



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/ID380

**Date:** 23/05/2025

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

Dear [REDACTED]

EIR Reference: EIR/ID/380

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).

***For the duration of 2016 to 2023, in Excel format: a full list of flooding incidents your organization has been made aware of. For each incident, please provide:***

- *the date*
- *the location including post code (to the best extent possible under GDPR)*
- *whether it is internal to a person's property, merely their garden, or outside private property*
- *the cause of the incident. (Please clearly mark those incidents where it has been deemed that the incident is your company's fault, not your fault, or unclear.)*
- *the depth of the flood*

**Please find attached the requested data, in excel spreadsheet format. It is important to note that this is raw data, and should be treated as such, as not all of these are classified as actual incidents. Also, with regards to fault, these are separated in to internal and external faults as well as whether it was a hydraulic error/fault or otherwise. Finally, with regards to point 5, please note that in relation to flooding depths, we only started recording this with our internal management system in mid-2019, so we are unable to provide this prior to that date.**

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