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/ID586
Date: 12/11/2025
Email: EIRRequests@uuplc.co.uk

Dear [redacted]

Thank you for your request. We appreciate your interest, and we want to let you know that whilst the information you have asked for doesn't fall within the scope of Environmental Information Regulations (EIR), we are happy to provide some of the information, where we can, to assist with your request.

Your request:
I should therefore be grateful if, in respect of each property in Alderwood Grove claiming relief from surface water drainage charges, you would supply the results of the site inspections, including (but not limited to) any maps, plans or diagrams of the surface water drainage system and all notes, reports and other written records.
If you hold any relevant CCTV, film or video recordings, I would not expect to receive these at this juncture but should be obliged if you would let me have a list of them.

Our response:
Please find attached a copy of the investigation report for the November 11, 2024, visit to your property. The document, titled *Appendix A*, confirms that no survey work was completed on the surface water drainage system, and that the attending personnel completed a connectivity assessment via a dye test which in turn confirmed that no dye entered the foul sewer. The document has been redacted to remove names of staff due to data protection.

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