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-971
Date: September 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:
We would like to request the following information please:

- A list of wastewater treatment works (WwTWs) which will be upgraded in Cumbria as part of the AMP8 programme.
- Current discharge rates from those WwTW (mg/l phosphorus)
- Discharge rates post upgrade from those WwTWs (mg/l phosphorus)
- Populations served by those WwTWs.
- Were tourist numbers taken into account when determining which WwTWs in Cumbria were upgraded as part of the AMP8 programme or was the decision was based purely on resident population?
- In the Lake District National Park, when deciding whether to use “appropriate”, “secondary” or “advanced tertiary” treatment in line with EA guidance (Waste water treatment works: treatment monitoring and compliance limits - GOV.UK) does United Utilities take into consideration tourist population equivalent?
- How are tourist numbers sourced for this purpose?
- Which WwTWs in the Lake District National Park use secondary or advanced tertiary treatment?

Our response:

The enclosed Appendix A outlines 124 schemes across 99 Wastewater Treatment Works (WwTWs) in Cumbria that will be upgraded as part of our AMP8 Capital Programme. This list includes those WwTWs located within the Lake District National Park. These upgrades are for a mixture of storm storage, flow to full treatment, sanitary determinants and phosphorus schemes.

Where applicable, column C within the Appendix table also shows the current permit level for phosphorous (in mg/l as an annual average) and column D the future permit level for phosphorous (in mg/l as an annual average). Where a site does not currently have a permit level for Phosphorus, these are denoted with an ‘N/A’ in column C. Where there is a change between

the figures in columns C and D, this denotes a phosphorus reduction scheme within the AMP8 period. The future permit level will come into force following the successful completion of the AMP8 phosphorus scheme and subsequent permit update application with the Environment Agency.

The table also shows the population equivalent currently served by the WwTW (in column B). This number is derived from both domestic population and tourism population components. The tourism component is derived using the STEAM (Scarborough Tourism Economic Activity Monitor) methodology. STEAM estimates tourist numbers and tourist days from accommodation occupancy and tourism activity data. Average length of stay is calculated as Tourist Days divided by Tourist Numbers, and this is converted to an annual equivalent population by applying the proportion of the year visitors are present (average length of stay ÷ 365).

All these environmental improvement schemes are outlined in the Water Industry National Environment Programme (WINEP). The WINEP is developed jointly by the Environment Agency and Natural England and translated into a programme of work for water companies to deliver within the AMP. For each scheme, the spreadsheet shows the corresponding WINEP ID, the primary environmental driver code and a brief description of the driver code requirement. When developing our solutions to address these drivers, we utilise population forecasts that include tourism numbers to ensure they are sized appropriately.

Finally, for each WwTW, the table also outlines whether the works currently has secondary and tertiary treatment processes (see columns E and F).

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

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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.