



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-772
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:

Please can you share the historical data of water that you have discharged into the Birket, next to Carr Lane in the Wirral. This information is relevant to the environmental impact on the river itself, along with the surrounding areas.

Our response:

Please see enclosed a copy of the discharge data we hold in Appendix 1. As the system we use to monitor spills only holds data for a maximum of five years, we have provided this from March 2021 to March 2026. We also proactively publish this information on our website on a monthly basis. This can be viewed here: [Storm overflow performance | United Utilities](#)

While overflows operation is heavily dependent on the weather, we are making very good progress in reducing spills. Our five-year 'Big North West upgrade' will see us invest more than £3 billion in improving storm overflow infrastructure between 2025 and 2030.

In the first year of our plan, we improved more than 400 storm overflows and, combined with a drier year, we forecast spills will have reduced by over 20%, or around 17,000 fewer spills, when official figures are released by the [Environment Agency](#). Our monitors also show a one-quarter reduction in spill duration – equivalent to around 120,000 fewer hours. 65% of spill reductions in 2025 are directly linked to our interventions.

It will take time to re-plumb the North West, but we have already started. The latest figures show that we are moving in the right direction against our target to achieve a 60% reduction in spills over the decade to 2030. We have now achieved just over a 45% reduction in spills since 2020, so we are ahead of target.

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.



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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.