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-978
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 several specific questions, this response, restates each part of the request (in bold) and then follows this with our response.

I would like to request details of all known historical and recent works performed by United Utilities at, or directly connected to, the following property: Infield, Woodhouse Lane, Heversham LA7 [redacted]

Specifically, please provide recorded information, data, or logs relating to:

Any repair works, mains installations, maintenance, or engineering interventions executed at or adjacent to this property.

I have checked our system for mains installations at or adjacent to this property. Our records indicate that there is a water main under Woodhouse Lane, immediately adjacent to the property.

This water main serving the property was originally extended in 1996 to bring it closer to the property. In 2002, the main was refurbished and remains in service today. The main is 90mm in diameter, constructed from high-pressure polyethylene (HPPE), and runs directly beneath Woodhouse Lane, parallel to the carriageway.

This main is connected to the property by a communication pipe, which carries treated water from the water main to the boundary of the property. This communication pipe runs perpendicular to the distribution main, has a diameter of 25mm and is constructed of polyethylene. There is no information available about when this pipe was installed. The communication pipe then connects to a private supply pipe, which runs beneath the property.

I have searched our system for records of repair works or engineering interventions carried out at, or adjacent to this property. Our records show that there have not been any recent repair works carried out at or adjacent to this property. Additionally, we hold no records of any engineering interventions having been carried out at or adjacent to the property.

Accordingly, because we do not have any records available, in line with Regulation 12(4)(a) of the Environmental Information Regulations 2004 (EIR) we are unable to provide any additional information in response to this part of your question as it is not held.

Although this was not an engineering intervention, I have reviewed our records and can confirm that a water quality test was carried out at the property on 14 July.

I can also see on our system that we have scheduled a Trace & Locate appointment to help identify the point at which the private supply pipe enters the property. If you have any questions regarding either of these activities, please contact our Water team on 0345 672 3723, who will be happy to assist.

Any reported pipe leakages, pressure checks, or blockages associated with this specific plot.

I have searched our records for incidents of pipe leakages, pressure checks or blockages that might have occurred within this specific plot. Our records do not show any cases of pipe leaks, pressure checks or blockages that are directly associated with this plot.

Accordingly, because we do not have any records 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.

Relevant correspondence, notes, maps, or site logs detailing asset fixes or infrastructure improvements linked to this address. If this information is held by another department or third-party contractor working on your behalf, please note that under the EIR rules, information held on your behalf is still considered to be held by you.

I have searched our records for details of correspondence, notes, maps, or site logs detailing asset fixes or infrastructure improvements linked to this address. I could not find any correspondence, notes, maps, or site logs detailing asset fixes or infrastructure improvements that are linked to this address.

Accordingly, because we do not have any records 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.

Furthermore, I am aware that the water main serving/adjacent to this property was fully replaced in or around 2002. Pursuant to my rights under Section 918 of the Water Industry Act 1991, which places a statutory duty on water undertakers to maintain and make available accurate records or underground works, I explicitly request all surveyor's notes, completion certificates, structural maps, and engineering logs relating to this 2002 replacement projects as far as they relate or impact my property.

Please see our response to question 1 regarding details of the water main and communication pipe serving the property.

I have also checked our records for surveyors' notes, certificates and engineering logs relating to the water main refurbishment referenced in my response to question 1. We do not hold any survey notes, certificates or engineering logs for this work which was completed in 2002.

Accordingly, because we do not have any records 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.

If you wish to see the maps of the water mains serving your property you can do this via our Property Searches services. If you wish to view the maps, 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.