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-1044
Date: 25/09/2026
Email: EIRRequests@uuplc.co.uk

Dear Mr Livo,

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). I have restated each part of your request (in bold) and provided our response below.

EIR response

1. Bewsey Pumping Station Outfall (Sankey Brook)
Location: The outfall structure directly opposite Bewsey Pumping Station, situated adjacent to the residential roundabout.

Records Required: The Hazardous Waste Transfer Notes, Environment Agency Incident Reference Numbers, and operational RAMS related to the month-long, 24/7 over-pumping and hay-bale mitigation operation conducted by branded United Utilities vehicles at this specific outfall in 2025.

I have checked our records for hazardous waste transfer notes related to the two 2025 pollution incidents occurring at this outfall and I can confirm that no waste transfer notes were produced. This is because they were not required as part of this pollution protocol, as the pollutant that caused the incident was managed through an inter-works transfer process. This means that the pollutant was transported, via over-pumping and tanker movements, from our network to the wastewater treatment works which was the intended destination for the treatment of such waste. Both the network and treatment works are part of the same wastewater network, and as the waste was not being taken off-site to a different location, no waste transfer notes were required. Accordingly, as no waste transfer notes are held, I cannot provide this information in line with Regulation 12(4)(a) of the EIR.

The Environment Agency reference numbers for these pollution incidents are 2440528 and 2391891.

I have checked our records for RAMS (risk assessments method statement) for these pollution incidents. Please see *Appendix 1a – Risk Assessment, Appendix 1b – Risk Assessment, Appendix 1c – Risk Assessment* and *Appendix 1d – Risk Assessment* for a copy of the risk assessments for these pollution incident investigations. Please note, I have redacted all personal information from this information. This is in line with UK GDPR legislation, the Data Protection Act 2018 and Regulation 13 of the EIR.

2. Higham Avenue Twin-Flap Outfalls (Dallam)
Location: The heavy concrete twin-flap outfall structures located at the watercourse near Higham Avenue, Dallam.

Records Required: Structural asset data, maintenance logs, and permitted discharge rates for these outfalls, which directly receive the surface water routed from the Westbrook and Burtonwood Road corridors.

I have checked our records for structural asset data for this outfall. I can confirm following this search, that we do not hold any detailed structural asset data or design plans for this outfall. Therefore, in line with Regulation 12(4)(a) of the EIR, I cannot provide structural asset data for this outfall as it is not held.

I have checked our records for maintenance logs at this outfall. I have provided a copy of these logs and additional asset data in *Appendix 2 – Higham Outfall Logs*. Please note, I have redacted all personal information from this information. This is in line with UK GDPR legislation, the Data Protection Act 2018 and Regulation 13 of the EIR.

I have checked our records and can confirm that the Higham outfall is a surface water outfall. It therefore only discharges surface water. Surface water outfalls do not require a permit to discharge surface water run-off. Accordingly, because no permit is required, there is no defined permitted discharge rate for this outfall, and I cannot provide this information in line with Regulation 12(4)(a) of the EIR, as it is not held.

3. Gatewarth Wastewater Treatment Works Discharge
Location: The main outfall channels discharging from the Gatewarth facility into Bank Quay Reach / River Mersey.

Records Required: Spill logs, telemetry data, and discharge volumes for these specific outfalls, correlating with the visible discharge plumes consistently captured by commercial satellite imagery.

Please see *Appendix 3 – Warrington North Data* (sheet: 'Event duration monitoring data') for the Event duration monitoring data for the Warrington North (Gatewarth) wastewater treatment works (WwTW) Storm Overflow. This data may also be referred to as 'Spill logs'. The data has been taken from the Event duration monitor (EDM) at the Warrington North WwTW storm tank overflow. Each row of data within this appendix represents the start and stop time of a given discharge into the River Mersey from this overflow. This occurs when Warrington North WwTW has exceeded its treatment capacity. For further information and data on spills, please see the following link: Storm overflow performance | United Utilities.

Please see *Appendix 3 – Warrington North Data* (sheet: 'Telemetry data') for the telemetry data for Warrington North final effluent outfall. This telemetry data has been taken from the outfall pumping station at Warrington North WwTW. Please note that raw telemetry data requires additional context for the correct interpretation. I have provided below some additional context to this data:

- Without understanding the operational context, raw telemetry data can be misinterpreted.

- The naming of our telemetry alarms is intended for internal use and may not be intuitive or self-explanatory externally.
- Telemetry data can contain technical jargon and text used to trigger an internal response and are not representative of process performance and/or impacts.
- Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.
- Additionally, telemetry alarms do not necessarily mean that there is a problem with the final effluent quality or permit compliance, the alarms are set up to indicate a risk or potential issue to allow our Operational Staff to intervene before final effluent is impacted or a non-compliance occurs.

I have checked our records and can confirm that we hold no records on the discharge volume of final effluent from Warrington North WwTW as this is not recorded. This is because there is no requirement in our permitting regime for Warrington North WwTW to measure the volume of final effluent to the River Mersey. As such, in line with Regulation 12(4)(a) of the EIR, I cannot provide information on discharge volumes of final effluent for Warrington North WwTW as it is not held.

I can provide information on the total daily volume for Warrington North WwTW. Total daily volume is the total amount of wastewater that is treated each day by the works. This flow therefore then can be treated as a proxy for the volume of water that is discharged by Warrington WwTW. I have provided this information in *Appendix 3 – Warrington North Data* (sheet: 'Total daily volume').

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.

Site visit

Additionally, further to the email received on 03 November 2026 and setting out the basis on which you would be prepared to attend a site visit, I need to be clear that United Utilities does not agree to the visit taking place on the terms or conditions set out in your email. Any request for media involvement or attendance in connection with a site visit would need to be raised and managed through United Utilities' media enquiries channel and agreed separately in advance.

Many thanks

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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.