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-974
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, and our response to your specific questions, are outlined below:

Under the Environmental Information Regulations 2004, I would like to request the following information regarding the structures (bridges, culverts, retaining walls, aqueducts, and similar) that form part of your network's environmental infrastructure — specifically those managing watercourse crossings, flood risk, or the conveyance of water/wastewater:

1. **Approximately how many such structures are recorded within your asset management system in total, and if held, broken down by type?**

United Utilities operates the following number of pipebridges. These typically convey water or wastewater across watercourses or other barriers such as railway lines.

Business area	Number of Assets
Wastewater	967
Water	518

We also operate the following number of detention tanks, which typically aim to mitigate hydraulic property flooding risk:

Business area	Number of Assets
Detention tanks	394

We also operate the following number of flood mitigation devices:

Flood mitigation assets	Number of Assets

Flood gates	150
Flood barriers	388
Flood doors	1,225
Cellar pumps	525
Non-return valves	1,486
Non-return gullys	1,331

2. What software system(s) do you currently use to record and manage this structures stock and its associated inspections?

We utilise SAP as our primary software system, in conjunction with IPSUM live for the management of inspections.

3. Who is the supplier of this system?

SAP and IPSUM

4. What was the total amount paid to this supplier in the most recent financial year (2025/26 or 2024/25, whichever is available), broken down by licence/subscription fees?

This information is deemed to be commercially sensitive, and as such cannot be disclosed under the EIR. This approach is in line with Regulation 12(5)(e) which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect the confidentiality of commercial or industrial information where such confidentiality is provided by law to protect a legitimate economic interest.

5. What was the start date and duration of the current contract or subscription arrangement?

This information is deemed to be commercially sensitive, and as such cannot be disclosed under the EIR. This approach is in line with Regulation 12(5)(e) which states that a public authority may refuse to disclose information to the extent that its disclosure would adversely affect the confidentiality of commercial or industrial information where such confidentiality is provided by law to protect a legitimate economic interest.

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.