



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/525

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).
We have addressed each point within your request in turn.

Question - Please can you confirm how many of your emergency sewage overflows now have a monitor installed? (not the storm overflows).

Response - We currently have 21 regulatory Emergency Overflow monitors. Although, UUW and the other water companies have regulatory commitments under the "MON6" programme to install monitoring on 50% of our Emergency Overflows during the AMP8 period (2025 to 2030), with the remainder to be fitted through AMP9 (2030 to 2035).

Question - How many are there that have still not had a monitor installed?

Response - In total we have 948 Emergency Overflows in assets across the North West region. 21 of these already have monitors installed (although these may not yet be live on the portal due to commissioning periods), therefore there are 927 emergency overflows which currently do not have regulatory monitors installed.

Question - How many are there that have been granted an exemption from having a monitor?

Response - We do not have any Emergency Overflows which have been granted an exemption from the MON6 programme.

Question - Can you confirm how many of these emergency storm overflows have spilled this year into the lake District National Park? Please can you provide location and spill duration?

Response - We are assuming that this question also relates to emergency overflows (rather than "emergency storm overflows"). We have one Emergency Overflow with a regulatory monitor within the Lake District National Park, at Pooley Bridge, this discharged three times in February 2025. The location and details of discharges from our storm overflows can be found on our website [Storm overflow map | United Utilities - Better Rivers](#).

Question - Please can you confirm if you have installed monitors on any unpermitted emergency overflows? Please can you confirm their location and why if these have not had monitors installed?

Response - I can confirm that we do not have any monitors installed on unpermitted emergency overflows.

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.

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