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/ID1033
Date: 03/11/2026
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 can I request the following complaint data for Northwich Wastewater Treatment Works:

Request for complaint data that UU may have received recently (i.e. in the last 5 years) for Northwich WwTW, including:

- Approximate locations of complaint (e.g. postcode or direction from site);
- Dates/times of complaints;
- Description of odours; and
- Details of any investigation carried out into odours.

Our response:

Please see the attached spreadsheet, Appendix A.

United Utilities has identified 58 odour-related contacts associated with Northwich Wastewater Treatment Works (WwTW) since August 2022 to September 2026. The spreadsheet includes the date of each complaint, the associated postcode and the odour category recorded. Actual times are not included within the data sourced. Please note that we only hold four years' worth of data. Therefore, we have not been able to provide information for 2021 as this information is not held this is in alignment with Regulation 12(4)(a) of the Environmental Information Regulations 2004.

The complaints originated from several postcode within the local area surrounding the WwTW and were categorised as either "Sewage Odour" or "Treatment Works Odour". Please note these postcodes have been shortened as we are unable to share customers' address under Regulation 13 of the Environmental Information Regulations 2004 and UK GDPR.

Whilst odour complaints are routinely assessed and investigated as appropriate at the time they are received, United Utilities has not identified any specific investigation records, reports or documented outcomes relating to the complaints contained within Appendix A. Therefore, no

further recorded information is held regarding the investigations or their conclusions in line with Regulation 12(4)(a) of the Environmental Information Regulations 2004 data not held.

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