



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/ID324

Date: 14/04/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

Thank you for your request for environmental information. We apologise for the delay in responding. 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).

In previous years you have very kindly provide the start-stop times for individual EDM detected spills at all storm overflows.

I would be very grateful if you could do the same for 2024.

Please note that the attachment is the polled data before the 12/24 hours spill counting method has been applied – details of our methodology can be found on our website here: [Storm overflow performance | United Utilities](#). This data goes through the remaining steps detailed on our website to eventually generate the EDM annual return. As the dataset is still undergoing further review and validation, once this process is complete, the finalised version will be published on our website.

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
EIR Team

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.