



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-565

Date: 04/11/2025

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).

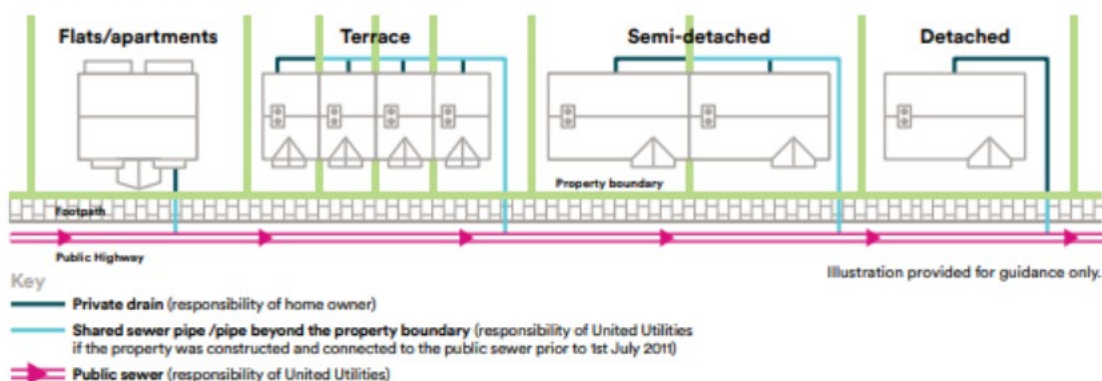
As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

- 1. What commitments have been made by United Utilities (or North West Water Plc) since 1989 to connect the rear of [REDACTED] to appropriate foul water sewers?**

We are not aware of any specific commitments that have been made by United Utilities Water (Uuw) or North West Water (NWW) to connect the drainage at the rear of [REDACTED] to the foul water sewers. Please note that whilst the properties in question do have existing foul water connections, these are at the front of the premises.

For awareness, the pipes, gutters, gullies and drains in and around your home, including drains from your property up to your boundary are the responsibility of the homeowner (unless shared between multiple properties). This means that the misconnections from each of the kitchen waste gullies are each homeowner's responsibility to rectify, as these are private assets. You can read more about our responsibility here: [Sewers and drains explained | United Utilities](#)

Typical sewer pipe responsibility



- 2. What requests/orders/demands have been made to United Utilities (or North West Water Plc) since 1989 to connect the rear of [REDACTED] to appropriate foul water sewers?**

Having completed a search of our case management system, I can confirm there have been no requests, orders or demands made by the residents of [REDACTED] to UUW since 2019.

For awareness, UUW began using a new system to log all customer cases, including any correspondence between our customer and the Company, known as INS. Legally, public authorities must hold records for a minimum of six years. This includes any documents held in our previous system. As we are now outside of the retention period, we are therefore unable to share anything prior to 2019 as it is no longer held. This approach is in line with Regulation 12(4)(a) of the EIR.

3. What requests/orders/demands have been made by United Utilities (or North West Water Plc) to owners of [REDACTED] since 1989 to connect the rear of [REDACTED] to appropriate foul water sewers?

Following an investigation carried out by one of our local Wastewater Teams, the properties in question were served with handwritten misconnection forms on 24 September 2025. Three of these were hand delivered to residents, and our Customer Support Technician (CST) discussed what would be required to rectify the misconnection with those customers. Unfortunately, two residents were not home at the time of our visit, so these misconnection forms were instead posted.

Having spoken with our local Wastewater Team, they have confirmed that copies of the misconnection forms were not made, as these were handwritten onsite by our CST. I am therefore unable to provide you with a digital copy of these, as they are not held. This approach is in line with Regulation 12(4)(a) of the EIR.

As explained in our response to your second point, as we no longer have access to our previous system, we are only able to check for records from 2019 onwards. Having checked INS, I cannot see any other instances where the Company has contacted the residents at [REDACTED] regarding the misconnection.

4. Please provide any written communications (electronic or postal/courier) between United Utilities (or North West Water Plc) and residents (or their legal representatives) of [REDACTED] since 1989 pertaining to drainage incidents related to the same properties? Likewise regarding connections to foul water sewers and run off sewers.

Please see attached a copy of a letter which was sent to one of the residents on 10 March 2025. This has been redacted in line with Regulation 13 of the EIR to remove any personal data such as names and addresses. We are not aware of any other correspondence previously being sent in relation to drainage incidents or sewer connections at the referenced properties.

5. Please provide sewerage connection plans in relation to the construction of apartment block [REDACTED] directly adjacent to [REDACTED]

Our Developer Services Team have completed a search of our systems; however, they have been unable to locate the original connection plans relating to the construction of the apartment block on [REDACTED]. For awareness, water companies are not statutory

consultees for new developments, however it is best practice that housing developers consult them when in the planning stages of a new housing estate even though they are not obliged to do so.

Under Section 106 of the Water Industry Act 1991, property owners have a right to drain to the public sewerage network. In practice, this means that developers have a right to construct a drainage system to serve a new development which drains water into the local water company's sewerage network.

Additionally, under Section 104 of the Water Industry Act 1991, developers may construct their own drainage system, which water companies will subsequently adopt. Developers are encouraged to enter into an 'adoption agreement' with the water company, meaning that the developer would agree to design and construct the drainage system according to the water company specifications. Water companies are not required to adopt connections which do not meet the design standards (as set out in Ofwat's code for adoption agreements). You can read more about water and sewage companies' involvement here: [Role of water companies in new housing development planning](#).

Furthermore, prior to 1989, local authorities (including councils) were responsible for sewerage and sewerage disposal. Following privatisation in 1989, the responsibility for public sewers was passed to the private companies i.e. water and sewerage undertakers. Whilst this was the case, property owners were still responsible for maintaining and repairing private sewers and lateral drains, which connected their property and the public sewer system. Following the Private Sewers Transfer Regulations 2011, all privately owned sewers and lateral drains which communicated with (drain into) an existing public sewer became the responsibility of the water and sewerage undertaker.

Please note that when this happened, it was the responsibility of the property owners, local authorities, developers or maintenance contractors to disclose any records of said private sewers to the water and sewage undertaker. For properties who did not submit any records, water and sewage undertakers were unable to make a log of where the wastewater assets within the property boundary lay. As the properties you have referenced appear to have been built in the early 2000s, this may explain why we do not hold records of the original plans.

With the above in mind, we must advise that we're unable to disclose the requested information for point five of your request as, in line with Regulation 12(4)(a) of the EIR, the requested information is not held.

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

[REDACTED]