



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/ID858
Date: 30/06/2026
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:

I would like to request the repair and historical infrastructure records for the great Underbank area SK111F I would like this to include all work carried out in this area dating back from the last repair in the 23/24 December 2024.

Our response:

As requested, we have set out below the infrastructure records and the repairs undertaken in the Great Underbank area (SK1 1LF) from December 2024 to the present time. We have provided a summary of the records and removed any personal information under Regulation 13 of the Environmental Information Regulations 2004.

On 5 December 2024, a flooding issue was reported to United Utilities (UU), which was subsequently determined to be caused by rainwater entering the property via the roof and therefore not the responsibility of UU.

Following a call from a customer on 16 December 2024, an investigation conducted by UU identified a blockage on the public sewer. The UU Engineer saw wastewater entering the property through the rear wall and opened the internal soil stack to find and found it was backed up. A manhole in the cellar of an adjacent property was checked, and this was found to be clear. We tried to remove the blockage by jetting the sewer, however, this proved to be unsuccessful.

Teams then undertook further investigations on site to locate and remove the blockage on 20, 22 and 23 December. However, these again proved to be unsuccessful. On 24 December, the team successfully cleared the blockage and completed a CCTV of the sewer.

On 6 January 2025, a 2.5 metre length of 150mm diameter collapsed sewer was replaced, and a new rodding point and cover installed and the area reinstated.

On 14 January 2025 additional works were carried out to repair a further short section of 225mm diameter sewer. This repair work was unrelated to the blockage removal and repair set out above.

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] [REDACTED] [REDACTED] [REDACTED] [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