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-1069
Date: xx/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). As your response contained a number of different questions, I have restated them below in **bold** type with the answer below.

Please provide:

Range Road / Tennyson Avenue Asset Mapping: Copies of all current internal layout plans, structural blueprints, asset maps detailing the exact location, depth, boundary, and technical designation of all subterranean structures, holding units, relief sewers, storm storage reservoirs operated by United Utilities situated on, under, or adjacent to Range Road, Yew Tree Lane and Tennyson Avenue, Dukinfield.
Following a review of your request, I am unable to provide you with information on layout plans and structural blueprints for the assets you have requested. I would like to explain the rationale for this.

As I am sure you will appreciate, we take our obligations to water quality and the security of our water sites extremely seriously. This is why in coming to this decision we have referred to Regulation 12(5)(a) of the EIR, which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect international relations, defence, national security or public safety.

When applying this exception, public authorities such as United Utilities must complete a public interest test to decide whether maintaining the exception outweighs the public interest in disclosing the information. The following points have been taken into consideration:

Public interest factors in favour of disclosing the information:

- There is a public interest in understanding the layout of our drinking water infrastructure to promote transparency about how we treat and store public drinking water.
- There is public interest in supporting residents to understand critical local infrastructure in their community.
- There is a presumption of disclosure under EIR.

Public interest factors in favour of withholding the information:

- There is a public interest in withholding the information as releasing it would reveal the exact operational locations and mechanisms of this critical clean water drinking asset,

in this case, Hough Hill service reservoir. This information could enable bad actors to identify areas to disrupt water quality and target it at a population level. Disclosure at this level of granularity would therefore increase the vulnerability of drinking water infrastructure and could adversely affect public health and safety.

Concerning your request for asset maps, United Utilities must 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 to book an appointment. You can read more about this on our website, here: Property Searches : United Utilities

Hough Hill Network Mapping: Copies of all current asset maps, geographic layout plans, network blueprints detailing the precise location, path, depth of the clean water and wastewater pipe networks, valves, underground chambers, situated within a 500-metre radius of the Hough Hill Trig Point.
United Utilities must make both water and sewer plans available to view for free. If you wish to view our 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 to book an appointment. You can read more about this on our website, here: Property Searches : United Utilities

Acoustic and Emissions Data: Copies of all noise assessments, acoustic monitoring surveys, vibration data logs, and internal correspondence and investigation reports held by United Utilities regarding low-frequency noise, structural hums, or mechanical resonance originating from the treatment works and the mechanical assets situated at Hough Hill, spanning the period from October 2023 to the date of this request.
I have checked our records regarding your query above and can confirm that we hold no records on any noise assessments, acoustic monitoring surveys or vibration data logs from the asset located at Hough Hill, namely Hough Hill service reservoir. I can also confirm we hold no internal correspondence or investigation reports on this topic. As we do not hold this information I cannot provide it, in line with Regulation 12(4)(a) of the EIR, as it is not held.

Machinery Inventory: A technical summary, specification, location plan of all active mechanical facilities, aeration blowers, centrifuges, booster pumps, pressure-management machinery, operating across the site.
Following a review of your request, I am unable to provide you with the information requested at the level of detail you would like. I would like to explain the rationale for this.

As I am sure you will appreciate, we take our obligations to water quality and the security of our water sites extremely seriously. This is why in coming to this decision we have referred to Regulation 12(5)(a) of the EIR, which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect international relations, defence, national security or public safety.

When applying this exception, public authorities such as United Utilities must complete a public interest test to decide whether maintaining the exception outweighs the public interest in disclosing the information. The following points have been taken into consideration:

Public interest factors in favour of disclosing the information:

- There is a public interest in understanding pressure management equipment across our

drinking water infrastructure to support transparency
- There is public interest in supporting residents to understand the type of pressure management equipment in operation within their community.
- There is a presumption of disclosure under EIR.

Public interest factors in favour of withholding the information:

- There is a public interest in withholding the information as releasing it would reveal the exact technical mechanisms of this critical clean water drinking asset, in this case, Hough Hill service reservoir. This information could enable bad actors to identify areas to disrupt water quality and target it at a population level. Disclosure would therefore increase the vulnerability of drinking water infrastructure and could adversely affect public health and safety.

In the interest of clarity, I would like to provide you with a summary of our asset at Hough Hill. I can confirm that our asset at this location is a clean water service reservoir. Service reservoirs are a category of treated water storage asset. Other treated water storage assets include water treatment works storage tanks, water towers and contact tanks. Service reservoirs are walled and roofed structures that contain treated water that has been transferred there from a water treatment works (WTW). In general, most of our customers are supplied from service reservoirs rather than directly from a WTW. They provide us with contingency of supply if there are any issues at the local WTW serving a community and may store up to several days of treated water. Due to service reservoirs storing treated water, it is imperative that the water quality within them is maintained.

Hough Hill service reservoir is a passive reservoir, which means it is controlled entirely by gravity. There are no machinery or pumping mechanisms on site; the only machinery there is an inlet actuator and some electrical panels. The inlet actuator can be used to control the flow of water into the service reservoir, when necessary, but this has not been operated over the times requested and will only run for five minutes at a time. The electrical panels control the telemetry data loggers at the site which send us data about the water level and other alarms. The panels will also be used to operate the actuator. The service reservoir is made up of reinforced concrete and surrounded by ground embankments. For further information about treated water storage, please see the following link: Treated water storage | Ofwat

Mitigation Plans: Details of any active, historical, proposed noise mitigation, dampening measures, acoustic enclosures, engineering overhauls intended to address continuous low-frequency noise or vibrations emanating from the assets at this location.
I have checked our records and confirm we hold no records of active, historical, proposed noise mitigation, dampening measures, acoustic enclosures or engineering overhauls to address any noise or vibrations from Hough Hill Service Reservoir. Accordingly, 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.