



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-596
Date: 12/01/2026
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 could I request a copy of the following data for the Windermere catchment from 1 October to the present date:

- All telemetry alarm data
- All flow data
- Wet well level data

Please ensure this includes all sites, not only wastewater treatment works and pumping stations with discharge consents, but also in-network pumping stations.

Our response:

Please see enclosed a copy of the requested data in Appendix 1. When reviewing this, please note the following important points:

- Some sites do not have all three types of monitoring, and we have therefore provided you with the data that we hold for each of the sites instead.
- Telemetry data requires context for correct interpretation. Without understanding the operational context, raw telemetry data can be misinterpreted.
- The naming of our telemetry alarms is intended for internal use and may not be intuitive or self-explanatory externally. They can also contain technical jargon and text used to trigger an internal response and are not representative of process performance and/or impacts.
- Telemetry systems often assume normal operating conditions. Anomalous situations or unforeseen events might not be adequately captured.
- Additionally, telemetry alarms do not necessarily mean that there is a problem with the final effluent quality or permit compliance, the alarms are set up to indicate a risk or potential issue to allow our Operational Staff to intervene before final effluent is impacted or a non-compliance occurs.
- The flow monitors installed at Far Sawrey WwTW, Outgate WwTW and Troutbeck WwTW are temporary, non-MCERT installations and as such, conclusions should not be made from the raw dataset.
- All telemetry alarms at Troutbeck WwTW relate to the commissioning of the new FujiClean unit and therefore conclusions should not be drawn from these.



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- From 1 October to 7 November, the wet well level sensor was reading incorrectly at Ferry House detention tank, therefore you should not draw conclusions from this data. This has since been fixed.
- There are two periods of no flow at 02:00 and 02:15 in the Grasmere WwTW flow data on 10 October. Please be aware that this was a sensor error. Having liaised with the local Process Team, I can confirm that flows did not drop below 45l/s, and there were no spills from the site during these times.
- There are a number of readings on the Esthwaite wastewater pumping station (WwPS) wet well level data on 6 November which show results of 5.64m. This is the point at which the emergency overflow would usually operate. Having liaised with the local Network lead, I can confirm this was due to a fault with the instrument which we have since fixed, therefore conclusions should not be drawn from these inaccurate figures.
- On 3 October, we reported a pollution at Glebe Road WwPS, which was caused by an external power failure to the site. The EDM data for this spill is available at: [Windermere | United Utilities](#).
- Please note that the storm overflow at Elterwater WwPS is incorrectly named (as emergency overflow in the data), and this will be changed going forward.
- There are a few periods of no flow at Ambleside WwTW on 3 October, and 10 – 12 November. Having liaised with our local Process Team, I can confirm that:
 - **3 October** – this was due to Storm Amy, which caused a power cut and flooding onsite, which was reported to the EA as a pollution at the time. EDM data for this is available at: [Windermere | United Utilities](#).
 - **10 November** – the period of no flow is an error within the data. Although the storm tank was filling; flows onsite were compliant, and there was no spill to the environment.
 - **11 November** – the period of no flow is an error within the data. The team has confirmed that whilst there was a recorded spill on this date, flows were compliant with the permit throughout.
 - **12 November** – the period of no flow is an error within the data. The team has confirmed that whilst there was a recorded spill on this date, flows were compliant with the permit throughout.
- Please note that Far Sawrey WwTW is a remote site with no power to it, therefore telemetry is not monitored. The site does have a battery flow monitor, results from which are available in Appendix 1.
- Additionally, Oakleigh WwPS has a wet well high-level alarm but does not have an analogue level monitor. Having checked this, there were no alarms during the requested timeframe, and therefore there is no data available for this site.
- Finally, whilst McIver Close WwPS does monitor telemetry data, there were no alarms during the requested timeframe and therefore there is no data available for this site.

We note that of the circa 682,000 rows of data provided, these highlighted exceptions represent approximately 0.55% of the dataset.

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



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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.

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.