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/ID614
Date: 24/12/2025
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 supply me with a list of all leaks and bursts and interruptions to water supply, residential and commercial, in the L13 postcode area (L13 7EB, L13 7HH, L13 7HJ and L13 7HN) of Liverpool between 1st January 2023 and 31st December 2025, listing.

Address of Burst/Leak or Interruption to Supply

Date of Notification of Leak/Burst or Interruption of Supply

Date Repair to Leak/Burst or Resumption of Supply

Our response:

Please see Appendix one which provides a list of leaks, bursts, and interruptions to the water supply, both residential and commercial in the following postcodes: - L13 7EB, L13 7HH, L13 7HJ and L13 7HN between the 13 July 2022 until present date.

This spreadsheet sets out the location; the date it occurred and the cause.

For information, with leakage they are normally repaired same day.

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