



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/ID300

Date: 11/02/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

We write further to your request for information dated 14 January 2025. We have considered your request in accordance with the Environmental Information Regulations 2004 (EIR).

I request that you provide me with a copy of UU's list for 'shared septic tanks' up to the point that you removed us from this list. I also request a copy of all the records you have on file for what emptying and maintenance and repairs you have undertaken for this asset whilst under your responsibility.

Please find attached, a list of all the shared septic tanks, as requested. Please note that the septic tanks listed on this document are not all public assets and would need individual assessments prior to any transfer taking place.

With regards to the second request you have made, we can confirm that the septic tank was emptied and cleaned on the 4th of July 2022 and have attached the photographs which were taken by the operational staff who conducted the works.

Finally, I have been speaking with [REDACTED] the [REDACTED] for Greater Manchester, who has confirmed that he will be in contact with you regarding the rest of the ongoing issues you are currently experiencing.

Should you consider that we have not adequately complied with our obligations under EIR, we are also 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], United Utilities, Legal Department, Haweswater House, 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, 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.

Regards
EIR Team