



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-776  
**Date:** 08/04/2026  
**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:**

Thanks for your comprehensive response to my questions. Your main reason for pouring sewage in to our rivers being that you discharge after heavy rain. Why then are the following authorities pouring millions of litres of sewage in to our rivers as I write this when it hasn't rained for over a week?

**Our response:**

Whilst you referenced both United Utilities and Severn Trent in your request, we are only able to comment on why UU assets are discharging. If you wish to know why Severn Trent's assets are discharging, please contact them directly via [Environmental Information Regulations Request | Get in touch | Severn Trent Water](#).

Some storm overflows can serve extremely large catchments. This means that whilst there may have been no rainfall in one part of the catchment, there could have been in another. Rainwater can also sometimes take a while to drain down through our systems, and reach the overflow, which is why an overflow may be spilling on a relatively dry day. Additionally, any surface water or river flooding that has occurred may continue to impact our drainage systems after rainfall has ceased. There could also be some very short duration storm overflow discharges that may be symptomatic of a full drainage system in drain-down.

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.

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.



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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.