


Dear 

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:**

I am working on the flood risk and drainage side of things for a site in Carlilse.

As part of your role as the sewerage undertaker, please can you provide details, via email, of:

- Any recorded flood incidents in the area
- Any further information you think may be useful/ relevant to the site

The site boundary location is as shown on the attached image with the following location details:



**Our response:**

Our local Wastewater Network Team have confirmed that this area was affected by previous hydraulic issues that were caused in part by a failure to maintain the Highways drainage. These issues were resolved approximately eight years ago, and there have been no hydraulic issues since. As these issues affected highway drains, rather than public sewer, and as we do not hold the details of these hydraulic issues anymore, we would recommend contacting the Lead Local Flood Authority for the area, who may be able to share more information with you.

In addition to potential hydraulic issues, there was a recorded issue with a blocked manhole in June 2025, which was due to a blockage caused by rags. Details of this issue and the action taken to investigate and resolve the issue, can be found in Appendix 1. Please note that redactions have been made in line with Regulation 13 of the EIR, as well as UK GDPR to remove any personal information such as customer names and contact details.

For awareness, United Utilities changed the system that it uses to log all customer cases in 2019, including any correspondence between customers and the Company. Legally, public authorities must hold records for a minimum of six years, which includes any documents held in previous systems. As we are now outside of this retention period, we are unable to share any information from prior to



Water for the North West

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

2019 as it is no longer held. This approach is in line with Regulation 12(4)(a) of the EIR.

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



We'd love to hear your feedback on how we handled your request! If you have a moment, please complete our short survey [here](#) – your input helps us improve our service.