



Water for the North West

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-684
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). As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response.

We are undertaking a flood risk assessment at this Site and would like to understand flooding risk to the centre of Northwich, specifically to the [REDACTED].

We would like to understand the following:

1. Historic records and photographs of any flooding at the Site:

The flooding risk within the centre of Northwich is long standing and complex. Under Government legislation, Cheshire West and Chester Council are the Lead Local Flood Authority (LLFA) for this area and were required to formally investigate significant flooding incidents within this area. More details of its work and United Utilities, and other affected bodies involvement in this work can be found on its website at the following link: [Flood investigations | Cheshire West and Chester Council](#)

As you will see on this website, in response to flooding associated with Storm Christoph in January 2021, Cheshire West and Chester Council as the Lead Local Flood Authority (LLFA) commissioned a Section 19 flood investigation report. This report sets out the sources of the flood risk and the areas affected and is available via the following link. <https://www.cheshirewestandchester.gov.uk/asset-library/flooding/s19-storm-christoph-report.pdf>.

With specific regard to the [REDACTED], I have checked United Utilities case management system and can confirm that there are no recorded sewer flooding events specific to this property. Therefore, in line with Regulation 12(4)(a) of the EIR, I am unable to provide you with any specific data about flooding at that site.

I have however spoken with our local Wastewater Team, who have provided me with copies of photographs which were taken of the flooding in the wider area. These photographs are attached in Appendix 1.

2. We understand the site flooded in 2019 and 2021, what measures are in place to prevent this from happening again?

As set out within the Section 19 flood investigation report, the flooding in Northwich is a complex, multi-agency issue between Cheshire West and Chester Council as the Lead Local Flood Authority

(LLFA), the Environment Agency (EA) and United Utilities (UU). Following the flooding in 2019 and 2021, these bodies jointly developed contingency plans to minimise the risk of future flooding events, which are publicly available to view here: [Microsoft Word - Northwich Emergency Plan - Public Version](#).

Please note that this document sets out a contingency plan, rather than being a permanent solution to the flood risk and as such, it is important to note that we cannot guarantee that flooding will never occur again.

a. What is the standard of protection provided by these measures?

As mentioned above, we cannot guarantee that flooding will never occur in the area again. For this reason, we are unable to provide a quantified rating of the robustness of any measures that we or the other affected bodies and agencies have taken. However, we can confirm that since the contingency measures were put in place, there has been no further flooding.

b. Please provide any details of any proposed flood defence schemes which may serve to protect the Site in the future;

United Utilities is not responsible for planning commissioning or approving flood defence projects. Therefore, we are unable to provide you with the information that you have requested regarding proposed flood defence schemes, as we do not hold the details of any such schemes. This approach is in line with Regulation 12(4)(a) of the EIR.

The Cheshire West and Chester website (link above) contains a drop down box for Northwich, this contains a link to a September 2024 update on potential mitigation options: [northwich-town-centre-icm-summary](#). This document provides a summary of a feasibility assessment of potential flood risk measures, which demonstrated that there are no short-term measures to mitigate the flood risk in Northwich Town Centre and that large-scale infrastructure works will be required in the long-term.

In addition, the Northwich drop down box lists a series of recommended actions and sets out what has been done or is being planned in the area. If you do require any more detailed information, then Flood risk management and the development of flood alleviation measures fall under the remit of the EA and the LLFA. We would therefore recommend contacting these organisations directly.

3. Please provide the latest modelled flood data available for sewer systems in the vicinity:

a. We would like to obtain your modelled flood output data for all modelled return period events, so that we can assess when the site begins to flood and also the maximum flood level in the largest flood affecting the Site.

Following discussions with our Modelling Team, I can confirm that the current model performance data indicates negligible flood risk from the sewer network, but only under conditions where river

levels allow the outfalls to discharge freely. We do not currently hold performance data for scenarios in which the river is in flood and outfall discharge is restricted.

b. Any combined models (ICM), including surface water and / or public sewers if available.

A copy of the 'Northwich Main Report Details' document is publicly available on the LLFAs website, and can be viewed here: <https://www.cheshirewestandchester.gov.uk/asset-library/flooding/s19-northwich-main-report.pdf>.

A summary of the ICM report is also available at the following link [Northwich Town Centre ICM summary](#).

4. The details of any flood defence schemes which may be protecting the Site now;

As per our response to your first question, details of flood defence schemes are publicly available to view here: [Microsoft Word - Northwich Emergency Plan - Public Version](#). You may also wish to contact the EA or LLFA directly as they may hold more information on these.

5. The condition grade and maintenance comments for the nearest river channel and flood defences which are applicable to the Site;

United Utilities is not responsible for inspecting, grading or maintaining watercourses or formal flood defence assets, we therefore do not hold this information. We are, therefore, unable to provide the condition grade and maintenance comments for the nearest river channel / flood defences. This approach is in line with Regulation 12(4)(a) of the EIR.

Responsibilities for these assets, sit with the EA for main rivers and the LLFA for ordinary watercourses and local flood risk assets. We would recommend contacting these organisations directly, who may be able to share this information with you.

6. Contact details of any other organisations such as the LLFA, who may also be able to provide us with additional information, with regards to flooding and drainage and existing / proposed flood defence schemes.

The publication linked to above contain specific contact and communications details. The contact details for the LLFA and EA can be found below:

Cheshire West and Chester LLFA: llfa@cheshirewestandchester.gov.uk

The Environment Agency: enquiries@environment-agency.gov.uk

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 EIIRRequests@uuplc.co.uk, addressing your request to [REDACTED]



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██████████ 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.