



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/ID484

Date: 05/08/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED]

EIR Reference: EIR/ID/484

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:-

Please can you advise the amount of fresh water that UU has needed to pump into the fresh water system in Hazel Grove, Offerton Road A627 lay-by, using United Utilities & other contractors tanker lorries since 1 January 2024.

Please can you explain the reason for the need to pump fresh water in the system?

If it is in response to a unexpected issue such as a leak in the system, has the specific problem been identified and what work is being undertaken to fix the issue so the tankers are no longer required?

Our response:-

We have liaised with our ASV team who have confirmed that the lay-by road, A627, in Hazel Grove, is not actually an injection point. Instead, this is a fill point. This is essentially just where our tankers fill up when they are attending jobs. It is a huge main with ideal pump and flow conditions which means that the ASV team using it won't affect any nearby properties, which is why it is more commonly used than others nearby.

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