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
Dear Environmental Information team,

I would like to request the following information under the Environmental Information Regulations 2004.

Could you please provide your records of sewer flooding incidents in your area from 1 January 2020 to date? For each incident, I would be grateful for:

- the date;
- the location, at postcode sector level, or by street if that is how it is held;
- whether the flooding was internal or external;
- the cause, where recorded.

Please leave out any personal details.
If possible, I would prefer one row per incident rather than monthly or summary counts, in an electronic format such as CSV or a spreadsheet.

Could you also let me know the terms under which the information may be reused?

If the request is too broad to answer in full, I would be happy to narrow it, for example to particular areas or years. Please do get in touch.

Thank you for your help.

Kind regards, [redacted]
Finkele Ltd

Our response
Please see Appendix 1 for an incident-level extract of sewer flooding incidents between 01 January 2020 and 31 March 2026, which is the date of our assured regulatory reporting.

One incident of sewer flooding is recorded per row. An incident is classed as a flooding event at a property, and can be internal or external, in line with definitions from Ofwat. The data shows all flooding assigned as the responsibility of United Utilities Water (UUW) because of issues on, or to, the UUW asset.

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Please note that not all rows of data have a recorded partial postcode. 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.

The cause is recorded as either flooding other causes (blockages, collapses, equipment failure), hydraulic overload, and hydraulic overload severe weather. This is in line with industry reporting guidance.

Concerning your query on the terms under which this information can be used, I can confirm that there are currently no specific terms governing the reuse of data that we provide. In this instance, the information is being provided in response to a request under the Environmental Information Regulations (EIR), in accordance with our obligations under that regime.

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.