



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/ID417

**Date:** 23/06/2025

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

Dear [REDACTED],

EIR Reference: EIR/ID/417

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 have been provided with a document which was seemingly generated by your firm. This shows list of works/activities/investigations relating to the postcode M87 ONG. The following activities were included in this list:*

- *A leak was investigated on 16 September 2020 – case number 00461663*
- *A blockage was investigated on 11 September 2020 – case number 00456182*

*Both investigations were at/near 145 Woodlands Road.*

*Are you able to provide further details of these investigations, what issues were found and what remedial works were required/undertaken?*

In respect to the above, and after some clarification from yourself, it was determined that the two work orders which you required us to investigate were instead 00318576 and 00350676, respectfully.

Having checked on our work management system for the two references provided, we can confirm:-

- 00318576 - Dated 11/09/2020. This was raised as a blockage investigation and attended to by our engineers the same day. Upon attending site, our engineer disturbance to the tarmac where a gas pipe was and advised to contact Cadent Gas. No further work was raised or carried out by United Utilities.
- 00350676 - Dates 19/10/2020. This was raised as a leak. Our engineer attended the site the same day and found the leaking apparatus. Further work was raised for our repair team, who attended and repaired the leak the same day.

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