



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/ID504

Date: 14/08/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/504

Thank you for your request for reporting of emissions.

This request was initially picked up by our customer service department, who identified that the request was for environmental information and that the response needed to be dealt with in accordance with the Environmental Information Regulations (EIR).

You can find more information on Environmental Information Regulations, either on the [Information commissioners' website](#) or on the [United Utilities website](#).

Your request was, therefore, passed on to the Environmental Information team within United Utilities and has been responded to in accordance with the Environmental Information Regulations. Our Trade Effluent department have confirmed that we don't currently hold any trade effluent consents in your name, or for the address postcodes provided, WA12 0HF and BL5 3AZ. This means, that we will not directly receive any trade waste from yourselves and therefore do not hold the information that you requested.

We, therefore, assume that you will be utilising an independent third-party waste handler to collect and dispose of waste from your sites. If this is the case, then you should be paying for this service and you should be receiving waste transfer notes, which should be being maintained by somebody from within your organisation. This independent third-party waste handler should have the information that you requested. We, therefore, recommend that you contact this company directly to obtain the information you requested.

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