



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-682
Date: 24/02/2026
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

There is work currently being undertaken by UU on Lake Road in Windermere, outside the Police Station.

Please can I be provided with a full breakdown of the work that is being undertaken, including a detailed list of the costs of this project.

Our response

The work underway on Lake Road, Windermere is the renewal of clean water pipes which serve customers in that area of the town. Just over 1.1km of pipes on both side of the road are being upgraded, at a total cost of £250,000. The project is part of United Utilities' nationwide £380m programme to improve more than 925km of mains during the next five years – with more than 200km of these in Cumbria.

The water mains are being replaced with more durable, flexible pipework to help improve the resilience and reliability of the clean water network and help to minimise the risk of bursts and leaks.

Where possible, we are using a technique called slip-lining which is where new pipeline is inserted into the existing water main, helping to minimise the need for digging large trenches and road closures which are disruptive to the community. The work is scheduled to take around 8 weeks and planned to avoid the peak holiday and tourism season.

The work is being carried out along a section of Lake Road between St Herbert's Church and the junction with Beresford Road. As water mains are located in each side of the road both will be upgraded, one side at a time. This avoids the needs for a road closure and significant diversion.

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.



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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.