



**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/ID452  
**Date:** 21/07/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

EIR Reference: EIR/ID/452

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

***Could I make the following EIR request. The permit for Esthwaite Pumping station emergency overflows states that maintenance records need to be kept. Could I obtain copies of those records for each of the years 2016/2017/2018/2019/2020/2021/2022/2023/2024/2025***

Our response

We hold maintenance records for our pumping stations within our internal work management system, from 2017 onwards, as such we are unable to provide records for this site for 2016. We have downloaded all the proactive, reactive and planned maintenance records from 2017 onwards and provided the following information in the attached spreadsheet.

- Site Name in this case: ESTHWAITE \*WINDERMERE CATCHMENT\*
- Work Order Reference: an internal reference number
- Work Order Type: setting out the category of activity that was undertaken
- Work Order Description: providing more specific information on the activity but input as free form text.
- Date/Time the date and time that the maintenance activity was added to the system.

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