

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

I am the owner of [REDACTED]. I am writing to request environmental information held by United Utilities concerning any water leak, burst pipe, service pipe leak, mains leak, supply pipe issue, water pressure issue, excavation, repair, inspection, investigation, work order or attendance relating to:

- [REDACTED];
- [REDACTED];
- [REDACTED];
- the rear yard, rear access, pavement, highway, or surrounding area serving or adjoining those properties.

Please treat this request as a request under the Environmental Information Regulations 2004. If United Utilities considers that any part of the request should be dealt with under a different access regime, please process it under the appropriate regime and let me know.

Please provide copies of any records held for the period: 1 June 2023 to 31 March 2024 In particular, please provide any records showing:

1. Any reported leak, suspected leak, burst, water escape, supply pipe issue, or mains issue at or near [REDACTED] or [REDACTED]
2. Any United Utilities attendance, inspection, investigation, excavation, repair, reinstatement, work order, engineer note, job sheet, or closure note relating to the above addresses or the adjoining/rear yard area.
3. The date United Utilities first became aware of any such issue.
4. Who reported the issue, if that information can lawfully be disclosed.
5. Whether United Utilities identified the cause or location of any leak or water escape.
6. Whether any record refers to water pressure issues, ground saturation, water escaping externally, or water affecting any property, yard, highway or adjoining area.
7. Any record confirming that repair works were completed, the date of completion, and whether the matter was treated as resolved or closed.

I am seeking this information because I am trying to understand the cause, location and resolution



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

of any water leak or water escape affecting or near [REDACTED] during that period.

Our response

Please see enclosed a copy of the requested information in Appendix 1. Please note that this has been redacted to remove any personal information relating to other customers in line with UK GDPR and Regulation 13 of the EIR.

Additionally, as disclosing some information would make individuals identifiable, I have summarised all investigations below.

A leak was initially reported to United Utilities on 26 July 2023. Our Water Customer Technician (WCT) attended on the same day and took a sample of the water, which showed traces of chlorine. As they were unable to locate the source of the leak, they raised further work for our Night Leakage Team to attend and sound the road to try and determine where the leak was coming from.

Our Night Leakage Team attended on 1 August 2023 and confirmed where the leak appeared to be coming from. As this was within the boundaries of a property, a further job was raised for one week's time for our WCT to reattend and see whether they could gain access to the property and listen for the leak.

Our WCT reattended on 7 August 2023 and spoke to one of the residents. Once they had provided access, our WCT sounded for the leak in the back yard and noticed a damp patch where the old toilet block would have been. This area was sampled and showed signs of chlorine. As such, a private repair job was raised. The notes from this private repair have been included in Appendix 1.

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.