**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-977
**Date:**
**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). As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response.

**Please provide the following information within the statutory 20-working-day limit:**

1. **The Asset Transfer Records: Documentation regarding when United Utilities officially took over the sewerage/wastewater assets at Ashwood Park from Tingdene Parks Ltd.**

I have searched our system and have found no Asset Transfer Records regarding the takeover of sewerage/wastewater assets at Ashwood Park. I have also searched our logs and found no record of a Section 102 Agreement. This indicates that we have not taken over responsibility of the wastewater network at Ashwood Park.

Accordingly, because we do not have any Asset Transfer Records or a Section 102 Agreement available, in line with Regulation 12(4)(a) of the Environmental Information Regulations 2004 (EIR) we are unable to provide you with this information, as it is not held.

2. **The "Mistake" Breakdown: A clear, technical explanation of the historical billing and infrastructure mistakes that United Utilities and Tingdene Parks maintain have occurred at the Ashwood Park site.**

This query does not fall under the scope of the EIR; however, I understand my colleagues in our Billing team have provided a response to you regarding this question. If you wish to discuss this further with them, please contact them on 0345 072 6090 (8am – 5pm, Monday to Friday).

3. **Historical Charging Data: Confirmation of whether United Utilities previously billed Tingdene Parks ltd, or the previous Ashwood Park owners, a bulk rate for sewerage disposal for the existing(old) site between 2010 and 2026, and how those units were calculated.**

This query does not fall under the scope of the EIR; however, I understand my colleagues in our Billing team have provided a response to you regarding this question. If you wish to discuss this further with them, please contact them on 0345 072 6090 (8am – 5pm Monday to Friday).

4. **Basis of Charging: The specific written information, contract templates, or declarations provided by Tingdene Parks to United Utilities in respect to why individual residents are now being held responsible for sewerage charges.**

This query does not fall under the scope of the EIR; however, I understand my colleagues in our Billing team have provided a response to you regarding this question. If you wish to discuss this further with them, please contact them on 0345 072 6090 (8am – 5pm Monday to Friday).

5. **Section 102 Adoption Agreement under the Water Industry Act 1991. Did United Utilities rely solely on information provided by Tingdene Parks Ltd in respect to who is responsible for sewage charges etc and were United Utilities informed that there exists differing lease agreements on Ashwood Park?**

Please refer to my response to Question 1, which explains our position regarding the Section 102 Agreement.

We have looked into this matter further and identified that, until January 2026, Tingdene Parks Limited had been classified as a retail business customer. Business customers can choose their sewerage service provider, meaning their accounts can be managed by different wastewater retailers.

However, this classification was incorrect. As the properties are occupied throughout the year and are liable for Council Tax, each property should have been billed individually as a domestic customer.

We normally bill domestic customers individually for surface water and highway drainage charges and sewerage service charges. Surface water and highway drainage charges contribute towards the cost of removing rainwater from properties (surface water drainage) and from public roads and footpaths (highway drainage). Sewerage service charges cover the collection, treatment, and disposal of wastewater from your property.

On 29 April 2026, we carried out a Surface Water Investigation on several streets within Ashwood Park to determine the drainage services provided and the charges that apply to affected properties.

The findings of this investigation confirmed that properties on these streets are not liable for surface water or highway drainage charges. However, they remain liable for sewerage service charges, as wastewater from these properties is discharged to and treated through our sewerage network and wastewater treatment works.

Further details of the investigation and its findings are provided in Appendix 1 – Surface Water Investigation Ashwood Park. Please note that some redactions have been made to remove any personal information, such as employee names, in line with Regulation 13 of the EIR and UK GDPR.

As a result, the accounts were transferred to United Utilities, which is the statutory sewerage undertaker for the area. This change ensures that the properties are now billed correctly for sewerage services through United Utilities, as household customers cannot choose their water retailer in the same way as business customers.

If you would like to discuss this matter further, please contact the Revenue Assurance team on 0345 072 6090 (8am – 5pm Monday to Friday).

6. **Could you [...] kindly correct this for me and send me copies of the infrastructure and asset mapping diagrams of Ashwood Park as used by United Utilities in this case.**

United Utilities Water Ltd must make both water and sewer plans available to view for free. If you wish to view both the water and the sewer plans, you can do so via United Utilities' online viewing facility. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us on 03707 510101 to book an appointment. You can read more about this on our website, here: Property Searches: United Utilities

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

[redacted]
Environmental Information Office

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.