



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

Our ref: EIR-478

Date: 11/08/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

Thank you for reaching out with 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:

I completely understand United Utilities' concerns about revealing site information and appreciate your reluctance to supply site names. However, in its current form we can't really make proper use of the data, so I wondered if it would be possible for the following additional information to be supplied for each Site Reference number (or alternatively, inserted as an extra 2 columns into the spreadsheets you have already supplied).

- Site type (i.e. river, borehole, bankside reservoir, impoundment reservoir or WTWs inlet)
- River name (if the site is a river - I wouldn't need extra information for the non-river sites)

Note that this is an option that other water companies supplying Crypto data have taken when we asked for further info and it avoids the need to give coordinates or location names. The extra information would enable us to integrate this valuable dataset into our study, which we hope will greatly add to our understanding of the relative importance of different sources and mobilisation mechanisms for Crypto around the UK.

Our response:

Please see attached a copy of the revised data, which includes the site type and river name. We hope that you find this information useful.

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,



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.