



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](http://unitedutilities.com)

**Our ref:** EIR/ID317

**Date:** 11/03/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED],

EIR Reference: EIR/ID/317

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).

*Thank you for the information provided in relation to the monitoring taking place both above and below the outfall pipe to the River Eea in Cark.*

*The Parish Council noted that there were some intermittent concerning readings in relation to*

- Percentage Saturation of Dissolved Oxygen – down to 10% in June 2024*
- PH – above level for protection of aquatic life ie 9.0. PH level in May 2024.*
- Conductivity – levels above 3.0 (unsafe for human drinking water) in July and September 2024.*
- Ammonia – up to 1.0 mg/l in August 2024*

*We would appreciate receiving the following additional information:*

*The results of the monitoring review which was scheduled for January 2025.*

*When a permanent solution will be installed and what this permanent solution will be.*

**With regards to the above request, please find attached the following data. Also, we can confirm that the equipment has now been removed. In terms of the permanent solution, we intend to run a temporary treatment plant in steady state for a number of months to collect flow and load data that will use to inform the design principles for the permanent solution. We will have a permit condition to meet a total phosphorous limit of 0.25mg/l by 31/03/2028 so the long-term solution will be in place by that date. Our engagement lead for the area, [REDACTED] will be available to link in with you further should you have any more questions.**

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](mailto: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