



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/ID500

Date: 29/08/2025

Email: EIRRequests@uuplc.co.uk

Dear [REDACTED],

EIR Reference: EIR/ID/500

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

In exceptional circumstances (i.e. where full excavation and replacement would be impractical), would your company adopt foul or surface water sewers that had been relined (to repair a slightly displaced joint or hairline cracking for example) using an appropriate/approved relining technique? Would there be any conditions to meet in order for this to be considered?

Our response

After speaking with multiple parts of the business, we can advise that we have, by exception, allowed S104 sewers to be lined to rectify construction defects. However, this is assessed on a site-by-site basis as there can be many factors to consider. We do not provide bespoke criteria to this as whilst sewer lining can be an appropriate method of sewer rehabilitation, we believe that new sewers proposed for adoption should be defect free and constructed within tolerances.

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