

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

Under the Environmental Information Regulations 2004, I am formally requesting all job notes, CCTV scoping logs, dye-test results, and engineer telemetry reports compiled over the last 2 months relating to the multi-property drainage investigations at [REDACTED] and [REDACTED]. As raw sewage is actively flooding my property, this constitutes an ongoing environmental pollution hazard under the scope of the EIR.

Do not refuse this on GDPR grounds; you are legally permitted to redact personal names and account numbers while fully disclosing the technical data, asset ownership conclusions, and pipe mapping layout. By law, a response is required within 20 working days.

Our response

A copy of the requested information is available in Appendix 1. Please note that due to the file size, this will be sent via a OneDrive link in a separate email. This includes the following information collected whilst investigating the issue you have been experiencing:

- Call notes from conversations you have had with our contact centre,
- Job notes from our field technicians who have visited your property,
- Photographs.

CCTV footage is available via a OneDrive link, which will be sent in a separate email.

Please note that some redactions have been made to remove any personal information such as property specific details for your neighbours in line with Regulation 13 of the EIR and UK GDPR.

Additionally, I note that 'engineer telemetry reports' do not exist, and as such I am unable to provide these in line with Regulation 12(4)(a) of the EIR.

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]



United Utilities Water Limited
Haweswater House
Lingley Mere Business Park
Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000
unitedutilities.com

██████████ 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



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.