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/ID600
Date: 02/12/2025
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(s):

Please provide disclosure of United Utilities' report relating to the incident and site visit on 1 January 2025 as a matter of urgency and by no later than 14 days from the date of this letter.

Our response:
As requested, please see the two attached PDF documents, titled *"**Appendix A - Work order notes 01.01.2025_Redacted*** and ***Appendix B – Work order notes 02.01.2025**"* which are the job notes left by the operative who attended your clients address on 01/01/2025 and 02/01/2025, respectively. Please note, that to comply with data protection regulations, the first of these documents has been redacted to remove the personal details of another operative.

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