



Water for the North West

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-591
Date: 29/12/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

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 request a copy of all tanker operations that have taken place in the Windermere catchment from 1 October to the present date.

Please can this include both non-United Utilities tankers and United Utilities tankers.

Please can this cover all sites, not only wastewater treatment works and pumping stations with discharge consents.

Please can you also provide the specific volumes moved, the composition of the material, the location each tanker load was collected from, and where it was taken to. This should include all information we have previously discussed in relation to this matter.

Our response:

The tanker movement information that you have requested can be found on our corporate website, by following this link [Windermere | United Utilities](#). The data can be seen on the dropdown list.

During October and November 2025, there were some periods of substantial rainfall resulting in local flood warnings and some instances of flooding, including lake levels rising considerably with water encroaching onto the road around The Glebe.

The wastewater network was inundated with high volumes of surface water from various sources including roads, water courses and the lake. In response, we instigated our tanker plan to remove excess water from our network to reduce the risk of spills to local watercourses. During this period, we updated local stakeholders such as the Lakes Parish Council and Love Windermere partners about our use of extra tankers and why we were doing that.

The data for the movement of these extra tankers can be found in Appendix 1.

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], 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.



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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



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.