



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/ID658
Date: 03/02/2026
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(s):

1. **Hydraulic Modelling & Impact Assessments:** All modelling data, feasibility studies, and impact reports conducted prior to the installation of flood gates at No. 42 (Ref: CAS21-0055-4252).
2. **Maintenance Records:** All CCTV survey footage and written inspection reports for the sewer lines serving The Ridgeway from Jan 2023 to present, specifically records concerning the 2m root intrusion and root ball identified in 2025.
3. **Niagara Gully Correspondence:** All technical correspondence between United Utilities and Cheshire East Highways/Council regarding the placement of "Niagara Gullies."

Our response:

Please note that a hydraulic modelling assessment only models the public sewers and not highways' drainage. During a survey we consider the cause and mechanism of the sewer flooding by reviewing historical incident data. We then consider the most suitable practicable measures for the property/properties impacted to minimise the impact of any future flooding, and this considers neighbouring properties. A survey pack is also completed for each property where mitigation is to be installed. In this instance, following confirmation that the flooding was from the highways drainage system and not the public sewers, a modelling report was completed using topographical data to ascertain the predicted overland flood path. The model tested how many flood gates would be required to stop the overland flooding based on a 1 in 30 yr storm.

Please find attached an Excel document titled Appendix A – The Ridgeway. This pack contains the maintenance notes, including work detail, photographs, a sketch, and details of further works for the area. [REDACTED] MP4 CCTV video from 2023 showing the root blockage inside of the sewer and a sketch of the area with comments from the attending engineer. [REDACTED]

Please note that certain redactions have been made to the Excel spreadsheet where there is sensitive personal and commercial information under *EIR regulation 5(3)* and UK GDPR and Data Protection Act 2018.

Whilst we do not have any formal correspondence from Cheshire East Highways (CEH) in reference to *Niagara Gully*, a discussion was held on 1 May 2025 with CEH to discuss potential collaborative works on flood risk. The potential for additional gullies to be connected to United Utilities Water's combined network was discussed but as this is not in line with our water management strategy, therefore CEH will not make any connections to the combined network. Furthermore, it was agreed that based on our own data and our current understanding of the surface water network, the issue of surface water on the carriageway is likely restricted by the connection of that water into the network, rather than capacity. Therefore, we were satisfied with CEH's approach to improve conveyance of surface water into its network by installing new gullies and replacing existing gullies with larger 600 x 600 'Niagara' style gully tops.

Cheshire East Council (CEC) Lead Local Flood Authority (LLFA) agreed to contact our Sustainable Water Fund and submit coordinates of the sites location to determine whether or not they may be eligible for any funding to support a retrofit SuDS scheme to help to reduce the frequency / severity of flooding and Storm Overflow spillages.

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