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/ID606
Date: 16/12/2025
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):

I wish to lodge an Environmental Information Request regarding the frequency of blockage and collapse of sewers for foul water and surface water over the last 5 years on Moor [redacted] I would also like some information about the frequency of operation of the storm overflow from the Moor Lane pumping station There are plans for development of 50 houses on this road and I understand that there is an obligation for United Utilities to provide sewerage waste water facilities to the development My question is about the adequacy of current facilities to deal with additional waste water both foul and surface and the likelihood of foul water backing up to existing homes particularly during times of heavy rainfall with the loss of the adjacent field and increase in surface water drainage required for the housing development Clearly it is difficult to predict future issues with drainage systems however data on current performance highlighting any issues may help to inform predictions about future performance with a greater load of waste water.

Our response:
We can confirm that in the last five years there has been six operational issues recorded in the sewers at [redacted]

These events took place on 28/01/2021, 20/08/2021, 28/08/2021, 18/09/2021, 19/12/2021 and 28/01/2021 respectively. The first five incidents were blockages caused by rags, wipes, fats, oils, greases, or food debris. The last incident was caused by hydraulic inadequacy due to increased demand on the network. There have been no further incidents recorded to date.

In 2023 routine maintenance was completed to inspect, jet and clean the sewer.

The discharge from the Moor Lane pumping station is through the Applegarth Cottages Combined Sewer Overflow, which is made up of an emergency overflow and a storm overflow. The discharge permit, issued by the Environment Agency, which details the operating details of this site can be found on the government website via this **link**.

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