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/ID601
Date: 12/12/2025
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:
Please confirm:
Whether this property is currently, or has previously been, listed on the DG5 Internal Sewer Flooding Register, and
The date(s) the property was added or removed from the register, if applicable.
Our response:
Firstly, we must advise that United Utilities and other water companies no longer maintain a DG5 register.

For context, the DG5 register, was a mandatory list maintained by water companies of properties and areas experiencing sewer flooding due to hydraulic overload. Hydraulic overload means that the sewers did not have sufficient capacity to deal with the peak flows that they could receive. At the time, the DG5 register was used to track performance and prioritize investment in improvements. United Utilities and other water companies are now managing and prioritising investment on the sewer networks using more advanced, data driven Drainage and Wastewater Management Plans (DWMPs). These plans cover the wastewater treatment works as well as the sewer networks and use agreed national guidance to assess all the current and potential future risks to those assets, including those associated with sewer flooding.
This approach allows these DWMPs to be developed in a way which more effectively aligns with the requirements of other regulators, such as the Environment Agency and directly meets the Water Regulator (Ofwat) requirements in terms of developing and supporting long-term planning.
More detail on United Utilities current DWMP is available via this link.
https://www.unitedutilities.com/corporate/about-us/our-future-plans/Our-long-term-plans/ .
We can confirm, however, that there have been two flooding incidents at this property.
The first was an incident of external foul flooding, which occurred on 14/01/2017 and was registered on our internal management system under job reference 300126593. This incident was due to a blockage on a public sewer that transferred from private to public ownership in 2011, when most similar private sewers and lateral drains (pipes carrying waste from one property) were transferred from private to public ownership and became the responsibility of local water and sewerage companies.
The second was an issue with internal flooding on 22/09/2019. This incident was due to a blockage on a private drain, (rather than a blockage of a public sewer).

As the DG5 register was focussed on hydraulic flooding and both incidents were due to blockages, neither of these issues would have resulted in the property being added to the DG5 register at that time.

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