

Dear [REDACTED]

Thank you for your request for information, which we have carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request:

Please provide:

1. All personal data and records you hold about me (electronic and paper) that your company holds including but not limited to:
2. Any correspondence, notes, logs, communications, or metadata relating to our account.
3. Details of where you obtained the data re: third parties disclosed to.
4. The purposes which you process the data.
5. The categories of recipients to whom the data has been disclosed to.
6. The retention periods or criteria used to determine how long the data is stored.
7. Please include any engineers report re: 24/3/2024 third party data documentation, field notes or assessments relating to my address or property, including any photographs or internal observations linked to my account held in relation into my account.
8. Any other data or documentation held on my account
9. I request any records showing my personal Data, including my name, address, or nature of my complaint, while it was discussed with and disclosed to third parties, including neighbours along with their families.
10. I request notes or records by engineers during visits 24/3/24
11. Internal emails or reports referencing discussion with neighbours on 24/3/24, it was accepted by United Utilities that engineers informed the third party that I made a complaint then engineers discussed my complaint with neighbours and their families without firstly, addressing my complaint with me, engineers discussed my private complaint/business with third parties without my agreement.

Our response:

As explained in my email dated 25 November 2025, a number of the points raised in your request concern personal information, rather than environmental information and as previously explained these points will need to be addressed under a SARs request.

This response addresses the three points from your request that do fall under the EIR (points 7, 10 and 11).

For awareness, the coverage and detailed application of the Environmental Information Regulations are set on the Information Commissioners website which you can access via this link: [What are the Environmental Information Regulations? | ICO](#)

The regulations state that environmental information relates to any information in written, visual, oral, electronic, or any other form on –

- **(a)** The state of the elements such as air and atmosphere, water, soil, land, landscape and natural sites including wetlands, coastal and marine areas, biological diversity and its components, including genetically modified organisms, and the interaction among these elements.
- **(b)** Factors such as substances, energy, noise, radiation or waste, including radioactive waste, emissions, discharges and other releases into the environment, affecting or likely to affect elements of the environment referred to in **(a)**.
- **(c)** Measures (including administrative measures) such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements and factors referred to in **(a)** and **(b)** as well as measures or activities designed to protect those elements.
- **(d)** Reports on the implementation of environmental legislation.
- **(e)** Cost benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in **(c)**.
- **(f)** The state of human health and safety, including the contamination of the food chain, where relevant, conditions to human life, cultural sites and built structures inasmuch as they are or may be affected by the state of the elements of the environment referred to in **(a)** or, through those elements, by any matters referred to in **(b)** or **(c)**.

On this basis we recognise that the following three points from your letter fall within the EIR.

- **7. Please include any engineers report re: 24/3/2024 third party data documentation, field notes or assessments relating to my address or property, including any photographs or internal observations linked to my account held in relation into my account.**
- **10. I request notes or records by engineers during visits 24/3/2**
- **11. Internal emails or reports referencing discussion with neighbours on 24/3/24, it was accepted by United Utilities that engineers informed the third party that I made a complaint then engineers discussed my complaint with neighbours and their families without firstly, addressing my complaint with me, engineers discussed my private complaint/business with third parties without my agreement.**

With regard to points 7 and point 10, having reviewed the engineers report from 24 March 2024, I am unable to disclose this in line with Regulation 13 (as this contains personal data of a third-party), and Regulation 12(5)(f) of the EIR, which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect the interests of the person who provided the information, where that person;

- (i) Was not under, and could not have been put under, any legal obligation to supply it to that or any other public authority;
- (ii) Did not supply it in circumstances such that that or any other public authority is entitled apart from these Regulations to disclose it; and
- (iii) Has not consented to its disclosure.

When applying Regulation 12(5)(f), public authorities such as United Utilities must complete a public interest test to decide whether maintaining the exception outweighs the public interest in disclosing the information. The following points from the published EIR guidance have been taken into consideration:

Public interest factors in favour of disclosing the information:

- Disclosure aligns with the presumption in favour of openness under Regulation 12.
- Disclosure may increase the understanding and trust of the public in water undertakers.
- Disclosure helps demonstrate fairness and integrity in regulatory processes.

