

Dear 

Thank you for reaching out with your request for environmental information. We appreciate your interest, and we want to let you know that as United Utilities do not fall under the Freedom of Information Act, your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

As your request contained a number of specific questions, this response, restates each part of the request (in bold) and then follows this with our response:

Under the Freedom of Information Act 2000, I would like to request the following information relating to the properties at:

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I am specifically requesting the following:

- 1. Drainage & sewer connection plans for the above properties.**

The regulated business United Utilities Water Ltd has 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 direct to arrange this). If you wish to view both the water and the sewer records, you can do so via United Utilities' on-line viewing facility. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us 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.

I have however on this occasion, attached a copy of the map for your area in Appendix 1, which I hope you find useful. This includes a map of all drainage assets that we have mapped, as well as all symbology used to differentiate between privately owned drains, and United Utilities owned drains. This will also show whether or not there are any culverts, natural springs or surface water drains in the vicinity of the properties.

Please also be aware that unless we have a connection mapped for operational purposes e.g. we've attended a job and updated our records to show the connection whilst onsite, we may not have a record showing where these are. Having reviewed the attached map, it doesn't appear as though we have the connections mapped for any of the properties you are interested in.

2. Details of any water discharge into culverts, natural springs, or surface water drains.

Please see our response to question 1.

3. Details of street drainage connection on [REDACTED] Adjacent to the properties of [REDACTED]

Please see our response to question 1.

4. Records of any complaints, investigations, or maintenance related to flooding, drainage, or contamination involving these properties.

Please be aware that the information you have requested relates to specific properties, and includes personal information such as names, contact information and addresses. We are therefore unable to share this with you, in line with Regulation 13 of the EIR, which states that a public authority must not share information which includes personal data of which the applicant is not the data subject.

5. Any records showing ownership or maintenance responsibilities of drainage infrastructure in this area.

Page 2 of the attached document shows all symbology used to identify assets, including whether they are owned by United Utilities, or privately owned.

6. Maps, plans, or schematics of relevant drainage systems near [REDACTED].

Again, please refer to our response to question 1.

Whilst we haven't been able to share all of the information you requested, we hope the response explains why this is the case. However, if you are not satisfied with our offer of a meeting, or the response, as per our normal process, 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.

Many thanks

[REDACTED]

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.