



**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-740  
**Date:** 20/03/2026  
**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 provide details of all sewage overflows in the Merseyside area for the last 5 years. Detailing the number of events, duration of each and how much sewage spilt.

**Our response:**

We are committed to being transparent about our performance. You can find data and information on how we are doing year-on-year here [Storm overflow performance | United Utilities](#). In addition to that we share real-time monitoring data via our [Storm overflow map | United Utilities - Better Rivers](#). This shows all our storm overflow locations and whether they are operating or have done so in the last 24 hours, plus information on our plans to tackle them.

In specific response to your request, I have enclosed a copy of all discharge data for the overflows in Merseyside, for the last five years in Appendix 1. This contains the date of the discharge, the site name, and the duration of the spill.

Our permits set out regulatory requirements for treatment and discharge of effluent. They are available from the Environment Agency public register <https://environment.data.gov.uk/public-register/view/index>. There is no requirement to measure volume of discharge under the environmental permits. We therefore do not hold this data and are unable to provide it in accordance with Regulation 12(4)(a) EIR.

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

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.