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/ID1046
Date: 03/11/2026
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:

Please provide the following information held by United Utilities spanning the past 4 years (from October 2022 to October 2026):

1. Complaints Log: A complete record of all complaints, fault reports, or notifications received from members of the public, Wigan Council, or emergency services regarding this specific manhole chamber (including reports of noise, vibration, loose covers, or structural drops).

2. Inspection & Maintenance History: Copies of all inspection reports, structural assessments, risk assessments, and CCTV sewer surveys carried out on this chamber and its immediate structural frame.

3. Repair Records: Details of all physical repairs, reseating works, tarmac reinstatements, or emergency maintenance interventions attempted or completed on this asset over the specified 4-year period.

Our response:

Please see the responses to the three points raised set out below.

1. We have checked our records and can confirm that we have not received any complaints, fault reports, or notifications relating to this manhole chamber from members of the public, Wigan Council, or the emergency services during the period October 2022 to October 2026.

2. Please see the attached CCTV footage (Appendix A), which was recorded on 22 February 2025 as part of service order SA-3281751.

This CCTV survey was arranged following an earlier work order (01848770), completed on 5 February 2025, where the attending engineer requested additional investigation to assess the condition of the sewer located near the junction of Cambridge Street and Darlington Street East.

The CCTV footage shows that the manhole is constructed from concrete rings and was found to be in satisfactory working condition at the time of the inspection.

Apart from this CCTV survey, we do not hold any additional inspection reports, structural assessments, risk assessments, or CCTV survey records for this specific manhole chamber within the requested period.

3. We have reviewed our records and can confirm that no repair works, manhole cover reseating, tarmac reinstatement works, or emergency maintenance activities have been carried out on this manhole chamber during the period requested.

As no such works have taken place, we do not hold any repair records relating to this asset for the period October 2022 to October 2026. Therefore, under Regulation 12(4)(a) of the Environmental Information Regulations 2004, we are under able to provide this information as it is not held.

Due to the size of the MP4 file containing the CCTV, this will need to be sent separately after receipt of this response.

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