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/ID1054
Date: 12/11/2026
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:

I would like to request both inlet and outlet flow data for some of your treatment works - please find the full list below. Ideally the data would be in CSV format at the most granular temporal resolution available, covering data from 1/1/2024 to the most recent available readings.

Full list of treatment works below:

Davyhulme

Weeton

Sandon

Fleetwood

Darwen

Sale

Walton

Low Gill

Colne

Burnley

Background information:

Total Daily Volume (TDV) is the total volume of wastewater or treated effluent passing a specified monitoring point during a 24-hour period, usually expressed in m^3/day. At a wastewater treatment works (WwTW), it is typically measured using a continuous flow monitoring system at either the inlet to the works or the final effluent discharge point, depending on the monitoring requirements specified in the environmental permit.

The Environment Agency (EA) requires TDV monitoring data from Water companies, where flow monitoring forms part of an environmental permit. This data is used to assess compliance with permit flow conditions, verify that treatment works are operating within their permitted hydraulic capacity, and support the regulation of effluent discharges to rivers, estuaries and coastal waters.

Flow monitoring and TDV reporting requirements are most commonly associated with wastewater treatment works serving a population equivalent (PE) of 2,000 or greater. However, the requirement is determined by the conditions of the environmental permit rather than population equivalent alone. Some smaller works may also be required to undertake continuous flow monitoring, for example where there are site-specific permit conditions or discharges to environmentally sensitive receiving waters.

Our response:

We have previously published Total Daily Volume (TDV) data under EIR-831, this can be found in our disclosure log (https://www.unitedutilities.com/corporate/responsibility/environment/environmental-information-regulations/united-utilities-eir-disclosure-log/). This data is from calendar years 2020 to 2025 and is in an excel document called Appendix A.

When reviewing this data please note that Sandon Dock is called Liverpool WwTW. Darwen WwTW was converted to a pumping station in 2022 and now pumps flow to Blackburn WwTW for treatment. Therefore, no flow data has been provided for the requested years. We do not hold flow data for Low Gill Wastewater Treatment Works (WwTW), this is because Low Gill WwTW is a small treatment works (<2,000 PE) and does not have a flow monitoring requirement in its environmental permit. Therefore, under Regulation 12(4)(a) of EIR regulations 2004 we are unable to provide the requested data for these sites as it is 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.

EIR Team

United Utilities