



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/ID704
Date: 18/03/2026
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:

Please provide the following information held by United Utilities:

1. Flooding records
Any recorded flooding incidents, complaints, callouts, service requests, or reports relating to flooding, water backing up, or surcharge at Black Bull Lane (between Fulwood Leisure Centre and Queen's Drive School), from 1st January 2018 to present.
Please include dates and brief descriptions where held.
2. Drainage assets (if any)
Whether United Utilities holds records of any adopted surface water sewers, drains, chambers, gullies, or other drainage assets at this location that discharge toward, or interface with, the culverted watercourse.
3. Inspections or maintenance (if held)
Any records of inspections, CCTV surveys, maintenance, or reactive works carried out by United Utilities in response to flooding or drainage issues at this location.
4. Correspondence (if held)
Any correspondence held by United Utilities with the Environment Agency or *Lancashire County Council* relating to flooding at this section of Black Bull Lane.

Our response:

Flooding. Although flooding has been occurring for many years in this area, the source of most of this flooding is from local rivers, brooks and culverted watercourse. These assets are the responsibility of the local landowner, and therefore, United Utilities does not hold records of the flooding incidents resulting from these assets. Any issues that we are made aware of, will have been passed to the landowner, or Preston City Council/Lancashire County Council as appropriate. United Utilities is, however, responsible for the public sewerage network within the area. We have, therefore, checked the reported data for the post codes PR2 [REDACTED] and PR2 [REDACTED]. These show that although we have no reports relating to flooding of the highway on Black Bull Lane (between Fulwood Leisure Centre and Queen's Drive School), ten properties in these post code areas have reported issues on their drainage from the properties:

PR2 [REDACTED]

One property has contacted us on two occasions (22/08/22 and 12/09/22) both were blockages and one was deemed to be a private issue.

Three properties have contacted us on a total of five occasions (14/02/20, 17/03/20, 26/10/20, 08/10/21 and 16/09/21). These were all blockages with external flooding at one property; two contacts were private issues.

Two properties have contacted us on a total of two occasions (14/12/25 and 24/11/25). Both were blockages, one was external flooding at the property, and the other was a private issue.

One property has contacted us on two occasions (04/02/25 and 10/02/25). Both were for the same issue which was private.

PR2

Two properties have contacted us a total of four occasions (16/06/20, 09/05/23, 08/07/23 and 14/07/23). Both properties were affected by flooding that was caused by tree roots getting into the sewer and causing blockages.

One property has contacted us on two occasions (05/01/25 and 29/01/25). Both were blockages.

Drainage assets. I have attached a copy of our sewer records for the area, (Appendix A). This shows the line of the public sewers, as well as showing a dashed blue line, which shows the assumed route of a piped water course/culvert. As set out above this culvert is not a United Utilities asset, and we have no responsibility for monitoring or maintaining this culvert, which explains why we do not have details of this culvert and the route indicated is only indicative.

If you would like more details about our sewer records then you can either, use our online viewing facility for free. Viewings are by appointment only and should be arranged via the Property Searches Team email propertysearches@uuplc.co.uk. The viewings are for perusal purposes only therefore customers cannot take photographs or copies of the records using digital equipment. Sketches are permitted. Alternatively, if you require a hardcopy drawing of the apparatus, you can register on [Property Searches](#). This is a paid for service and information on the products and prices can be found here: [Products & Services](#). The standard SLA is 48-hour turnaround for orders.

Inspection and maintenance. We can confirm that this stretch of sewer is not proactively maintained, on a cyclical routine basis and that the maintenance work that has been undertaken has been undertaken on a reactive basis and is summarised in response to question 1 above.

Correspondence. Although United Utilities is aware of the flooding that has been happening in this area, and representatives of the company have attended meetings where it has been discussed, as set out above, we have not been contacted regarding any issues related to the maintenance or performance of the culvert, or local watercourses and we have had no written correspondence with the Environment Agency, Lancashire County Council or any other third-party organisation, relating to flooding at this section of Black Bull Lane.

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