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-1035
Date: XX/XX/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). Please see below for your initial request and our response.

Your request
To whom it may concern,

Under the Environmental Information Regulations 2004 (EIR), I would like to request the following information.

You previously disclosed an incident-level extract of sewer flooding incidents, with one row per incident, running to 31 March 2023. I would like the same extract, with the same fields and in the same format, for all incidents occurring between 1 April 2023 and 31 December 2023 inclusive.

For reference, the previous extract contained, for each incident: the date, part postcode, water type, incident type, cause, depth of flooding, compensation amount and whether compensation was claimed. If any of those fields has changed or is no longer held, please say so for that field and provide the remainder. Please provide the extract in CSV or Excel format.

This request is for recorded information held in the same system as your previous disclosure. Extracting and filtering existing records is not the creation of new information. I look forward to your response within 20 working days, as required by regulation 5(2).

Yours faithfully,
[redacted]

Our response
Please see Appendix 1 for an incident-level extract of sewer flooding incidents between 01 April 2023 and 31 December 2023. One incident of sewer flooding is recorded per row. The data shows all flooding assigned as the responsibility of United Utilities Water (UUW) because of issues on, or to, the UUW asset. If a zero value (i.e. £ -) is given in the column 'Compensation Amount', then no compensation was claimed. Given this context, and for a cleaner dataset, I have omitted fields on whether compensation was claimed and the overall responsibility. The value listed in the field 'Compensation Amount', represents the Guaranteed Standard of Service (GSS) payments distributed for that incident.

Please note that not all incidents have a record of compensation having been paid to the customer. There are several reasons for this scenario occurring which I have outlined below. These all align with

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

Telephone: 01925 237000
unitedutilities.com

Ofwat guidance on Guaranteed Standard of Service payments for sewer flooding incidents:

- The property is vacant / has no sewerage account so we cannot identify a customer to pay any compensation.
- The customer caused the flooding on our asset or there is a defect in the customers drains or sewers. This means that whilst issues on our asset caused the incident and are our responsibility, the cause of these issues is attributable to the customer, another third party or issues on the customers drains or sewers.
- The incident was caused by an abnormal or unforeseeable event, including a natural event, outside the control of the company, the consequences of which could not have been avoided by the exercise of all due care by the company.
- UUW has already made payment to the same customer for the same incident.
- The customer was not materially affected by the flooding incident.
- The customer has not made a claim within three months of the effluent entering the customers building.

Please note that the depth of flooding for all incidents is not recorded in all instances. In instances where we do not hold flood depths, we are unable to provide this information in line with Regulation 12(4)(a) as it is not held. United Utilities has an ongoing data quality improvement rule that highlights missing sewer flood depths in our systems. This rule detects missing flood depths and flags them to our local operational teams for updates.

Please note that not all rows of data have a recorded partial postcode. Where this has occurred, it can be because flooding has been identified away from a property, such as in the highway or a public open space. It can also occur when the data extract has been unable to associate a postcode with the property affected by the incident. For these incidents I am unable to provide a partial postcode and, 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
[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.