



**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
Lingley Green Avenue  
Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID698  
**Date:** 04/03/2026  
**Email:** [EIRRequests@uuplc.co.uk](mailto: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):**

*Please can you provide all the information that you hold outlining what work United Utilities has undertaken on a culvert near to my property.*

**Our response:**

After consultation with the relevant areas of the business, we can confirm that United Utilities Water (UUW) has recently undertaken work on the surface water sewerage system near to your property. Specifically, since August 2019 UUW has recorded and responded to three blockages on this surface water sewerage system.

The first of these blockages occurred in 2019 and was caused by silt build up within a 225mm diameter surface water sewer, this silt was cleared and at the time there was no record or evidence of any flooding that had occurred because of the blockage to the sewer.

The second blockages resulted from tree roots finding their way into the surface water sewer and causing the sewer to block. This blockage occurred in October 2023, with the roots being removed and there being no evidence of any flooding occurring as a result of the blockage.

The third blockage occurred in January 2025 and also resulted from tree roots finding their way into the surface water sewer. The roots were again removed, although in this case there were signs of flooding and because of this, guaranteed standards scheme (GSS) compensation payments were issued.

Following the third blockage in January 2025, we worked with the local authority and local housing association to undertake works that are designed to reduce the risk of any further blockages or flooding occurring from this sewer. A summary of these activities is set out below.

- January 2025 – A blockage due to tree roots was identified. The sewer was probed and the blockage was marked as being near to three trees that were within land owned by a local Housing Association.
  - We subsequently held discussions with the local council, which confirmed that to remove the risk of future blockages, a tree would need to be removed, but that this tree was subject to a tree preservation order (TPO).
- May 2025 – The proposal to remove the tree was approved by the landowner and local authority.
- June 2025 – Suitably qualified tree surgeons were engaged to provide quotes for the work to

- remove the tree.
- September 2025 – The tree was removed, which allowed us to dig down to and inspect and repair the damage caused to the 225mm diameter sewer by the tree roots.
  - September 2025 – A CCTV survey and desilting exercise was undertaken on 36m of small (150mm diameter) sewer that ran from the local properties to the main 225mm diameter surface water sewer.
  - October 2025 – The main 225m diameter surface water sewer was de-silted, and a further CCTV survey undertaken, this identified additional downstream issues and required an additional dig down.
  - November 2025 – The additional dig down was undertaken, the sewer was repaired, and a CCTV survey was undertaken from the location of the dig down to the outfall from the surface water sewer to the local watercourse.
  - In total the work to the main 225mm diameter sewer involved surveying, desilting, and root cutting 67m of sewer and re-laying 14m of 225 SW sewer at depths of between 1.6m and 2.0m.
  - December 2025 – An end to end “overlap” CCTV survey was completed of the full sewer length, which confirmed that this length is now fully operational, with no further work being planned or required.

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](mailto: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