

Dear [REDACTED]

Many thanks for your email below. Your request for information has been considered in accordance with the Environmental Information Regulations 2004 (EIR) and our comments are as follows:

In response to your email of 20th December and the questions raised, I have used the same numbering below:-

1. Thank you for the link to the Trade Effluent Register. I have searched the Register and there are 3 No. Consents from premises on the [REDACTED], References [REDACTED], [REDACTED] & [REDACTED]). The Consent Documents do not provide a location plan showing the location of the Inspection Chamber referred to in section 10a. Please can you confirm if United Utilities have a plan showing the location of the Inspection Chamber (where samples are taken) for each consent, and if so, can these be provided?
2. We are seeking details of the sampling schedule, confirmation of when samples have been taken and the results of the samples that have been taken.
3. If the results of the samples that have been taken exceed the parameters of the Consent, what action has been taken by United utilities to ensure compliance with the Consent is achieved?

Each of the Consents referenced have a requirement under section 10b and 10d to provide suitable apparatus for measuring and automatic recording of the volume and composition of the trade effluent discharged and to keep records of this. Please can you confirm whether such apparatus is present at each of the premises and if so, are United Utilities able to provide the past 12 months records of the results?

The EIR entitles members of the public to information about the environment held by a public authority, but this right is subject to certain exceptions, including where disclosure would adversely affect international relations, defence, national security or public safety. By disclosing a copy of the site plans, we would also be disclosing information surrounding where pieces of equipment or plant are, which could ultimately lead to security threats for the site. We are therefore withholding this information in line with Regulation 12(5)(a) of the EIR. In order to obtain a copy of the plan showing the location of the inspection chamber of interest, we would recommend contacting the relevant traders directly, who may be able to provide you with a copy of this.

Please see attached a copy of the requested sample data. This covers from 7th August 2000 to 21st January 2025. This data spreadsheet includes concentrations of various substances detected during the sampling process. We must emphasise the following important caveats to ensure the data is properly understood and interpreted:

1. **Context of concentrations:** The provided data reflects concentrations of substances within specific samples. However, these concentrations alone do not provide a complete picture of the trade effluent characteristics.
2. **Flow and volume measurements:** A proper assessment of the potential impacts of discharge requires understanding of the flow and/or volume of the effluent, in conjunction with the concentration data. Without these additional measurements, no accurate inference can be drawn regarding the overall environmental impact or compliance status of the discharge.
3. **Limitations of single data points:** Samples represent a snapshot in time and may not fully account for variations in effluent characteristics over different operational periods.

With regards to enforcement, please see our enforcement policy on the United Utilities website for more information: [Enforcement and prosecution policy](#).

Should you consider that we have not adequately complied with our obligations under EIR, you have the right to ask us to carry out an internal review of our response. This can be done by writing to [REDACTED], Environmental Information Office, United Utilities, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP. Alternatively, you may find it easier to e-mail us directly on EIRRequests@uuplc.co.uk, quoting the above reference, and your review request will be forwarded on to [REDACTED].

Any request for an internal review should explain why you wish a review to be carried out, and should be made within 40 working days of receipt of this letter, and we will reply within 40 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Information Commissioner.

Many thanks
EIR Team