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/ID333
Date: 25/03/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted],

EIR Reference: EIR/ID/333

Thank you for reaching out with your request! 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).

- *Could you please confirm the date when the sewage pipe at Stretford House was laid and the name / reference of that pipe and the date when the main highway pipe it joins was laid and date the name / reference of this pipeline, and if possible a copy of a map of this area for this specific pipeline to show it goes from Stretford House to the Davyhulme sewage plant and showing the customers in between that also use this specific pipeline?* - **We would advise that you would benefit from obtaining a copy of the map from our Property Searches department (United Utilities - Property Search :) The map will show the line of the pipe etc. However, it does not include "names" and "references" of customers due to this being sensitive information and we would be unable to share this due to the data protection act 2018. We also do not have precise dates for when pipes were laid, save for very recent assets, because the assets were inherited from our predecessor.**

- *Please confirm the number of customers that use this specific sewage pipeline in between Stretford House and the sewage treatment plant at Davyhulme?* – **Apologies, having queried this with the wider business, and this has been confirmed that as a company we do not collect or hold this type of information in this way and therefore we would be unable to provide this.**

- *Please confirm the band rate for each of these customers using this sewage pipeline and how many businesses which I presume would pay a higher amount, and how much they pay for the maintenance of this pipeline and as a percentage of their band rate and also for the sewage treatment from this specific pipeline and as a percentage of their charges?* - **Having discussed this matter with the wider business, this has been confirmed that as a company we do not collect or hold this type of information in this way and therefore we would be unable to provide this. Also, any specific customer information would not be disclosable under EIR, due to the data protection act 2018.**

Please confirm a breakdown of each of the costs for a water metre including the charges for the maintenance of this pipeline and for the sewage treatment and as a percentage of these charges? - **Having discussed this matter with the wider business, this has been confirmed that United Utilities**

as a company do not collect or hold the specific information you have requested in the format you requested. However, we can advise you that we do not currently charge to install a water meter at an existing unmetered household or non-household premises. We would not be able to share the information about what we pay our supplier for a water meter, as this is sensitive information, however we do charge to install meters when new premises are being created, either built or redeveloped.

All our individual charges can be found in our annual charge's schemes at the following links:

Household charges scheme household-charges-scheme-2024-25.pdf
Wholesale (non-household) charges scheme wholesale-charges-scheme-2024-2025.pdf
New Connections and Developer Services charges scheme new-connection-and-developer-services-charges-scheme-2024-2025.pdf

- *Please check your system under the name / reference of this pipeline for the maintenance details of this specific pipeline which should show a list of works carried out on this specific pipeline, the dates and types of work carried out, the costs incurred and what caused this work to be required to be carried out, and if it was just general maintenance for normal wear and tear and upgrades, and if the damage caused were accidents by workman carrying out building foundations, ground work for services and the like, and distinguish between these accidents which would be paid by their company insurance for any rectification work required and should not be paid by your customers, and just concentrate on the works carried out for general wear and tear maintenance and upgrades made over this time? –* **Apologies, we do not record or hold information on maintenance in this way. We record information relating to individual properties, which would not be disclosable under EIR, due to the data protection act 2018. With regards to pipelines, we do not hold this information or record it in this way, either. We have a reactive policy for maintenance which is approved by our regulator, Ofwat.**

- *The information that your company holds on your systems should inform me how much your company has received since privatisation in 1989 for the general maintenance from wear and tear and from upgrades from this specific pipeline and for the sewage treatment from this specific sewage pipeline from all your customers that use this specific sewage pipeline and also how much you have actually spent on general maintenance for normal wear and tear and for upgrades on this specific pipeline and for the treatment of sewage from this specific pipeline - which you should then be able to calculate how much the difference there is in monies between what you have received from each of your customers for the general maintenance from normal wear and tear and upgrades and for the sewage treatment from this specific pipeline and how much your company has actually spent over this same period for the general maintenance from normal wear and tear and upgrades and on the sewage treatment from this specific pipeline?* **Having discussed this matter with the wider business, this has been confirmed that United Utilities as a company do not collect or hold this type of information in this way and therefore, we would be unable to provide this.**

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.

Kind regards