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-972
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:

Pursuant to the Environmental Information Regulations 2004 (EIR), I am formally requesting copies of all environmental information, internal data, surveys, and communications held by United Utilities regarding the installation of the pressurised drain in the A592, and subsequent flooding issues affecting my property, Tumbletum, LA23 3LE.

Westmorland and Furness Council's Information Governance Team has formally stated in writing: "According to the highway claims system, the works the council did were only needed due to the damage caused by the UU works."

To expose the direct liability and the factual timeline of notifications between corporate positions, please provide:

1. Internal Technical Data: All engineering plans, CCTV drainage surveys, risk assessments, and post-installation records relating to the pressurised drain installed by UU on the A592.
2. Site Meeting Records: All internal notes, reports, maps, and minutes from the joint site meetings held in February 2021 and on 21st June 2021 between United Utilities and the Council.
3. Inter-Agency Correspondence: All emails, letters, and logged notes between United Utilities and the Council (including its Streetworks and Highways departments) concerning flooding, culvert damage, or remedial drainage works on the A592 near Tumbleturn from August 2019 to the present date.

Our response:

Question 1

We enclose copies of the internal technical data currently held by United Utilities. A summary of these documents is shown below:

Appendix	Document summary
A	An aggregated document, combining copies of all the individual site plans, maps, cross sections and engineering records
B	CCTV survey footage of sewer from August 2019
C	CCTV survey footage of sewer from August 2019
D	Windermere A592 before and after our work
E	Remedial work along the A592 checklist (info 2017 to 2020)
F	Photographic evidence of various chambers conditions/as built from a survey undertaken in March 2021

Question 2

We have been unable to locate the records pertaining to the site meetings held in February and June 2021. Therefore, under EIR Regulation 12(4)(a) we are unable to provide this information as it is not held.

Question 3

Appendices G, H and I contain copies of the correspondence between United Utilities and the local Council that we hold. In line with Regulation 13 of the EIR, we are unable to provide you with personal information that could make an individual identifiable. As such, these names and corresponding email addresses have been redacted. This approach is also in line with UK GDPR.

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.