

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:

I am writing again to specifically request the following information regarding the incident at my property:

- Details of the inspection carried out by [REDACTED] on 27th September [Insert relevant year].
- The full findings from that inspection.
- The engineer's recommendations following the inspection.
- A comprehensive summary of all work that has been carried out to date at or near my property concerning this matter.

Our response:

Due to the size of the file, I will send you a follow up email with a link which will allow you to view a spreadsheet titled Appendix 1. This includes a copy of all work carried out relating to this issue and contains seven separate tabs.

The first tab is called "data" and contains four columns.

- Column A "case number" provides our internal reference number, which in this case is 08193402.
- Column B "date" provides the date of the contact,
- Column C "Call note" provides details of the contact and
- Column D "Work order notes" provides the date, work order reference and details of the actions taken in response to each call.

The remaining tabs are named after the work orders and contain pictures taken as part of that work order.

The inspection report from the visit carried out on 27 September 2025 (work order SA-3703585) can be found on top row of the data tab, with the accompanying pictures on the tab called "SA-3703585 pictures". The remaining rows and tabs then provide the full details of subsequent contacts and actions that have been taken. Please note that all call notes, job notes, and pictures have been redacted in line with Regulation 13 of the EIR, as well as UK GDPR to remove any personal data such as staff names and contact information, as well as customer data for neighbouring properties.

In addition to the information in Appendix 1, the local [REDACTED] has collated the following summary by.

We attended a first-time report of flooding affecting several properties on the 24 September 2025. The incident was logged to property [REDACTED], advising several properties to have suffered from flooding on the 20 September 2025.

The initial team's investigation was carried out on the combined sewer network to the rear of the properties and continued into the main sewers on Lowton Road. The initial CCTV survey to the rear of the properties located a 'restriction' in the sewer. This terminology does not indicate that the sewer system was blocked, it was used to document that the team were unable to visually see where their CCTV unit was coming to a stop on the sewer.

Further investigations continued over the coming days/weeks, which found that what the initial team originally found in the sewer was a non-return device (this is a device which stops flow moving from the main sewer back towards a property), which was not installed by United Utilities. It is unknown why this device was installed, when it was installed or for what purpose this was installed or who it was installed by.

United Utilities sanctioned a specialist company who installs non-return devices our behalf to inspect this device. The inspection confirmed the device was in working order but had some components which needed replacing. At no point was flow restrictive past this device. We have arranged to replace this device; this will be done over the coming weeks.

Along with this work there is a small section of the main sewer network which we have struggled to access for various reasons, which we will be revisiting to ensure that we CCTV this section, (which is a process we carry out for all flooding events). With the CCTV surveys and investigations we have completed so far, we are satisfied that we understand the cause and responsibility of this event. I have set out the reasons for this below.

Overall incident responsibility has been attributed to the local council for the following reasons:

- Documented on initial customer reports, of a 'blocked highway gully' which is the primary cause of flooding.
- The local council cleared the highway gully, five days after the flooding event and no further incidents have been reported since this work has been carried out.
- Photographs of the blocked highway gully, (which can be seen in appendix 1). This shows that the highway gully was blocked with a 100% restriction, meaning no water could have entered, the sewer and that no flow could have escaped from the sewer via the gully if there had been any back up of the sewer, during a severe weather event.
- Topography of this area indicates that the properties are situated lower than the profile of the road/highway. Indicating that any surface water run off on the highway which the highway gully should have captured, was unable to do so because of the blockage, thus



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tracked towards and affected the properties on the row.

- All photographs sent in by customers, photographs taken by United Utilities representatives and flooding observed when we attended did not show any signs foul/sewer debris within. The flood water was clear, which is indicative of surface water/highway run off.
- There have been no previous reports of hydraulic flooding within geographic in the postcode area, this indicates that the sewer network in this area is able to cope with rainfall that it is designed to receive.

The lead local flood authority (Wigan Council) has a duty of care under the Flood and Water Management Act to ensure that all flooding risk in its jurisdiction is captured and documented. It may be helpful to ask Wigan Council to produce a Section 19 for this event, (as this is a repeat issue). A section 19 report fully explores and documents the cause/effect of flood risk, who is responsible for the flooding, and what the recommended following on actions should be.

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 EIRequests@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



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.