


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:

Please can I be provided all telemetry data, wet well data and flow data for Low Wood Bay Wastewater Pumping Station from 2020 to the current date.

Our response:

Please find enclosed in  [EIR-501 Data](#) a spreadsheet titled 'Appendix 1', which includes:

- The wet well level data from 17/08/2020 to 01/08/2025.
- The telemetry data from 01/02/2021 to 01/08/2025.

Please note that our Strategic Telemetry System (STS) holds data for a maximum of five years, which is why we have provided the data from the above dates. Additionally, I can confirm that having checked with our local team, there is no telemetry data stored within the system prior to February 2021; therefore we are unable to provide the rest of the data in line with Regulation 12(4)(a) of the EIR as this does not exist.

Additionally, please be aware that this site has no overflow, or associated permit, and is required to pass forward all flows arriving at the site, therefore we do not monitor flow. This also means that in line with Regulation 12(4)(a), I am unable to supply you with a copy of the flow data, as it also does not exist.

When reviewing the data, you should take the following important factors into account:

- Both the wet well level data, and telemetry data are raw operational datasets only, rather than being validated regulatory data. This means that the data is unvalidated and may therefore contain some erroneous readings.
- As previously mentioned, as this WwPS does not have an overflow, therefore telemetry alarms focus on operational aspects and wet well levels, rather than indicating risk of spill.
- The naming of our telemetry alarms is intended for internal use and may not be intuitive or self-explanatory externally. The names can also contain technical jargon and text used to

trigger an internal response and are therefore not representative of process performance and/or impacts.

- Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events, such as, maintenance or obstruction of the sensor, or planned or reactive maintenance within the wet well might not be adequately captured.
- Telemetry data is one of a series of information sources that our Operational Teams use to identify and manage potential risks at our sites. This therefore requires correct context for full understanding. Without understanding the operational context, raw data can be misinterpreted.

With the above in mind, the data provided should not be used to draw conclusions on the historic performance of the site.

We hope that this response answers your request. However, if you're not satisfied with our response, 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

[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.