



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-763
Date: 08/04/2026
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:

I wonder might I request 2025 Total Daily Volumes for all WWTWs reporting TDV?
Please supply as daily volumes in excel format and include, if appropriate, missing or suspect values.

Our response:

Please see attached a copy of the 2025 total daily volume data in Appendix 1.

We annually report this TDV data to the Environment Agency via a data return, as required by our site environmental permits. In this return we encode our values using markers or "Tags" which indicate the data quality of each value according to definitions provided by the Environment Agency.

Within the data set you may observe some variance in flow rate, typically related to seasonality, periods of asset maintenance or short term tankering and capital projects or upgrades, alongside outlier values which are inherent to large datasets where telemetry may suffer from outstation communications loss or power loss, flatlining or repetition of values. It is important to take these points into consideration when drawing any conclusions.

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], 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.