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/ID661
Date: 03/02/2026
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(s):

Please can I have a copy of all self-reported incidents submitted to the Environment Agency between 1 January 2025 and 31 December 2025 from the Windermere catchment. Please can this include all evidence provided to the Agency as part of these reports.

Our response:

Please note that we refer to your previous request (EIR-367) from April of last year, where you were sent all the pollution requests and supporting information for the Windermere catchment area from the start of 2025 until May. We can now provide with you the remainder of 2025 from June until the end of December.

Due to the size of the files to be shared, we are unable to share this data with you via email and will instead need to share this through our secure file transfer system. The files will be sent to this same email address you will need to use the necessary security code required to access the documents:-
397042
Once again, these documents have had necessary redactions, in line with UK GDPR and the Data Protection Act 2018, which were required to remove employee information.

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