United Utilities Water Limited
Haweswater House
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Lingley Green Avenue
Great Sankey
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Telephone: 01925 237000

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Our ref: EIR/ID472
Date: 05/08/2025
Email: EIRRequests@uuplc.co.uk

Good morning, [redacted]

Apologies for the confusion in these responses. I have since taken a different approach to checking our internal works management system and decided to start over with my investigation to hopefully explain clearer what I am able to see on the system regarding these cases raised.
On our system we have multiple search parameters, specifically Work Orders, Cases and Actions. All 3 have different reference numbers. I can only apologise as I believe there has been some confusion and mix up with these 3 search types. I have now re-checked the provided references just on a Work Order basis.

1. Work order reference 00350676, hopefully just a clarification. Your firm's email (23 June) advised that the repairs were completed on 19/10/20. But I also note that the start date (at least on my data) is stated as 16/09/20, and that previous email discussed an engineer and the repairs being the same day.
    a. So really, I am just trying to understand why the start date is several weeks before the completion date?
    - Having checked our work management system, and associated cases and notes, I can confirm that according to the work order history, this was initially raised as a leak detection on **19/10/2022** and subsequently was raised, investigated, and completed **20/10/2020**.

2. You advised previously that work order 00318576 was previously raised as a blockage investigation, but it was identified that this was in fact a gas leak. However, my email on 7 July I queried the "Ww CCTV Survey" (work number 00351444), and your email 8 July confirmed that such a survey was done the following month. So I wanted to confirm:
    a. Was this a CCTV survey of the foul drainage/ sewers?
    b. Was this survey for a reason (e.g. due to blockage) or just as a follow-up?
    c. Were any issues identified in that survey?
    d. Was it done on 20 October?
    - To confirm, work order ***00318576***, was raised, investigated, and completed the same day on **11/09/2020**.
    - Work order ***00351444*** was the CCTV survey to investigate following a depression in the road (this was previously confirmed as a potential water leak but upon check was confirmed as a gas leak causing the depression and subsequent surface water to protrude through the depression, indicating a possible water leak. I can confirm, according to the system notes, that this was raised, investigated, and completed the same day on **20/10/2020.**

Once more I can only apologise for the confusion in the previous responses, and I hope that this now answers your queries sufficiently. Any further questions or queries will need to be raised as a new case, subject to the 20-day SLA upon receipt of the request.

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.

Kind regards