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/ID1088
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 be grateful if you could provide measured final effluent discharge data for wastewater treatment facilities in your operational region, specifically:

- Metric: Total Daily Volume (TDV) of final treated effluent (recorded in m3/day or Ml/day), measured at final discharge / MCERTS-certified compliance flow monitors.

- Temporal Scope: Daily resolution for the most recent representative calendar year available (e.g., 2024 or 2025; multi-year series such as 2022–2025 would also be welcomed if readily accessible).

- Spatial Scope: All qualifying secondary or tertiary WWTPs within your operational license area (or, at minimum, facilities with a design capacity ≥10,000 Population Equivalent / dry weather flow ≥2,000 m3/day).

- Metadata (if accessible): Site name, Environment Agency/NRW permit reference number, National Grid Reference (NGR) or latitude/longitude coordinates, and any relevant data quality/meter outage flags.

Note: If handled under the Environmental Information Regulations 2004, please treat this inquiry as an academic request for environmental information on river discharges.

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 (Environmental Information Disclosure Log | United Utilities - Corporate). This data is from calendar years 2020 to 2025 and is in an excel document called Appendix A.

We annually report this TDV data to the Environment Agency via a data return, as required by our site environmental permits. In this return we encode our values using markers or "Tags" which indicate the data quality of each value according to definitions provided by the Environment Agency. A key for the data tags has been provided within EIR-831 Appendix A.

We have attached an Appendix to accompany this response. This contains site information for each Wastewater treatment works (WwTW) within United Utilities' operational area, that serves a population equivalent >10,000. For each works, the spreadsheet provides:

- WwTW name;
- environmental permit reference;
- latitude and longitude coordinates;
- total connected population.

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,

EIR Team

United Utilities