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/ID628
Date: 13/01/2026
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):

Would you be able to share:

- Historic flooding incidents - sewer flooding, information/data from the DWMP
- Any areas of known network capacity issues
- Any proposed or ongoing drainage / FRM schemes

Our response:

Please see the attached excel data spreadsheet, titled Appendix One. As per the original request, we have been able to provide you with a list of historic hydraulic flooding incidents, both internal and external, dating back to 2009 as well as easting and northing references of the locations, to give a clearer understanding of areas of known capacity issues.

Between 2025 and 2030, we are implementing a range of measures to reduce the risk of flooding. We have installed sensors in higher-risk sewers to proactively detect blockages, allowing us to intervene early and minimise potential impacts. When blockages do occur, we are clearing them and investigating their root causes so that any necessary remedial work can be planned and delivered. We are also continuing to install flood-mitigation devices, such as non-return valves and, where appropriate, cut-and-pump systems. In addition, we are investing in network reinforcement to increase capacity and have expanded our customer awareness initiatives, including the 'Stop the Block' campaign, to help reduce blockages and associated operational issues.

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