



**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/ID322

**Date:** 10/03/2025

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

**Please can I request any reports, correspondence or information in regards to a section of road/ verge near Bolton, Appleby, Cumbria. The stretch of road is between these W3W locations ///boarded.vibrating.degrading to ///occupiers.sheets.trembles**

I can confirm that we have visited this section of land twice, due to reports of running water showing in the road. Our Water Customer Technician (WCT) investigated this on 19<sup>th</sup> September 2024, and confirmed this was not coming from a United Utilities asset, however, could not clear the water into a drain as this was blocked. He reported this to the local council and returned the following day (20<sup>th</sup> September 2024) to check this had been unblocked, which it had. Following this visit, the job was closed down as it was confirmed that the water showing was groundwater.

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](mailto: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.