminary treatment (which consists of screening and grit removal) primary settlement followed by

secondary biological filters and final settlement.

3. As advised in the previous point, the final effluent at Kendal is disinfected by UV prior to discharge. Staveley does not have UV treatment as it is not a bathing or shellfish water area.
4. Kendal WwTW receives trade effluent from commercial premises including food production, hospitality, retail, and other commercial activities. Details are provided in Appendix A. We can confirm that we do not have any consented trade discharging to Staveley WwTW. Therefore, under Regulation 12(4)(a) of Environmental Information Regulations 2004 we are unable to provide any further information as this does not exist.

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