



**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
Lingley Green Avenue  
Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID298

**Date:** 24/02/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

Thank you for reaching out with your request! We appreciate your interest, and we want to let you know that as United Utilities is not a public authority listed under the Freedom of Information Act 2000, your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

**Would it be possible to submit an FOI to request how many complaints have been submitted to United Utilities regarding smells and disturbances from the medley waste treatment plant [REDACTED] [REDACTED] If possible, for the last 2-3 years**

We have understood your request as wanting to know how many odour or disturbance complaints have been submitted regarding Madeley Wastewater Treatment Works (WwTW), based upon the postcode you have given us.

I can confirm there has been one complaint made regarding a disturbance from Madeley WwTW since 1<sup>st</sup> January 2022. There have been no complaints made regarding an odour from the WwTW in this time.

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  
EIR Team

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.