



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-609
Date: 22/12/2025
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).

Request for Trade Effluent documentation

Please note that the trade effluent consent you require is publicly available on our [Trade effluent consent register](#).

Having liaised with our Trade Effluent Team, I can confirm that the business you refer to had its trade effluent consent issued on 13 June 2003, which permits a discharge volume of 500 m³ per 24hrs, at 6 l/sec instantaneous flow. A review of the discharge consent was completed in 2016, and this reduced the volume down to 300 m³ per 24hrs (still at 6 l/s). I can confirm that the site has maintained compliance with the 24 hr and instantaneous flow conditions of the discharge permit throughout this period.

Request for hydraulic modelling and calculations

In your request, you asked for:

- **Hydraulic calculations showing the intended design capacity of the 150mm sewer**

Having spoken with our Modelling Team, I can confirm that we do not hold any information relating to the original hydraulic design of the 150mm sewer, therefore in line with Regulation 12(4)(a) of the EIR, I am unable to provide you with a copy of this.

- **The number of properties connected to this pipe**

There are approximately 150 properties connected to the referenced pipe.

- **Confirmation of whether this exceeds design limits for such a pipe**

As explained above, we do not hold any modelling or records of the original design standard for this sewer. As a result, we are unable to comment on whether serving approx. 150 properties would fall within or exceed its original design limits.

- **Modelling that accounts for the commercial discharge volumes identified**

Having liaised with our Trade Effluent Team, I can confirm that the discharge volumes you have quoted



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in your request are incorrect, and we therefore do not hold modelling data to reflect these figures. The correct discharge volumes are referenced above.

- **Pre and post mitigation performance modelling**

As per our standard procedure, modelling was not completed before or after the installation of the mitigation pump, therefore I am unable to provide this in line with Regulation 12(4)(a) of the EIR. For awareness, mitigation is not designed to address the underlying cause of flooding, it rather reduces the impact or risk of flooding. Therefore, there would be no change in pre and post mitigation modelling as the hydraulic flooding risk still remains.

- **Any flow surveys or infiltration studies within the [REDACTED] and [REDACTED] catchments**

I can confirm that there was a flow survey undertaken in Macclesfield in 2014. As part of this, two flow monitors were installed in the foul sewer network (FM007 and FM013), and one in the surface water sewer network (FM018) in the proximity of [REDACTED]. Please see enclosed three graphs which show the data collected by these monitors.

Requests for original asset documentation

In your request, you asked for:

- **The statutory map of public sewers**

If you wish to view both the water and the sewer records you can do so via United Utilities' on-line viewing facility free of charge. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us on [03707 510101](tel:03707510101) to book an appointment.

Alternatively, you can also contact your local authority to view the sewer records.

- **Section 104 or Section 102 adoption records for the relevant assets**

Having liaised with our Developer Services Team, I can confirm that the sewers appear to have been built approximately between 1940-1950, which is prior to privatisation.

For awareness, prior to 1989, local authorities (including councils) were responsible for sewerage and sewerage disposal. Following privatisation in 1989, the responsibility for public sewers was passed to the private companies i.e. water and sewerage undertakers. When this happened, it was the responsibility of the property owners, local authorities, developers or maintenance contractors to disclose any records of said assets to the water and sewerage undertaker. For properties who did not submit any records, water and sewage undertakers were unable to make a log of where the wastewater assets within the property boundary lay.



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Having checked our records, I can confirm that we do not hold copies of any S104 or S102 adoption records, therefore we are unable to provide you with this information. This approach is in line with Regulation 12(4)(a) of the EIR.

- **Original as-built drawings of the chamber and associated pipework**

As referenced above, having liaised with our Developer Services Team, they have confirmed that we do not hold any original as built drawings of the chamber and associated pipework. We therefore are unable to supply you with a copy of this in line with Regulation 12(4)(a) of the EIR.

- **Original invert and cover levels for the chamber**

Please see our response to your previous point.

- **Evidence that the chamber was originally built to Sewers for Adoption (6th Edition) and United Utilities asset standards**

As explained above, the referenced assets were constructed prior to privatisation therefore we do not hold evidence of whether these were initially built to UU asset standards. This approach is in line with Regulation 12(4)(a) of the EIR.

For reference, the sixth edition of Sewers for Adoption was published in 2006, with the second edition being published in 1989 (the year that the water industry was privatised). These guidelines were only put in place after the sewers at your home were already constructed.

- **CCTV surveys of the asset prior to any works undertaken by me**

Please see attached a copy of a CCTV survey which was carried out on 2 August 2023. This was prior to the work that you completed on our sewer. Additionally, it is important to note that any slight obstructions shown in the footage have since been removed, therefore you should not use this footage to draw conclusions on the current condition of the sewer.

- **All written instructions, emails and guidance previously issued to me by United Utilities representatives**

Please see enclosed a copy of all correspondence sent to yourself.

Flooding history and operational records:

- **All recorded flooding incidents at my property**

This information was shared with you on 2 December 2025 in our response to EIR-587.

- **Pump station logs for the [REDACTED] and [REDACTED] catchments**



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Please be aware that [REDACTED] is a private asset and is not owned or maintained by United Utilities, therefore we are unable to supply you with data for this. Additionally, there are no other pumping stations in the catchment area, upstream of your property. This approach is in line with Regulation 12(4)(a) of the EIR.

- **Any acknowledgement or evidence that flooding occurred before my alterations were carried out**

Following the installation of the mitigation pump on 1 March 2024, United Utilities received no further correspondence from the previous owner regarding flooding related issues. We are therefore unable to provide any evidence that flooding occurred prior to your alterations, as no such issues were reported to us by the previous owner. This is in line with Regulation 12(4)(a) of the EIR.

- **Evidence that the mitigation system was correctly installed and operating as intended to prior to my works**

This information was also shared with you on 2 December 2025 in our response to EIR-587.

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]

[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.