

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:

Please could you provide the engineers report which I requested 11th December. I also haven't received the correspondence related to the incident either (log, investigation report, operational records etc.).

Our response:

Having liaised with our Claims Team, I can confirm that the engineers report was disclosed to your representative, [REDACTED] at [REDACTED] on 26 February 2026. As such, this aspect of your request has already been handled.

I have attached a copy of the incident logs in Appendix 1. This document sets out:

- The date and time
- Any case notes / updates
- Job requests made for field staff
- Job comments made by our field staff when completing their jobs

Please note that the information has been redacted in line with Regulation 13 of the EIR, as well as UK GDPR to remove any personal information such as staff or customer names, addresses and job titles.

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.