



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-881
Date: 24 June 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:

I am writing to make a formal request for information under the Environmental Information Regulations 2004 (EIR).

Please provide all recorded data, incident logs, and maintenance reports regarding water leaks, burst water mains, and related infrastructure failures for the following location and timeframe:

- **Location:** Within a 250-metre radius of postcode **M41 6Q** (including any relevant incidents logged on surrounding streets such as the burst on Flixton Road last year).
- **Timeframe:** From **31 May 2016** until the date of this email.

Formal Documentation Requirement:

As this information is required for official insurance/dispute documentation, **please provide your final response and the disclosed data compiled into a formal letter on official United Utilities letterhead**. Please supply this as a signed, PDF attachment.

As per statutory regulations, I look forward to receiving this official letter within 20 working days. If you require any further clarification, please contact me immediately.

Our response:

Please find enclosed Appendix A. This spreadsheet contains two tabs.

Tab 1 contains details on all the recorded events/logged incidents affecting our water network within the M41 6Q- postcode over the past six years. This dataset includes any instances of discoloured water, interruptions to supply (both planned and unplanned), leaks on the public network and low pressure.

Tab 2 contains details of any work undertaken on the water network in the same area over the same period. This includes details on activities including site clearance, repairs, backfills/reinstatement and proactive maintenance/minor services.

For awareness, United Utilities began using a new system to log all the above information from 2019 onwards. Legally, public authorities must hold records for a minimum of six years. This

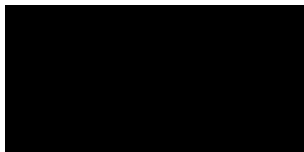
includes any documents held in our previous system. As we are now outside of the retention period, we are therefore unable to share any data prior to 2019, as it is no longer held. This approach is in line with Regulation 12(4)(a) of the EIR.

In line with Regulation 13 of the EIR, we are unable to provide you with customer addresses or names of our operatives as this is deemed to be personal information. This approach is also in line with UK GDPR. This information has therefore been replaced with 'xxx' in Appendix A.

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,



Environmental Information Request (EIR) team
United Utilities

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.