



Water for the North West

**United Utilities Water Limited**  
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**Our ref:** EIR-409

**Date:** 10/06/2025

**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 as that United Utilities are not subject to the Freedom of Information Act, your request has been carefully considered in accordance Environmental Information Regulations (EIR).

**Pursuant to section 8 of the Freedom of Information Act 2000, we request that you provide the following information and/ or documents:**

- **All records pertaining to the burst pipe on 8 December 2024, including but not limited to all reports prepared pursuant to s.19 Flood and Water Management Act 2010.**

It should be noted that following an incident where there is the likelihood of proceedings, certain information has the potential to be excepted from disclosure pursuant to Regulation 12(5)(b) of the EIR. Where the information your client requires in connection with a potential claim would be made available (i.e. through the court processes by way of the Civil Procedure Rules (CPR)), it is the position that the EIR should not be used to circumvent the normal CPR for discovery on cases.

The ICO guidance on Regulation 12(5)(b) recognises that the civil procedure rules provide an access regime for court or tribunal records and acknowledges that circumventing the jurisdiction of the appropriate court procedures by allowing access to court records under the EIR has the potential for adversely affecting the course of justice. This is because of the expectation that the parties involved in judicial proceedings will only be party to information disclosed under the appropriate rules.

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.