



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/ID305
Date: 04/03/2025
Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/305

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 submitting this request under the Freedom of Information Act 2000 regarding works carried out by United Utilities in the WA2 area of Warrington, specifically near Bennett's Recreation Ground and Blackbrook Avenue, immediately following New Year's Day 2025.

I request details on the nature of the works, including:

Type of Work

- *The exact nature and scope of the work undertaken in this location. - **UU responded to several customer contacts in the area reporting flooding, we also were notified of flooding to our Surface Water Pumping Station at Higham Ave. We attended to the PS and pumped away flood water & installed a temporary generator until the mains power supply was restored.***
- *Whether the work was routine maintenance, emergency repairs, infrastructure upgrades, or another category. – **This work was reactive as it was an emergency response.***

Reason for the Works

- *The specific reason why the works were necessary at this time. - **Scottish Power isolated mains power supplies to a whole area for Health & Safety reasons (risk of electrocution) due to the river overtopping and causing significant flooding, resulting in a power outage at the PS. When Scottish Power returned supply, UU worked with them to ensure the PS in future received its own dedicated supply, to help provide greater resilience for the PS.***
- *Whether the works were pre-planned or in response to an urgent issue such as flooding, pipe damage, or other failures. - **As a result of emergency 3rd Party works.***
- *Whether the works undertaken were necessary to alleviate wider drainage issues in the WA2 area, specifically the area around Padgate Train Station and Station Cottages. - **No, as the works were necessary to remove the risk of electrocution to members of the general public, as a secondary impact the loss of power meant that the PS was unable to operate in the manner to which it was intended.***

Documentation and Reports

- *Any internal reports, assessments, or justifications related to the necessity of these works. - **There are multiple Service Appointments on our internal management system. However, these contain customer details and are therefore we would be unable to release due to***

the Data Protection Act 2018.

- *Copies of work orders, project plans, or contractor agreements relevant to the works in this location. – This was a Reactive Emergency Response. Therefore, there are no contact agreements in place.*

If any part of this request is subject to exemptions, I would appreciate an explanation of the applicable exemption and, where possible, partial disclosure of relevant information. If the request exceeds cost limits, I would be happy to refine its scope. - A Section 19 Flood Investigation Report is produced by the local council, in this case Warrington Borough Council, this is a Statutory requirement and will be published into the public domain – UU will work with Warrington Council in order to contribute towards the Section 19 report.

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.

Kind regards