

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:

Dear United Utilities, I am writing to request information under the Environmental Information Regulations 2004. Please provide copies of any inspection, maintenance, or CCTV survey records relating to:

- The public sewer and storm drain located on or serving the property at [REDACTED], Bury, and,
- The adjacent manhole on [REDACTED], covering the period January 2024 to December 2025.

I would prefer the information in electronic format.

Our response:

Please see enclosed a copy of the inspection records for the sewer and manhole serving [REDACTED] in Appendix 1. I will send a follow up email with a link to access the CCTV footage, as due to their size these cannot be sent via email. Please note that some redactions have been made to the data in line with Regulation 13 of the EIR and UK GDPR to remove any personal information such as staff names.

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

[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.