



Water for the North West

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-547

Date: 08/10/2025

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).

Your request:

Please provide details of any sewer flooding, drainage or odour complaints/incidents linked to the [REDACTED] estate ([REDACTED] [REDACTED]) or nearby streets since 2017 and confirm whether UU has adopted any drainage assets for this site (S104/S185 references if available).

Our response:

Please see attached a copy of all sewer flooding, drainage or odour complaints / incidents for [REDACTED] or nearby streets since 2017 in Appendix 1. Please note that this has been redacted in line with Regulation 13 of the EIR to remove any personal information such as contact details and addresses which would make individuals identifiable. This dataset includes:

- The incident ID / wastewater event number
- The date
- A Partial postcode
- The effects of the incident
- Any activities carried out by United Utilities in response
- The asset type and description
- The sewer category and size
- The root cause, plus an additional cause where appropriate

Additionally, I can confirm there has been no S104 or S185 agreements made for any drainage assets within this area. There was however a S106 agreement made in 2019 for a 150mm foul connection via the construction of a new manhole on the combined sewer located within [REDACTED]. Details of this can be found in Appendix 2.

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



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.