



**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
Lingley Green Avenue  
Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID279

**Date:** 06/02/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

Many thanks for your email below. Your request for information has been considered in accordance with the Environmental Information Regulations 2004 (EIR).

I have liaised with our drainage team who has confirmed that the only work carried out was clean ups or CCTV surveys. They have confirmed that no invasive work on the sewers has been carried out. Therefore, in line with Regulation 12(4)(a) of the EIR, we are unable to provide you with the requested information as it is not held.

Should you consider that we have not adequately complied with our obligations under EIR, we are obliged to inform you that you have the right to ask us to carry out an internal review of our response. This can be done by writing to [REDACTED], Environmental Information Office, Haweswater House, Ground Floor, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP. Alternatively, you may find it easier to e-mail us directly on [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk), quoting the above reference, and your review request will be forwarded on to [REDACTED].

Any request for an internal review should explain why you wish a review to be carried out, and should be made within 40 working days of receipt of this letter, and we will reply within 40 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Information Commissioner.

Many thanks  
EIR Team