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-1005
Date: 25/09/2026
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 interested in information regarding a leak on Bury Road, Rawtenstall, Rossendale. The approximate post code is BB4 6JW.

I was informed that you or your contractors identified a leak on a water meter on 8 September 2026 and carried out a repair on 15 September 2026.

Please can you provide me with all records regarding this leak including but not limited to:

- Survey reports or leak identification records
- Precise leak location
- Photographs or videos of the leak
- Any assessment of the flow rate and duration of the leak
- Details of the planned and implemented repair
- Photographs or videos of the repair

Our response:
I have checked our records for information on leaking water meters on Bury Road, BB4 6JW between the 8 September 2026 and 15 September 2026.

I have identified a leak survey was raised during this period in response to a suspected leaking meter. The report subsequently confirmed that there was no leaking meter but a leak at a private side residence. Please see *Appendix 1 – Meter leak BB4 6JW* for the report. I have removed all personally identifiable information in line with the Data Protection Act 2018 and UK GDPR. This is also in line with Regulation 13 of the EIR.

As outlined above, as there was no leaking water meter and the leak was determined to be at a private side residence, I hold no information on:

- A precise leak location
- Photographs or videos of the leak
- Any assessment of the flow rate and duration of the leak

- Details of the planned and implemented repair
- Photographs or videos of the repair

Therefore, in line with Regulation 12(4)(a), I cannot provide this information as it is not held.

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

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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.