



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

Our ref: EIR/ID438
Date: 03/07/2025
Email: EIRRequests@uuplc.co.uk

Dear Mr. [REDACTED]

EIR Reference: EIR/ID/438

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).

Your request

Can you please obtain under an FOI the call out and maintenance times and dates that UU have had to be called to sewer problems on this sewer line, probably we need at least the last 10 years by the Combined Residents Group - [REDACTED] This concerns the area of: [REDACTED]

Our response

As our work management system data only goes back a maximum of 5 years, we have only been able to provide data as far back as 2020. We have searched back through the system and can confirm that with respect to the above, there has only been one instance of an issue on the sewer line for Hollin Cross Farm. This was a job relating to a potential blockage on the 225mm combined mains sewer downstream of United Utilities asset Manhole 8305. This was reported to us on 24/08/2023 by the customer at the address. The case reference for this was 04544780. The technician who attended performed a sewer clean and a CCTV survey was taken and this shown the line was running clear when they left site. The job was attended, completed and closed with no further works required on 25/08/2023.

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