

Dear [REDACTED]

Thank you for your request for 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).

Your request:

On 13th February 2025, between 09:30 and 11:45, the flow rate at Ambleside dropped to 0. This also occurred on 22nd March between 14:45 and 17:30, and again between 21:00 and 22:45.

Please could you provide an explanation as to why this occurred? For any reason given, please could you also provide supporting evidence to corroborate the explanation.

Our response:

13 February 2025

Routine maintenance was being carried out on the Ultraviolet Disinfection system, which requires the inlet pumps being turned off whilst the work is completed leading to zero flow through the inlet. During this period, storm storage is used in accordance with section 3.1.8(a)(iii) of the permit, whilst routine maintenance is carried out.

You can find details of that maintenance activity in appendix 1 of the attached document. Please note this has been redacted in line with Regulation 13 and UK GDPR to remove personal data. There was no spill to the environment during the period this work was being carried out.

22 March 2025

An external power supply issue affected the site twice during the day.

This external fault was logged on the Electricity North West website under incident reference 1241084527. The site team have confirmed that the UV generator was running during this period and all flow passed had been treated. Alarms were triggered when the site lost power and were cleared soon afterwards.

There was no spill to the environment as a result of the impact of the power issues.

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]
[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
[REDACTED]

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.