



United Utilities Water Limited
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Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID695
Date: 04/03/2026
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. Incident and case records, all job/incident references, classifications, dates opened/closed, affected addresses, investigation notes, actions taken, and recorded reasons for decisions or closure.
2. Site attendance and inspections Attendance logs, engineer or contractor notes, inspection reports, photographs and outcomes.
3. CCTV and drainage surveys All survey reports, footage or still images, defect coding, asset references and conclusions.
4. Defects, blockages and repairs All records identifying or discussing blockages, restrictions, collapses, fractures, infiltration, misconnections or other defects (including laterals), together with repair works and whether recorded as resolved.
5. Testing and sampling All water quality, contamination, ammonia, chlorine or other testing results, sampling data and associated notes or interpretations.
6. Technical assessments and decision-making All internal technical assessments, hydraulic or causation analyses, pathway assessments, risk assessments, responsibility determinations, and records relied upon to determine next steps.
7. Mitigation measures Records relating to pump-outs, tankering, bypass pumping, temporary works or permanent mitigation, including reasons for starting, continuing or ceasing such measures.
8. Asset status and mapping All records showing ownership or adoption status of relevant drains, laterals, sewers and water supply assets, including: GIS data sewer and water main records plans and drawings asset registers manhole schedules maps showing manhole numbers and physical locations
9. Maintenance history (five years) For all relevant assets serving or hydraulically connected to the streets listed above: cleansing/jetting blockage clearance inspections repairs planned works deferred works condition grading
10. Communications with Burnley Borough Council All communications between United Utilities and Burnley Borough Council concerning defects, blockages, contamination, enforcement, responsibility or resolution of drainage, sewerage or water supply issues affecting the above properties and streets, including emails, letters, call logs/notes and operational messages.
11. Internal escalations and reviews Records of referrals, managerial reviews, approvals, internal

escalations or authorisations relating to the above matters.

Our response:

We have provided specific responses to your numbered information request later in this response. We have initially provided a time line and summary of the work that UUW has undertaken in this area, which we think will help in clarifying the investigations and work that has been undertaken in the area and will allow the specific responses to be read in context.

Timeline of activities

- **28 July 2025** - We attended a first-time report of flooding affecting two properties. The incident was logged to 37 Woodgrove Road, Burnley, BB11 3EL. The initial call notes advised that clear, odourless water was entering the property beneath the floorboards, and that a private contractor had identified an obstruction outside of the property boundary.
- Our first investigation was undertaken from an open excavation in the front garden, which serves a shared rainwater downspout and gutter line. The team attempted to remove the obstruction using high-pressure water jetting; however, this was unsuccessful. Further works were therefore raised for subcontractors to excavate within the public footpath. And as a temporary mitigation measure, tankering was put in place to remove water from the subfloor area.
- **August 2025** - An excavation and further investigation were carried out, which established that the surface water drain discharged directly to ground. As this surface water drain does not connect to a public sewer, it does not meet the criteria of a public asset. Therefore, United Utilities determined that this element of the issue was a private matter.
- **10 September 2025** - Our Clean Water team attended and confirmed that no leaks were present on the clean water network. The matter was then referred back to our Wastewater team for continued investigation.
- **22 September 2025** - Green dye testing was undertaken on a combined manhole (Number 9805), located on Smalley Street, to determine whether any flow could be escaping and potentially contributing to the issues.
- **23 September** - Traces of the green dye were identified within the subfloor of 37 Woodgrove Road, with work being raised to repair the public sewer.
- **Late September early October 2025** - Approximately 40 metres of the sewer between manholes 9805 and 9703 was relined to address the issues with the public sewer. Further investigations were then carried out on the public sewers located to the front and rear of properties on Woodgrove Road, Smalley Street and Stewart Street, with no additional leaks being identified. As part of a process of elimination, individual property drainage systems were also investigated, with access being arranged with residents where required.
- **7 October 2025** - A leak was identified on shared drainage serving a neighbouring property. Repairs were completed by excavation and relining.
- **15 November 2025** - A separate defect was identified on a private drain and the relevant property owner was notified. In line with our private drainage procedures, we formally handed the matter over to Burnley Council Environmental Health to ensure that appropriate action could be taken.
- **17 November 2025** - Our engineer followed up on the issue with the private drain, to provide a point of contact should there be any queries.
- **20 November 2025** - Our local Network Engineer attended and observed that the subfloor area was mainly dry, with only residual water remaining within the sump. Additional dye testing was undertaken at neighbouring properties, and no further leaks were detected. During the visit, a simple flow test was carried out in the side garden, which demonstrated that water could migrate toward and enter the subfloor area, which established that the property is susceptible to groundwater ingress.

Summary and conclusions

This has been a complex flooding incident, which has involved a combination of both public and private drainage issues. Although following the completion of the repairs to the public sewer, further dye testing has confirmed that no additional traces have entered your subfloor from the public sewer network.

United Utilities has made guaranteed standards scheme (GSS) payments for the flooding that was related to the public sewerage system. More details on GSS standards and payments can be found on the Water Industry Regulator (Ofwat) website [The guaranteed standards scheme summary guidance - Ofwat](#).

Under the Public Health Act 1936, primary responsibility for resolving wastewater flooding arising from private drains rests with the property owner or occupier. The Local Authority's Environmental Health department, does however, also have a duty to protect public health. We understand that the council has been in touch with you directly.

Once this process is complete, if any remaining ingress occurs. Responsibility for protecting a property against groundwater ingress is the homeowners, and if required we would recommend that you investigate this further.

United Utilities is not liable for property damages as a result of flooding. If this were to occur, then the property owner should contact their home insurance company. In this instance you can quote case number 08182901 should the company request any additional information from United Utilities.

Specific responses to your numbered requests

1. **Incident and case records** – We have set out a summary of the incidents and case records, above. Copies of these incidents were provided to you previously as part of a SARS response from United Utilities in December 2025.
2. **Site attendance and inspections** – This information is also summarised above with copies of attendance records provided to you previously as part of a SARS response.
3. **CCTV and drainage surveys** – We have provided details of the CCTV surveys which were undertaken in the summary above and as part of the previous SARS response. These surveys were undertaken to identify potential defects that needed to be addressed and as these issues have now been resolved, we no longer hold any specific images from the surveys.
4. **Defects, blockages and repairs** – This information is also summarised above with copies of attendance records provided to you previously as part of a SARS response.
5. **Testing and sampling** – We have attached (as Appendix A) a copy of the water quality, testing results that were undertaken, with associated notes for interpretation.
6. **Technical assessments and decision-making** – The timeline and summary above provide the technical assessment and decision making process that was undertaken with regard to this issue. Any records taken at the time will have been provided to you previously as part of a SARS response.
7. **Mitigation measures** – This measures that we took, including mitigation measures, have been set out in the timeline and summary above.
8. **Asset status and mapping** – [goto mapservices] However, for ease of reference Appendices B and C provide the required records of the local sewerage systems.
9. **Maintenance history (five years)** – The maintenance that has been undertaken on the local sewerage system has been summarised above and provided to you as part of this response.
10. **Communications with Burnley Borough Council** – We have summarised the communications that United Utilities has had with Burnley Borough Council in the timeline and summary above. Appendix D provide copies of the email communications that took place between United Utilities and Burnley Council.
11. **Internal escalations and reviews** – The response to this issue was managed by the local wastewater network team. And although the issues were verbally discussed with line management, who were fully aware of the investigation and fully supported the number of visits needed to complete this investigation, there was no requirement for any formal

escalation or higher level review. We therefore have no additional information that we are able to provide.

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