



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-521

Date: 17/09/2025


Email: EIRRequests@uuplc.co.uk

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).

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:

- **CCTV survey for the job reported by [REDACTED] at no. [REDACTED]**

Please find a copy of the CCTV footage enclosed  [EIR-521 CCTV Footage](#), which was taken in the sewers at [REDACTED]. Please note that there is an error with the date on the video which shows 19th August 2012. Our local Wastewater Team have confirmed that the video was taken on 8th May 2025.

- **Email referred to by [REDACTED] referencing the conversation between Stockport council's [REDACTED] and UU technician**

I have enclosed a copy of the relevant emails exchanged between United Utilities and Stockport Council in Appendix 1. These have been redacted in line with Regulation 13 of the EIR, and UK GDPR to remove any personal information such as names, email addresses and contact numbers.

- **Planning responses that have been sent by UU to Bloor Homes for developments in this location**

For context, United Utilities is not a statutory consultee in the planning application process, however, our planning team proactively reviews local authority websites to identify planning applications that may impact UU assets and/or services.

Where risk is identified, planning applications are reviewed by the relevant UU expert to assess the risk to UU's assets and/or services and to provide advice on how to mitigate the risk through the planning application process. Based on this, UU's planning team prepares a formal response letter which is sent to the local planning authority for its consideration as part of the determination of the planning application. Where necessary, UU may require that additional information is submitted to address the risk which has been identified and/or may request that conditions are attached to any subsequent Decision Notice, should the local authority decide that the planning application can be approved.

The local authority is ultimately the decision maker for planning applications, and it does not have to reflect UU's comments or recommended conditions in its determinations. In line with this approach, UU does not send its planning responses directly to housing developers, these are instead made available by the local authority. A copy of the relevant UU planning responses to the local authority can be found in Appendix 2.

- **Planning responses which have been sent to the local Planning Authority by UU**

Please see attached a copy of all planning responses which have been sent to Stockport Metropolitan Borough Council's Planning Department from 17th November 2020 to 13th June 2025. These documents are also available on [Stockport MBC Planning Application Portal](#) and the specific responses can be found by entering the 'DC' reference number, which can be found on the first page of each planning response.

- **Information pertaining to the investigation at [REDACTED] which was reported by [REDACTED].**

Please see attached a document titled 'Appendix 3', which details the investigations completed between 21st January 2025 and 11th February 2025 in relation to the manhole cover and siltation / debris which was present in the chamber. Pictures from this inspection are available in 'Appendix 4'. A copy of the letter which was sent to residents is also available in 'Appendix 5'. Please note that some redactions have been made in line with Regulation 13 of the EIR, and UK GDPR to remove any personal information such as names and addresses.

- **Response regarding the capacity of the sewer network in the area**

For awareness, it is understood that [REDACTED] suffered flooding on New Years Day due to the extreme levels of rainfall and surface water suffered in a relatively short period, and that this was mostly contained to the highway, which falls under the responsibility of the local authority. Where flooding is not as a result of our assets, or is surface water related, it is the lead local flood authority who would carry out any of the relevant investigations or ask for support from UU on anything pertaining to our network. Having liaised with our local Wastewater Team, I can confirm that Stockport MBC did not raise this event with us to investigate further.

Having liaised with our local Wastewater Team, I can also confirm that we have not had any reports of sewer flooding in the area related to the capacity of the sewers and our modelling confirms the sewers are in line with typical design standards. The issue reported to us by Stockport MBC regarding the manhole cover and silt / debris within the sewer was investigated and rectified quickly by UU. The findings of this investigation also confirmed that there were no capacity issues with the sewer, but rather a temporary blockage.

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.

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.