



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-911
Date: 14/08/2026
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.

I am writing to make a formal request for environmental information under the Environmental Information Regulations 2004 (EIR). This is not a request under the Freedom of Information Act 2000, and I do not want it treated, redirected, or answered as such. United Utilities is a public authority for the purposes of the EIR in respect of its functions relating to water supply and sewerage, and the information requested below falls within the definition of environmental information under Regulation 2(1), including information on the state of water, infrastructure, measures and activities affecting the environment, and measures designed to protect those elements.

This request relates to my property ([REDACTED]) and account, and to the ongoing formal complaint I have with United Utilities regarding meter installation, tariff assignment, and account handling. I am making this request because I consider the information below to be directly relevant to establishing the facts of that dispute, as well as to broader questions about United Utilities' network management and environmental performance.

I require each of the numbered requests below to be treated and answered as a separate and distinct request. I do not accept a combined or generalised response covering multiple points together. Where any exception under Regulation 12 is applied to any individual point, I require this to be stated against that specific point, with the specific exception identified and the public interest test applied and explained, rather than applied as a blanket response across the letter.

My requests are as follows:

- 1. All records held by United Utilities relating to the water supply configuration at my property, including whether the supply is, or has at any point been, a shared or joint supply with any neighbouring property, from the date my account was opened to the present day.**

I can confirm that the water supply to your property has not been a shared supply with your neighbours in the time since your account was opened. Additionally, United Utilities Water Ltd has to make both water and sewer plans available to view for free. If you wish to view both the water and the sewer plans, you can do so via United Utilities' on-line viewing facility. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us on [03707 510101](tel:03707510101) to book an appointment. You can read more about this on our website, here: [Property Searches : United Utilities](#)



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- 2. All records of any meter feasibility survey, assessment, or inspection carried out at my property, at any time, including any assessment carried out prior to the meter being installed, and any assessment carried out prior to that which concluded a meter could not be installed.**

For awareness, when our Metering Team conduct a survey, there is no form completed onsite. The decision of whether or not a meter can be installed is made by the operative onsite, who will then update our system with the reason that a meter can't be installed. As such, I am unable to provide you with any meter feasibility surveys, or assessments as these are not held. This approach is in line with Regulation 12(4)(a) of the EIR.

I can however provide you with the following notes recorded by our operative when they visited your property, as well as all pictures taken in Appendix 1:

'Work Completion Comment: Unable to meter internally due to Unable to locate stop tap external dig required to fit new chamber and meter front of prop width 2m tarmac no restrictions chamber depth 700mm customer wants assessed charge but meter can be fitted externally'

Additionally, I have included a timeline of events relating to your metering case:

- 13 February 2026 – Customer applied for a free meter option (FMO).
- 11 March 2026 – Operative attended to complete internal survey. Unable to locate internal stop tap therefore external dig required to fit new chamber and meter. Customer requests Assessed Charge, however an external meter can be fitted. Booked in for 10 April 2026.
- 9 April 2026 – Call from customer into metering team expressing dissatisfaction, asking what the average single persons bill is and confirming the external meter is being fitted on the 10 April 2026. Confirmed that the external meter is booked in for the 10 April and agreed a call back to be made upon completion of installation.
- 10 April 2026 – External meter installed.

- 3. All records of any engineering works, pipework replacement, supply separation, or infrastructure changes carried out at my property or in the immediate section of network serving my property, between the date my account was opened and the date the meter was installed.**

Having reviewed our records, I can confirm that there have been no engineering works, pipework replacement or supply separation works completed in the time your account for the property has been open. As such, I am unable to provide you with the requested in line with Regulation 12(4)(a) as this is not held.

- 4. Confirmation of the exact date the meter at my property was installed, and all records relating to the decision to proceed with installation on that date, including who authorised it and on what technical basis.**

In response to Q2, I have provided a timeline of events leading up to the meter installation and the technical basis for installing this externally. I have also attached a copy of the letter (Appendix 2) which was sent to you on 7 April 2026, which confirms that an external meter would be installed within 10 days. This letter was sent following our operative attending and confirming that an external meter could be fitted. This was approved by the [REDACTED].

The meter was then fitted on 10 April 2026.