Public interest factors in favour of withholding the information:

- Disclosure could expose sensitive, personal information about third parties involved, thus infringing on their privacy and breaching Regulation 13 of the EIR, as well as UK GDPR.
- Disclosure of the information could damage third party confidence in how the Company protects customer data.
- Disclosure of the information could cause reputational damage to the customers involved if details of the dispute are made public.
- Disclosure of the information could unfairly involve the Company in private matters.
- Disclosing the information could discourage future voluntary submissions, thus reducing the amount of environmental information available to public authorities.

Having weighed these factors, I consider that the public interest in maintaining the exception outweighs the public interest in disclosure.

With regard to point 11, I have spoken with our local Wastewater Team who have confirmed that there were no emails exchanged regarding this visit, therefore we are unable to provide you with a copy of these in line with Regulation 12(4)(a) of the EIR, as they do not exist.

Although we are unable to provide the specific information that you have requested, we can see that the issue you have been experiencing is part of an ongoing private dispute regarding the rainwater gutter at the property. We have therefore provided you with copies of all other call and job notes made on the account for additional context and transparency. These are set out in the attached document titled 'Appendix 1'. For awareness, redactions have been made in line with Regulation 13 of the EIR to remove personal data such as staff names and job titles.

As you will see from the job notes on 24 June 2022 and 22 June 2023, we had concluded that this was a private issue, because the source of the issue related to a private gutter, rather than an underground public sewer.

In the call log of the 28 July 2023, which was in response to your call of 24 July 2023, we explained that as this was a neighbourly dispute, we were unable to assist and instead recommended that you contact your housing insurance for further support.

Additionally, in the call log of the 28 March 2024, we also reconfirmed this position and recommended that you speak with the Building Control Department of Halton Council to try and get some assistance, as they may look at building regulations and decide that the current system of drainage is not compliant. They also have statutory powers and would be able to

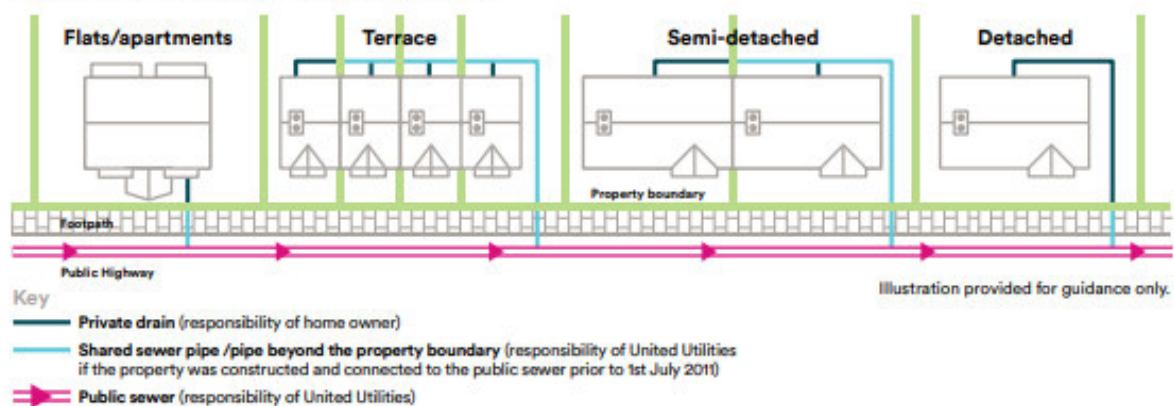
serve notice if that was deemed the most appropriate course of action.

Our position on this matter remains unchanged and we therefore, continue to recommend that you contact your housing insurance and the Building Control Department of Halton Council, to allow you to progress this matter.

For awareness, the pipes, gutters, gullies and drains in and around your home, including drains from your property up to your boundary are the responsibility of the homeowner (unless they are underground drains shared between multiple properties). This means that if a property has completed any work on the guttering, it is the homeowner's responsibility to ensure this has been done correctly.

You can read more about our responsibility here: [Sewers and drains explained | United Utilities](#)

Typical sewer pipe responsibility



We recognise that we have not provided the information that you have requested, although we do hope that you can recognise the reason for this and understand the decision that we have made. We do also hope that that the additional information, and the clarification of responsibilities that we have provided proves useful.

Additionally, my colleague [REDACTED] has recently contacted you via email to organise a technical review. Please contact [REDACTED] directly to arrange this, at your earliest convenience.

Hopefully on balance you will consider that we have responded appropriately to 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.