



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-732  
**Date:** 24/04/2026  
**Email:** [EIRRequests@uuplc.co.uk](mailto: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 you explain why there is a significant proportion of tanker movements where the number of loads taken is unavailable? I would expect this waste movement to be recorded at this level of detail, given the strict regulations governing the handling, treatment and disposal of waste.

**Our response:**

Please see enclosed a revised copy of the contractor tanker data in Appendix 1.

We have been working with our contractors to establish what records were available before October 2025. They have been able to provide data on:

- The dates,
- The collection and delivery site,
- The nature of the material collected,
- The numbers and size of tankers available each day.

This information has been used to estimate the volume and loads taken on each day. Please note that where several tankers have been available at one site, moving loads to the same delivery site, this information has been combined into one row. Additionally, volumes over 100,000L were moved in multiple vehicles.

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](mailto: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.

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.