



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/ID499
Date: 27/08/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/499

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

I have been using the EDV data you sent over for 2022 to latest available date for six WwTWs. Unfortunately I have just checked the data for Ambleside and there are no records between 26/07/2023 and 13/05/2024.

Can there really have been a period of nine and a half months in which the EDV data was bad, suspect or non existent?

I'm rather hoping it is a case of a simple omission from the data you sent over.

Our response

We can confirm that we do hold records for Ambleside between 26/07/2023 and 13/05/2024 and that they had not been provided with our previous response in error. We apologise for that error. We have attached an updated version of the excel spreadsheet that now contains the full data set for Ambleside wastewater treatment works.

You should, however, note that although we use a proven and comprehensive semi-automated data cleanse and validation process for our formal regulatory data, the data you have requested is operational data, which has not been subject to this data cleanse and validation process. The data may therefore contain some blank or erroneous records.

You may also observe that the data between the 10th to the 14th or November 2020 is missing, this is because work was being undertaken to the meter, at that time.

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