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/ID309
Date: 06/03/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

EIR Reference: EIR/ID/309

Thank you for reaching out with your request! 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).

Please can I have the following data sets from Glenridding WwTW from 2020 to the current date:

1. *All 15-min Final Effluent flow data;*
2. *All individual spill start-stop times as recorded by EDM;*
3. *All telemetry data exchanges between Glenridding WwTW and your waste operating control centre.*
4. *Dates of visits to the works by operating staff;*
5. *Copies of operator log book entries.*

Thank you in advance.

Please note that the requested data has been collected. However, due to the size of the files being shared this will need to be done via our fileshare system. The data will be sent to this email and the associated security code required to access the data will be sent to the alternative email which you have provided previously. Also please be aware that:-

- **Telemetry data may not always be accurate due to sensor malfunctions, data transmission errors or environmental interference. Therefore, conclusions should not be drawn from this data.**
- **Telemetry data requires context for correct interpretation. Without understanding the operational context, raw data can be misinterpreted.**
- **The naming of our telemetry alarms are intended for internal use and may not be intuitive or self-explanatory externally. They can also contain technical jargon and text used to trigger an internal response and not representative of process performance and/or impacts.**
- **Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.**
- **It is important to note that the data provided is non-MCERT and therefore is not installed to the same level of accuracy as regulatory flow meters. For example, if no flow is shown this could be due to a fault with the instrument or telemetry rather than there being no flow from the site.**

In respect of the EDM start/stop data, it is important to note this information is the raw sensor signals which have not been analysed to remove anomalies or errors. Therefore, any analysis conducted using these raw unvalidated signals will inevitably be flawed and give rise to misleading conclusions if it is treated as validated EDM sensor data.
The raw sensor signals are those referred to in step 1 of our 5 step process to report on spills from storm overflows which is described here. During the subsequent steps, quality checks and data validation is carried out to convert the raw signals into our annual EDM data return which is available on the same webpage.
These raw sensor signals cannot be used as an accurate basis for how many actual discharges there were. This is because some of the raw unvalidated sensor signals are found to be inaccurate or unreliable once inspected and assessed, which could, for example, be due to water motion in storm tanks, fluvial flooding, abnormal weather conditions, animal interference or sensor failure. The raw signals are subject to an auditable process of data validation and analysis before the regulatory EDM return is produced, which is the only source of data from which conclusions about storm overflow operation can accurately be made.
As you may be aware, the Environment Agency (EA) requires all water companies to report the number of days each storm overflow operates each year, following standard rules, so to best understand the environmental impact of storm overflow operation. Data is captured by sensors, and we have these on every one of our 2,264 storm overflows. Millions of pieces of sensor data are gathered, and a standard process converts this into an annual report on storm overflow performance. The first stage captures data signals that suggest spills may have occurred. This includes all data, with no errors removed. Following the initial recording of data, we convert the data through various stages to reach a final spill count number as part of the EA requirement to submit a regulatory return. That process involves various investigations of data which may be erroneous. The regulatory return is finalised and sent to the EA in the spring for the previous calendar year. Further details regarding the spill data process are found on our website here - https://www.unitedutilities.com/better-rivers/our-challenges/storm-overflow-performance/

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.

Kind regards