

Dear [REDACTED]

Thank you for your request for environmental information. 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 copies of all call-out records, engineering notes and remedial works relating to foul drainage serving [REDACTED], including (but not limited to) the incidents on 20 September 2025 (approx. 17:21) and 01 November 2025.

If available, please also provide any documentation regarding the shared macerator/pumping system and responsibility for ongoing maintenance.

Our response:

Please see attached a spreadsheet titled 'Appendix 1', which includes:

- The incident date
- The incident type
- Call notes (notes made by our Customer Adviser when speaking to the customer reporting an incident)
- Work order notes (notes made by our Customer Support Technician when onsite investigating an incident)
- Follow on work details (any further work raised by our Customer Support Technician)

Please be aware that in line with Regulation 13 of the EIR, these notes have been redacted to remove any personal details such as names and contact details.

I have also enclosed a copy of the previous correspondence which has been sent to the property regarding the mitigation pump, which can be found as 'Appendix 2', as well as a copy of the installation certificate in 'Appendix 3'. Again, please be aware that this has been redacted in line with Regulation 13 of the EIR to remove the names and contact details of the previous occupiers, as well as United Utilities and third-party staff members, as this is deemed to be personal information.

As stated in the letter dated 17 January 2024, once a mitigation pump has been installed, we will provide annual maintenance. This commitment is conditional upon the pump remaining installed and fully operational at all times. As the pipework has been disconnected from the mitigation pump,

we are unable to proceed with any maintenance activities until it has been fully reconnected and inspected. This is necessary to confirm that the installation meets United Utilities standards.

I trust that this clarifies our position regarding the mitigation pump and ensures mutual understanding of the conditions under which maintenance will be provided.

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]

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.