



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/ID500

Date: 29/08/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/522

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

Please can I be provided with all inlet BOD samples taken from the WwTW around Windermere since 2018. If similar samples have been taken at pumping stations, please can I also be provided with these.

Our response

As requested, I have provided a spreadsheet which provides the BOD samples for nine of the ten wastewater treatment works (WwTW) around Windermere, since 2018.

Although Ferry House does have a permit to discharge to watercourse, and we do not use this and tanker the wastewater away from the site for treatment. This site is not sampled therefore, not included within the spreadsheet. In addition, Troutbeck only has sample data starting from September 2021, Outgate only has sample data starting from November 2021. Far Sawrey only has sample data starting from April 2025 during the last summer period, these samples have been taken from the primary tanks due to difficulty in taking crude samples from the inlet.

The spreadsheet contains a separate worksheet for each WwTW which contains the date and time that the samples were taken and the BOD value, in addition each worksheets contains:

- A column headed "type" showing whether the sample was macerated as part of the testing process (shown as BODM) or unmacerated (shown as BOD).
- A column headed "Q" indicating whether the testing had one of two qualifiers applied to it; "LT" indicates that due to the nature of the sample or the testing, the sample couldn't test any lower, and "GT" indicates that due to the nature of the sample or the testing, the sample couldn't test any higher.
- A column headed "Purpose code", providing the purpose for the sampling, which is one of the following four codes:
 - RNRM – Routine Non-regulatory monitoring
 - PROJ – Project – Internally managed by operations or sub-contractors for UUW
 - SPEC – Adhoc samples taken by site operations.
 - SREG – Self regulation – Regulatory monitoring for data transfer to the EA.

It should be noted that the information provided is BOD concentration in mg/l and not total BOD load to the works. It is also worth noting that it is not unusual to see variations in incoming BOD concentrations to our sites, particularly those with large numbers of food establishments, hotel and tourists.

It should also be noted that the data that has been provided includes samples that have been taken for a number of purposes, with many of these being taken for site monitoring and control. As a result, the data sets could include “dip samples” taken at particular times to provide our operations teams with insights to understand performance, which would therefore, not be representative of typical incoming flows and loads.

We do not routinely sample BOD at the pumping stations and have no data in this location. We therefore do not hold and are unable to supply this information.

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] [REDACTED] [REDACTED] [REDACTED] [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.

Kind regards