



Water for the North West

United Utilities Water Limited
Haweswater House
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Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID337

Date: 04/04/2025

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). Please see our comments, as follows:

SEWAGE – Appears since the properties on Bamford’s Fold were built the sewage pipe/s coming from Bamford’s Fold to South View have never functioned satisfactorily and have required regular and ongoing mechanical pump outs. Most recent 2 mechanical pump outs – 9th December 2024 and 7th January 2025. Company representatives said in December 2024 the system was “hydrostatically inadequate” and could not be corrected in its current structure

1. What is the reason for the ongoing sewage blockages?

The cause of the flooding is hydraulic inadequacy, not a blockage. For context, the sewer on South View is a combined sewer, meaning it holds both sewage and surface water. The manhole here is the lowest point in the area. During heavy rainfall, flooding can occur due to a large volume of surface water from rooftops, driveways or highways entering the sewers over a short period of time. This causes the sewers to become overloaded, as they do not have the capacity to deal with this volume of water in such a short space of time. Flooding occurs until rainfall subsides and the volumes within the sewers reduce.

We have been in contact with the local council regarding the surface water aspect of the sewer, and we are continuing to try and find potential surface water removal opportunities, in order to take some pressure off the combined sewer system, and reduce the risk of flooding.

2. What work does United Utilities intend to do to resolve position?

Please see our response to question 1.

3. Please provide details frequency and costs of mechanical pump outs over the preceding 5 years.

Unfortunately, our work management system does not allow us to easily extract this information, as sewage pumping is typically a subsequent task following a primary issue, such as a blockage. Identifying instances where pumping was required would necessitate a manual review of each individual work order, including reading free-text notes recorded by our engineers. Given that there are over 500 work orders within the requested timeframe, this would impose a disproportionate burden on our resources.

As a result, we are applying the manifestly unreasonable exception under Regulation 12(4)(b) of the Environmental Information Regulations (EIR). This exception applies where the cost or burden of complying with a request is too great, and in this case manually reviewing and extracting the required information would require significant resource.

However, if you are able to refine your request – for example, by reducing the five-year timeframe to a more manageable period – we would be happy to reconsider and assess what information can be provided within reasonable limits.

SURFACE & RAIN WATER - The current drains from Bamford's Fold cannot also cope with the increased volume and frequency rainfall now experienced and regularly overflow. This overflow forms "fountains" from the man hole covers creating a lake several inches deep starting outside [REDACTED] South View. This flooding is now extending into their front gardens.

1. How is it intended to prevent the flooding increasing in the short term?

Similarly to the ongoing problems on South View, we are working with the local council, and continuing investigations to try and find potential surface water removal opportunities, which should take some pressure off the combined sewer system, this reducing the risk of flooding.

2. What further surface water provision for South View can be built to protect from ongoing rainwater volumes?

Please see our response to the above question. This will be explored if we can find suitable surface water removal opportunities.

1. Has the damaged sewage pipe been located?

I can confirm that the broken pipe, which was brought to our attention, was found to be a private culvert and this was passed over to the local council.

2. Who is responsible for the repair? If United Utility when will this work be undertaken. If not United Utility, can they force repair by the responsible party.

As this is a private culvert, then the local council will be responsible for the repair. We will liaise with the council to determine if their investigations, and repair is complete.

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
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.