

From: [REDACTED]
To: [REDACTED]
Subject: Re: Handover details regarding Woodgrove Road Burnley
Date: 29 January 2026 14:36:58
Attachments: [image001.png](#)

This Message Is From an External Sender

This message came from outside your organisation.
This email originated outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

[Report Suspicious](#)

Hi [REDACTED]

Thank you for this. It's very useful as the reading of 0.66ppm is very different to what the complainant described as "elevated readings ammonia, raising legitimate environmental and public health concerns"

I received a report back from the company who carried out the work to advise that it was completed.
In order to move this case on I'm going to arrange for a member of our engineering team to dye test to confirm that previous defects were completed to a satisfactory standard. I'll update you with anything relevant.

Many thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@uuplc.co.uk>
Sent: 28 January 2026 15:59
To: [REDACTED] <[REDACTED]@burnley.gov.uk>
Subject: RE: Handover details regarding Woodgrove Road Burnley

[CAUTION: This email originated from outside of the organisation.]

Hi [REDACTED]

Following discussions between UU's customer team and the owner of 37 Woodgrove Road, a joint clean water and wastewater team attended the property on 25 January. This visit was arranged after the customer raised concerns about foaming and ongoing flows affecting their property.

Clean Water Summary

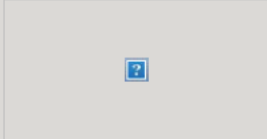
During the visit, all services along the alleyway were sounded, and no abnormal noises were detected. A correlation survey was also completed as requested, however no peaks were identified. In addition, the valve supplying the three-inch PVC main was partially closed, and no trapping noise was heard.

Wastewater Summary

The customer had previously provided photographs showing foaming within the sump; however, this was not observed by our teams during the visit, nor at any stage of the investigation. An ammonia sample was taken, which returned a result of 0.66 ppm, and there were also slight indications of chlorine present.

The team noted that the customer does not believe the private leak has been fully resolved. Can you please confirm whether this was followed up with a dye test to verify that the issue has been addressed?

Kind regards,



[REDACTED]
Drainage Delivery Engineer
Pennine Drainage Area
M: [REDACTED]
unitedutilities.com

From: [REDACTED] <[REDACTED]@burnley.gov.uk>
Sent: 28 January 2026 15:38
To: [REDACTED] <[REDACTED]@uuplc.co.uk>
Subject: Handover details regarding Woodgrove Road Burnley

Hi [REDACTED]

Hope you're well.

I believe you re-visited Woodgrove Road last weekend. Do you have any handover details for the last job?

I have been notified by the complainant that, quote from latest complaint, "elevated ammonia readings (taken by UU today) and visible surface foaming, consistent with foul/greywater contamination" were found.

At this stage I am unsure of the accuracy of the information given by the complainant as all previous issues found on private drains were completed as a result of notice being served on the only property with positive dye test results.

Many thanks

[REDACTED]
Area Co-ordinator Enforcement
Streetscene

Ext **[REDACTED]**
[REDACTED]



Burnley Council, Town Hall, Manchester Road, Burnley, Lancashire. BB11 9SA

Our terms and disclaimers apply to this email and any attachments.

[For full details, see our terms and disclaimer.](#)

The information contained in this e-mail is intended only for the individual to whom it is addressed. It may contain legally privileged or confidential information or otherwise be exempt from disclosure. If you have received this Message in error or there are any problems, please notify the sender immediately and delete the message from your computer. You must not use, disclose, copy or alter this message for any unauthorised purpose. Neither United Utilities Group PLC nor any of its subsidiaries will be liable for any direct, special, indirect or consequential damages as a result of any virus being passed on, or arising from the alteration of the contents of this message by a third party.

United Utilities Group PLC, Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP
Registered in England and Wales. Registered No 6559020

www.unitedutilities.com

www.unitedutilities.com/subsidiaries

[REDACTED]
Area Co-ordinator Enforcement
Streetscene

Ext **[REDACTED]**
[REDACTED]



Burnley Council, Town Hall, Manchester Road, Burnley, Lancashire. BB11 9SA

Our terms and disclaimers apply to this email and any attachments.

[For full details, see our terms and disclaimer.](#)