

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.

I am writing to make a formal Subject Access Request (SAR) under Article 15 of the UK GDPR and Section 45 of the Data Protection Act 2018. Please provide all personal data United Utilities Water Limited holds relating to me and my property, specifically covering the following categories and time period 1 January 2019 to date:

I would firstly like to explain some of the information that I have disclosed in response to your EIR, and how this relates to each point of your request. Within Appendix 1, you will see three different types of notes, these are:

- **Call notes** – these are notes made by our Customer Advisors, when you call our Contact Centre.
- **Work order notes (WO)** – these are the internal notes added to workorders which are raised by individuals within the business, whether that be Customer Advisors, or follow on works raised by our field teams. Please note that on occasion, there will be no comments added to these, as these are instead included on the respective service appointment (SA) reference which are then sent directly to the attending field team.
- **Service appointment notes (SA)** – these are the offsite comments made by our field staff once they have completed their jobs. These notes are used to describe any actions taken whilst onsite, and document any follow on work that may be needed.

Within these notes, you will note some redactions. These have been made to remove any personal information relating to our staff, or other customers in line with Regulation 13 of the EIR and UK GDPR.

Additionally, we note that some information has not been included in this dataset, and I would like to explain why. When locating the requested information from your cases, we have found that some of this has been archived (records are periodically archived). We are currently experiencing difficulties in retrieving information from the archive. Our IT Team are trying to resolve this. As this information isn't currently held at the time of your request, I am unable to disclose it in line with Regulation 12(4)(a) of the EIR.

As we are currently not in a position to advise whether or not we will be able to recover the requested information, I will update you no later than the end of July to let you know whether we have been successful in obtaining copies of these. Please accept my apologies for the inconvenience this may cause.

1. Property and Asset Records

- All records, maps, surveys, CCTV reports, condition assessments, or maintenance logs relating to:
[REDACTED]
- The drainage chamber and associated surface water pipework/culvert within the property boundary
- Reference to CON29DW report [REDACTED] (dated 30 October 2020)
- Any internal classification discussions, reclassification decisions, or audit trails concerning the chamber/culvert's status as public/private sewer or watercourse

All information that we currently hold relating to the property and asset records have been disclosed in Appendix 1. As explained, if we are able to recover any outstanding information over the coming weeks, this will be disclosed in a follow up email.

2. Call Records and Communications

- Full call logs/recordings of all telephone conversations where United Utilities staff confirmed ownership/responsibility for the chamber/culvert at my property
- Records of any "ownership verification" discussions following my property purchase
- All emails, letters, notes, or internal records of communications with me regarding the drainage asset

Please see enclosed copies of call logs in Appendix 1. These are the conversations between yourself and our Contact Centre staff. We have been unable to provide you with call logs or recordings from conversations with our local Drainage Team, as these calls were made via mobiles, therefore weren't recorded. This approach is in line with Regulation 12(4)(a) of the EIR.

As explained, if we are able to recover any outstanding information over the coming weeks, this will be disclosed in a follow up email.

I have also included copies of communications with yourself in the OneDrive link which will be sent separately. Please note that redactions have been made to remove any personal information in line with Regulation 13 of the EIR, and UK GDPR. These documents will be accompanied by an index titled Appendix 2, which sets out a brief description of each of their contents.

Please also be aware that a number of the emails contain 'imageXXX' in the attachments section. These attachments relate to staff signatures, not to actual images sent within the body of the emails. Any images sent within the emails have been included as a sub appendix.

We have not completed any "ownership verification" checks, and as such are unable to provide you with copies of these in line with Regulation 12(4)(a) of the EIR.

3. Maintenance and Work Records

- **Complete job sheets, work orders, invoices, and photographic records for:**
- **Structural repairs to the drainage chamber walls (when in disrepair)**
- **Sinkhole remediation above the pipe run on my property**
- **Any other maintenance, inspection, or emergency works at the property**
- **Cost allocation records showing these works were undertaken at United Utilities' expense**

All maintenance and work records have been disclosed in Appendix 1. These are included in any 'Service Appointment' notes. As explained, if we are able to recover any outstanding information over the coming weeks, this will be disclosed in a follow up email.

4. Internal Correspondence and Decision-Making

- **All internal emails, memos, meeting notes, or reports discussing:**
- **Classification of the chamber/culvert as public/private sewer**
- **Any decision to reclassify the asset from public sewer (per CON29DW) to private**
- **Responsibility disputes relating to my property**
- **Risk assessments, legal opinions, or compliance reviews concerning the asset**

Information relating to the classification of the culvert, decision making and responsibility etc is available in Appendix 1 in some of the 'Service Appointment' notes.

Additionally, I have provided copies of any emails, memos, meeting notes or reports via the OneDrive link which will be sent separately. Please note that redactions have been made to remove any personal information in line with Regulation 13 of the EIR, and UK GDPR. These documents will be accompanied by an index titled Appendix 2, which sets out a brief description of each of their contents.

As explained above, a number of the emails contain 'imageXXX' in the attachments section. These attachments relate to staff signatures, not to actual images sent within the body of the emails. Any images sent within the emails have been included as a sub appendix.

5. Statutory and Regulatory Records

- **Extracts from the Statutory Map of Public Sewers (Water Industry Act s.199) showing the asset at key dates:**
- **30 October 2020 (CON29DW date)**
- **1 October 2011 (private sewer transfer date)**
- **Current date**
- **Any correspondence with Ofwat, CCWater, Tameside MBC, or Environment Agency regarding this asset**

Please see enclosed copies of the following:

Appendix 3 – the CON29 report which includes a copy of the map from 30 October 2020

Appendix 4 – a copy of the map from 2008 (as we were unable to locate a copy from 2011)

Appendix 5 – a copy of the current map

Whilst I understand we have been unable to fulfil your whole request, I hope that the information we have provided is useful. As and when I have an update from our IT Team on the issues we have found when trying to retrieve the requested data, I will provide you with an update no later than the end of July.

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.