



**United Utilities Water Limited**  
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**Our ref:** EIR/ID703

**Date:** 20/03/2026

**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:**

*Please provide the following information for the period 1 January 2018 to present (or the most recent five-year period available):*

1. *The number of recorded incidents, call-outs, or complaints relating to:*
  - *Sewer flooding (internal and external)*
  - *Sewage backing up into residential or commercial properties*
  - *Surface water flooding associated with sewer capacity exceedance*
  - *Blockages or emergency interventions within the Golborne (WA3) postcode area, or the nearest available geographic boundary if postcode-level data is not held.*
2. *Any records, assessments, or data identifying areas within Golborne (WA3) that are:*
  - *Known to experience sewer capacity constraints*
  - *At increased risk of sewer or wastewater flooding*
  - *Subject to repeated operational interventions or maintenance due to overload*
3. *Details of any combined sewer overflows (CSOs) located within, or serving, the Golborne (WA3) area, including:*
  - *Frequency of activation*
  - *Any known capacity or performance concerns*
  - *Whether these assets are considered sensitive to further development or population growth*
4. *Any internal reports, correspondence, or planning-related assessments that consider the impact of additional housing or population increase on the sewer or wastewater network in Golborne (WA3).*

**Our response:**

1. *Flooding incidents.*

Our corporate systems hold sewer incident data back to 2008 and in total we have Twenty-Seven records within this system relating to issues within this area. Fourteen of these records relate to flooding caused by hydraulic inadequacy within the local sewerage network. The remaining records relate to issues such as investigations, odour, or issues with private connections.

The hydraulic inadequacy within the local sewerage network, relates to a manhole on the combined sewer near to where Barn Lane crosses Millingford Brook. This manhole is at a low point within the local area, and this can result in this sewer length surcharging. This surcharging can cause the manhole cover to lift, which can result in flooding to the highway and to both internal and external

flooding to a customer's property.

Following the most recent incident, this sewer length was CCTV surveyed, which confirmed that there were no operational defects affecting the sewer, which reinforced the conclusions that this stretch of the network has hydraulic capacity issues. We have also installed flow monitors within the network to collect updated hydraulic data, and we are developing a detailed sewer model for the area, which we will be able to use to fully understand the scale and nature of the current hydraulic issues within the area and to develop an accurate solution for these issues.

#### *2. Known issues within the area:*

In addition to the issue described above, the Bridge Street area of Golborne is also known to experience sewer capacity constraints that have required operational interventions and means that this area is at increased risk of sewer flooding.

It is also worth highlighting that we publish our "Drainage and Wastewater Management Plan (DWMP) on our website, which is available via the following link: [Drainage and wastewater management plan](#). The DWMP is a long-term, 25-year strategic plan, which sets out how we will maintain, improve, and expand our drainage and wastewater systems, to ensure that they remain resilient over the longer term. In addition to the regional document, we also publish catchment specific documents for the fourteen main river catchment areas within region, the catchment covering Golborne is the Mersey Estuary catchment and can viewed via this link: [spa\\_08-mersey-estuary-dwmp.pdf](#)

#### *3. Details of any combined sewer overflows in the area*

There is one combined sewer within the local area, which is called the "Mill Lane (Golborne) CSO Storm Overflow (UUP01308)".

We publish a map showing the locations of and live spill data occurring at all our overflow, this map is available via the following link: [Storm overflow map | United Utilities - Better Rivers](#).

We also provide details of discharges from all our combined sewer overflows to the Environment Agency, who publish this information and the equivalent information from the other water companies, on their website. This information can be downloaded from this link:

<https://environment.data.gov.uk/dataset/21e15f12-0df8-4bfc-b763-45226c16a8ac>

The government published its Storm Overflows Discharge Reduction Plan for England on 26 August 2022. This plan requires water companies to improve all storm overflows discharging into or near every designated bathing water; and improve 75% of overflows discharging to high priority nature sites by 2035, and to ensure no overflows spill more than an average of ten times per year by 2050. The Mill Lane (Golborne) CSO has not historically met the ten spills target, although the relative frequency of spills from this overflow and the fact that it does not discharge to a high priority nature site, means that improvements to this overflow are relatively lower priority.

As we set out in response to point 4 below, we undertake assessments of the potential impact of developments and growth on our assets and will prioritise our investment programmes to ensure that we can continue to comply with the consents for these assets.

#### *4. Assessments of the impact of additional housing or population increases.*

United Utilities is a statutory consultee for Local Plans that councils use to direct development and identify the preferred locations for new housing and other types of developments. As a statutory consultee, we work with local authorities to ensure that issues with water and wastewater infrastructure are reflected in the planning decisions and that our longer-term plans for our infrastructure, reflect the agreed development plans.

Whilst the location of specific new development proposals is a matter for the local planning authority, and we are not a statutory consultee on the applications, we do work closely with local authorities, including Wigan Metropolitan Borough Council to provide comments on applications for planning permission where we think it is necessary to protect the impact on our assets and our customers.

Our comments must, however, reflect our statutory obligations as a regulated water company, one of which is that we must allow new connections to our network. Whilst we cannot stop development

from occurring, we do review applications for planning permission and provide comments where necessary. These comments include recommending planning conditions to control the approach to drainage. Our comments seek to secure foul only connections to the public sewer wherever possible. Foul only connections are important as they help to keep the impact on our wastewater network assets to a minimum as surface water flows are much larger than foul flows.

As part of our review process, where we consider that these developments could cause issues to the performance of our sewerage network, we undertake Drainage Impact Assessments (DIA). The DIA are internal assessment that we use to both inform our feedback and comments to the local authorities and to target our investment programmes to ensure that our assets are able to continue to comply with the permit and consent conditions that are set for them by the Environment Agency. Any comments that we or other affected parties make on planning applications can be viewed on Wigan Councils planning application forum: [Search and comment on planning applications](#).

As these DIA's are internal working documents, that contain specific information relating to individual properties, then to ensure that we comply with the General Data Protection Regulations, we are not able to provide copies of these reports. We can, however, confirm that none of the DIA's that we have undertaken for the Golborne area, identified any specific issues that required investment.

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