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-967
Date: September 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:

We are writing as a group of affected residents to make a formal joint request for information under the Environmental Information Regulations 2004.

Please provide copies of all information, records, and communications held by United Utilities from 1st March 2025 to the present day regarding suspected or confirmed subsidence caused by the main sewer asset located at Land to the rear of 7 - 17 Millers Vale, New Mills.

For context, this relates to the main sewer pipe that was replaced in 2017. Specifically, we request the following:

1. **Internal and External Communications:** Copies of all internal emails, memos, meeting minutes, and correspondence, as well as external communications with third-party contractors, loss adjusters, or local authorities, regarding our subsidence complaint made in March 2025 and any subsequent follow-ups.
2. **Investigation Records:** Copies of all recorded actions, log entries, and decisions taken by United Utilities following the March 2025 complaint.
3. **Reports and Surveys:** Copies of all technical reports, structural surveys, CCTV drainage inspections, soil sampling results, ground monitoring data, and structural engineering reports related to this location and the asset in question between the period of January 2025 to the present day.
4. **Investigation Material:** Any other documentation, physical or digital material, or evidence that relates to or contains the results of your investigations into this matter.

Our response:

Question 1

The enclosed Appendix A is a record of all the incoming calls and job notes that are held on our internal system from March 2025 onwards. Please note that elements of this summary

containing names and addresses have been redacted and replaced with an 'XX'. This is in line with Regulation 13 of the EIR, which outlines we should not provide personal information or information that could make an individual identifiable. This approach is also in line with UK GDPR.

We have had no correspondence with local authorities regarding this issue during the period outlined. Likewise, we have not any contact with other third parties or loss adjusters. Therefore, under Regulation 12(4)(a) of the EIR, we cannot provide this information, as it is not held.

Questions 2 and 3

The enclosed Appendix B is a copy of the Geotechnical Assessment technical note. This has been prepared in response to the ask from the residents for United Utilities to provide a geotechnical engineer to assess the properties in question. This technical note is a record of the observations made by the engineer following his survey and provides a background to the site, potential modes of failure (ground movement) and next steps. Please note that the names of individuals have been redacted from this report. Typically, property addresses would also be redacted, but in this instance, they have been retained as they refer to the geographical location of issues.

As outlined within the report, the proposed next step is to now undertake a topographical survey. This survey will be conducted by an independent third-party and has been provisionally arranged to commence in October 2026. We can provide a copy of this survey once it has been finalised. We will email again in due course on this point.

As yet, no decisions have been made by United Utilities with regard to this matter, as we await the outcome of the topographical survey, and any subsequent ground investigations. Therefore, under Regulation 12(4)(a) of the EIR, we cannot provide this information, as it is not yet held.

Question 4

A copy of the pre-lining CCTV survey from January 2026 was provided previously in our response to EIR-871 (dated 4 August 2026) alongside a map showing the location of the combined sewer and associated manholes. We have no further investigation material to provide you at this point other than the Geotechnical assessment outlined above.

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

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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.