

Dear [REDACTED]

Thank you for your request for 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:**

*Under the Environmental Information Regulations, I was wondering if you'd be able to provide the following for a property I'm purchasing: [REDACTED]*

- Map/routing of public water and sewer assets affecting the property
- Whether a public sewer runs within the boundaries
- Confirmation if the property is connected to main drains/sewers
- The charging basis applied for water and sewerage services

**Our response:**

The regulated business United Utilities Water Ltd is required to make both water and sewer records available to view for free.

You can view the sewer records at your local authority (you'll need to contact them directly to arrange this). If you wish to view both the water and the sewer records, you can do this via United Utilities' on-line viewing facility. Property Searches manages the appointment diary for the on-line viewing facility on behalf of UU Water Ltd, so if you do want to view the information for the property you are purchasing, then please contact them on 0370 751 0101 to book an appointment.

If you require a hardcopy drawing of the apparatus you can register on [Property Searches](#). This is a paid for service and information on the products and prices can be found here: [Products & Services](#). The standard SLA is 48-hour turnaround for orders.

With regard to the charging basis, you can read more about our household charges here: [Our charges 2024/25 | United Utilities](#).

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,



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.