



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/ID296

Date: 24/02/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

Thank you for reaching out with your request! 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).

I am writing to request a full list of all current open and closed cases that relate to either flooding or drainage works in the SK12 area

Specifically, I would like to obtain:

- 1) United Utilities Case Number**
- 2) Date the case was logged**
- 3) Date the case was closed if applicable**
- 4) Description of the case**
- 5) Result / outcome of the case**
- 6) Full postcode or way to identify the road that the case/incident was related to**

To be clear I'm instead in all logged cases/incidents, including all historical cases.

In order for us to obtain a full list of all open and closed cases which relate to flooding and drainage works in the SK12 area, it would require a UU resource to review every case and individually capture what was reported as well as the outcome of the investigation. For the whole of the SK12 area, we estimate that this would take approximately 256 hours. We therefore deem this to be manifestly unreasonable and we engage regulation 12(4)(b) of the Environmental Information Regulations (EIR), and we invite you to refine your request. Based on the estimated time and effort required to obtain the breakdown requested, we suggest that a reasonable refinement would be for 6 months' worth of data.

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
EIR Team

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.