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/ID593
Date: 02/12/2025
Email: EIRRequests@uuplc.co.uk

Dear Ms [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(s):
Crawford Legal Services has been instructed by AXA Insurance PLC in relation to an escape of water which occurred at their Insured's property: [redacted] on 19 October 2025.
Our client has instructed that the escape of water occurred due to a the soil pipe shared with [redacted] overflowing into the Property
Our client has advised that following the escape of water, representatives of United Utilities attended the site under the reference 08322897 and discovered the cause of the blocked shared drain with [redacted] was due to the occupier of [redacted] disposing of cat litter and wet wipes down their toilet. Please see the attached images confirming your reference.
Our client formally requests a copy of that report along with your operative's findings. Please provide us with any fees that will be incurred to provide this information and we will raise payment by BACS.

Our response:
Please see the attached PDF document. The document, titled "***Appendix A - EIR-593 Data-Redacted***" shows the workorder notes and comments from the report which followed the operatives visit to the address on 19/10/2025. Due to general data protection purposes, this document has been redacted. Please note that there is no charge for the gathering, and subsequent providing, of this information.

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] Information, 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