



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-621

Date: 24/12/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for your further 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). As the request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

Thank you for your prompt reply. I was pleased to read that the 3 inch mains water supply to [REDACTED], which you confirmed is made from asbestos cement, is due to be replaced this year. Could you clarify the following points.

- 1. As we are at the end of 2025 please confirm that it will be replaced in its entirety by the end of 2026 and can further you give a more precise date?**

Unfortunately, we are unable to confirm whether the work will be completed in its entirety by the end of 2026 as the programme has not yet been released. I can however confirm that residents should be notified in advance of the work commencing.

- 2. As our supply is delivered at low pressure, I assume because of the venerable state of the asbestos, could you confirm that the pressure will be higher with the new pipe and what that increase may be?**

Having liaised with our local Water Network Team, I am unable to confirm whether the pressure will increase once the main has been replaced. For awareness, Regulation guidelines are that there should be 10 metres head of pressure at your property boundary, with a flow of 9 litres per minute. This is equivalent to running your cold kitchen tap to fill a 1 litre container in 7 seconds. If you can fill a 1 litre container within 7 seconds, this means that your pressure is above our guaranteed standards of service.

If you have tried this, and are not able to fill a 1 litre container in 7 seconds, please call our contact centre on 0345 672 3723 to discuss this with one of our customer advisers, as we may be able to come and investigate this for you.

- 3. Could you let me know what was the year that our mains water pipe was laid?**

Having checked our mapping system, we believe the main was installed between 1960-1972.

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.