



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-791

Date: 02/04/2026

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).

Your request:

You previously disclosed the attached drawing under your reference EIR/ID186/20/21.

I would be grateful if you would provide an updated version of this drawing, including a key to all colours/symbols and an explanation of what the numbers in circles relate to.

Please let me know should you require any further information or clarification.

Our response:

This information is now publicly available via our [United Utilities - Property Search](#) : website. If you require a hardcopy drawing of the apparatus, 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.

You are also welcome to view the public records via our online viewing facility for free. Viewings are by appointment only so please call 0370 751 0101 or email propertysearches@uuplc.co.uk to book an appointment. You will receive instructions on how to access the viewing portal once an appointment is booked. The viewings are for perusal purposes only and you cannot take photographs or copies of the records using digital equipment.

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
[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.