



Water for the North West

United Utilities Water Limited

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Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID362

Date: 06/06/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/362

Thank you for your request environmental information. 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).

*I would be very grateful if you could provide the following data accurately labelled for **Kidsgrove WwTW, Red Bull SPS and Liverpool Road (Kidsgrove) CSO** for the period 1/1/2020 to the present:*

- 1. All detailed individual spill start-stop times;*
- 2. All 15-min flow to treatment, inlet flow, pass forward flow and final effluent;*
- 3. All telemetry exchanges between each asset and the central control;*
- 4. All log book entries documenting operator visits;*
- 5. All sewage pollution incidents reported to the Environment agency.*

With regards to the above, we are happy to provide you with the data for points 1, 2, 3 and 4 in excel format. Due to the size of these files, we are unable to send them all attached to this initial response, so we will follow-up with a secure file transfer. To access these files securely we will send you a passcode, also.

It is important to note that there is only flow data available for Kidsgrove WwTW as both Red Bull SPS and Liverpool Road (Kidsgrove) CSO do not have flow points and therefore do not record flow data. The flow monitor at Kidsgrove WwTW is operating to MCERT standard. Also, please note that there is no start-stop data available for Red Bull SPS as this site does not have regulatory monitoring.

Please be aware of the following important points in relation to the provision of telemetry data;

- 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.

In respect of the EDM start/stop data;

- It is important to note this information is the raw sensor signals from January 2021 which has 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.

Finally, in terms of point 4 I have spoken to the associated site personnel who have confirmed that there are not currently any log books and/or signing in sheets for these 3 sites as both Kidsgrove WwTW and Liverpool Road (Kidsgrove) CSO are checked daily, and Red Bull SPS is checked on a cyclical basis, as well as reactive, if required. Therefore, in line with Regulation 12(4)(a) of the EIR, we are unable to provide you with a copy of these, as they are not held.

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