5. United Utilities' internal policy, criteria, or technical guidance used to determine whether a property is suitable for meter installation, including any guidance relating to terraced properties or properties with shared or joint supplies from April 2021 onwards.

For awareness, the supply to your property is not a shared or joint supply. Having liaised with our Metering Team I can confirm we do not hold any internal policy, criteria or technical guidance which our staff use to determine whether a property is suitable for meter installation and as such am unable to provide you with a copy of this in line with Regulation 12(4)(a) of the EIR. Decisions on if and where a meter can be fitted are made by our trained operative.

6. All records of any capital investment, network upgrade, or infrastructure improvement schemes carried out in my street or immediate local area, covering the period from April 2021 to the present day.

I can confirm that there have been no network water projects, or capital investment, network upgrade or infrastructure improvement schemes on wastewater assets in your street or immediate local area in the specified timeframe. As such, Regulation 12(4)(a) is applicable.

7. Records of the total number of properties in my immediate local area (postcode or equivalent local reporting area) currently on a meter, and the total number on unmeasured/Rateable Value charging, together with any data held on how this has changed over the last five years.

Upon review, providing the number of households with a meter in your immediate postcode area (and how this has changed in the last five years) would make specific properties identifiable and as such, I cannot disclose this information in line with Regulation 13 of the EIR or UK GDPR.

8. Records of storm overflow spill data and pollution incident data for the sewer catchment and watercourse serving my property or local area, for each of the last three years, including the classification (category) of any pollution incidents recorded.

Storm overflow data is publicly available and can be viewed for free via [Storm overflow performance | United Utilities](#). For ease, I have attached the last three years' worth of spill data for storm overflows within your local area in Appendix 3. With regards to pollution incidents, I can confirm that there have been two pollution incidents in the last three years. These are:

Date	Location	Asset type	Categorisation
21/12/2024	Central Park CSO, Great Acre / Kelway Terrace	300 – Sewer	3
28/08/2025	Central Park CSO	300 – Sewer	3

- 9. Any environmental permits, consents, or authorisations issued by the Environment Agency in relation to the sewer network or treatment works serving my property or local area, and any record of non-compliance with those permits in the last three years.**

Copies of permits, consents etc issued by the Environment Agency (EA) for overflows in your area, or the wastewater treatment works servicing your property (Wigan WwTW) are typically publicly available via [Environmental Permitting Regulations – Discharges to Water and Groundwater](#). To search for these, please use the names of the sites in Appendix 2. Additionally, you can view the number of times a site has breached its permit by selecting 'includes CAR form'. These forms are used by the EA to assess compliance with environmental permits, and they record findings from any site inspections, audits, monitoring activities and reviews of data or reports.

- 10. Records of any leakage reported or repaired on the section of network serving my property or immediate local area in the last five years, including dates and outcomes.**

There have been no records of leakage reported or repaired on the section of network serving your property in the last five years. As such, I am unable to provide you with copies of these as they do not exist. This approach is in line with Regulation 12(4)(a) of the EIR.

- 11. Any internal correspondence, notes, or records referring to my account, property, or complaint that relate to the matters covered by requests 1 to 4 above, to the extent these have not already been disclosed to me under a separate subject access request.**

I note that the Subject Access Request (SAR) you have recently made is still within the course of completion. As such, any outstanding information about your account, property or complaint will instead be disclosed under UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA 2018), and Article 15 of the GDPR rather than this environmental information request. You will receive this under a separate cover

- 12. Confirmation of what data protection and record retention policy applies to survey, feasibility, and engineering records of the type requested above, and how long such records are normally retained.**

With regards to data protection, it is unlikely that feasibility studies would contain personal information, meaning that data protection considerations are unlikely to be a determining factor in establishing the retention period. Whilst this is the case, some engineering records such as metering records for example are classed as personal data, and therefore the retention period would need to be proportionate in line with UK GDPR and retained only for as long as required for the purposes for

which it was collected, in line with our retention schedules and legal obligation.

With regards to record retention for survey, feasibility and engineering records, the prescribed retention policy is normally 12 years after the relevant requirements giving rise to the creation of the records or reports has ended. This retention policy aligns with the Limitation Act.

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.