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/ID1007
Date: 12/10/2026
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 provide details of the work carried out and the CCTV survey footage from the investigation carried out by your operational team at Elcho Road, Bowdon, Altrincham under reference SA-4422146 on 3 September 2026; and that carried out by the specialist team on 15 September 2026.

Our response:

Please find attached the three PDF documents appendices, titled *Appendix A*, B and C, which contains the job notes relating to investigation SA-4422146. This document also contains further notes from previous investigations relating to the property at Elcho Road, Bowdon, WA14 as well as photographs and an area sketch.

We are unable to provide a copy of the CCTV footage as the footage is held within a third-party cloud-based system and is not available in a format that can be extracted or externally distributed. Therefore, while we hold the findings and records generated from the survey, which have been provided within Appendix A and summarised above, we do not hold the CCTV recording. Therefore, in line with Regulation 12(4)(a) of the Environmental Information Regulations 2004, we are unable to provide this as it is not held.

Following further CCTV investigations, United Utilities identified an uncharted sewer on Elcho Road in the area where the void in the highway was reported. The survey found that this sewer is in poor condition and is likely to have contributed to the blockage.

To address this, repair works have been raised under reference SA-4457805, and these works will be progressed to rectify the identified defects. These specific works are to attend and carry out a dig repair to fix the connection and to install dummy chamber.

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