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/ID730
Date: 02/04/2026
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 be provided with copies of all meeting notes and follow-ups from the scrum meetings that wastewater operators hold for sites around Windermere.

If there is any written correspondence prior to, or arising from, these meetings, please provide copies of this as well.

Our response:

The scrum meetings held by our wastewater operators are short, informal gatherings that allow teams to review and discuss their workload for the day, improve communication, and address any potential barriers to effective teamwork.

A copy of the first three months' (November 2024 to January 2025) of Cumbria scrum packs has been sent to you via a OneDrive link – the files are titled by date. Please note that these operational meetings are generally held Monday to Friday (excluding bank holidays). For each meeting, a self-contained pack is prepared to support the discussion, but no follow-on notes are recorded in the pack. The format and content of the pack do change slightly, depending on the matters being raised at each site at any point in time. We have redacted personal information in line with Regulation 13 of EIR and UK GDPR, and we have also removed info that does not relate to the Windermere area covered by your request if present.

When reviewing these documents, it is important to take the following points into account:

- Some trigger points identified are for internal process management and are set lower than the consented limits. This is done so we can take any relevant actions in a timely manner.
- Some sample data identified within the scrum packs may be ad hoc non-regulatory samples taken onsite and not analysed through our UKAS accredited laboratory. These results should only be considered to be indicative unless otherwise identified. It should also be noted that some permit conditions, such as for phosphorus for example, are annual averages not absolute limits.

- Pollution incidents referred to in the pack, were subject to further investigation and validation to establish cause, classification, responsibility and, where confirmed, are publicly available.
- The potential incident on 3 January 2025 was passed to our Network team (as outside of the WwTW boundary). This was investigated and a leak which had not caused a pollution incident was found on a rising main outside of the boundary of the WwTW. This was then repaired.

As explained in our recent messages, in total we have over 300 scrum packs from January 2025 to date. As set out in our recent email to you we will provide the complete set to you over the course of the coming weeks These will be provided in batches covering at least one-month periods.

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