



Water for the North West

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/ID291

Date: 17/02/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/291

We write further to your request for information dated 24 January 2025. We have considered your request in accordance with the Environmental Information Regulations 2004 (EIR).

I would like to make an EIR request for the following information. The [Save Windermere Campaign](#) recently received EIR information regarding Lake Windermere and data from phosphorus monitors at a nearby sewage treatment works. I would like to request the information sent to Save Windermere. Please can you provide this via email and/ or email attachments?

We have collected and will send you the final effluent phosphorus monitor data for Windermere WwTW, covering the period of 27th October 2020 to 20th December 2024. However, due to the file size of this document, we will need to send you this via secure file transfer. Please can you provide an alternative email address for us to send the relevant security code to, so you can access these files.

With regards to this data, please note the following points:

- Data derived from this instrument is intended as an indicator of site performance. It is not used for automated operational control of the site.
- The data is non-regulatory in nature and is not intended to demonstrate compliance with environmental regulations or permit requirements. It should be viewed as supplementary information and not as definitive or regulatory-grade data.
- Raw real-time monitoring data may not always be accurate and should not be treated as validated regulatory data due to the potential for sensor malfunctions, data transmission errors or environmental interference. There may also be gaps in the data resulting from instrument failure or maintenance, for example.
- Real-time monitoring data requires context for correct interpretation. Without understanding the operational context, raw data can be misinterpreted.
- The naming of our instrumentation points is intended for internal use and may not be intuitive or self-explanatory externally. They can also contain technical jargon and text used for internal operations only and not always representative of process performance and/or impacts.
- You will notice that the formatting of the data sees all of the information in one cell. Within the cell you will see the date, followed by the time, followed by the value. However, on the cells that have an E-02 at the end, this is telling us that the decimal place has come out in the

wrong place and should be moved to the left by 2 spaces. If E-02 is not at the end of the field, then the decimal place is in the correct location.

Example:

01/12/2020 00:07:21;8.55911299586296E-02

Date: 01/12/2020

Time: 00:07:21

Value: 8.55911299586296

As the field has E-02 at the end, the correct value is 0.0855911299586296

Should you consider that we have not adequately complied with our obligations under EIR, we are also obliged to inform you that you have the right to ask us to carry out an internal review of our response. This can be done by writing to [REDACTED], United Utilities, Legal Department, 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.

Regards

EIR Team