



Water for the North West

**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/ID343

**Date:** 02/04/2025

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

Dear [REDACTED]

EIR Reference: EIR/ID/343

Thank you for your request environmental information. 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 would like to know how many occasions the water supply to my address (25 Irwin drive, Handforth, SK9 3JS) has been disrupted, resulting in no or low water pressure since August 2013 I only started recording this information since December 2017 so I only have 27 separate instances. I'm sure you have it in you to make it to 30+ If you do not consider the discharge of water environmental information, I want you to consider this request under FOI.*

**With regards to the above, we have completed a thorough check of our previous customer management system and can confirm that prior to when you started recording the instances of water pressure issues in December 2017 there was 4 previous supply interruptions recorded on our system. They were the 21<sup>st</sup> of October 2012, the 2<sup>nd</sup> of November 2012, the 27<sup>th</sup> of January 2016, and the 4<sup>th</sup> of May 2016, respectfully. Taking in to account the 27 instances you have advised plus the 4 we have found we could agree that the total amount would be 31.**

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.

Kind regards