



Water for the North West

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/ID862

Date: 26/06/2026

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:

Hi there, I am a resident at 4 Whiteoak View, BL31ST. A United Utilities team has today cleared a blockage on the public sewer that serves our property (the physical access point used was on a neighbor's drive) 8 Whiteoak View. As an affected property connected to this shared line, I would like to submit a formal request under the Environmental Information Regulations (EIR) 2004 for a copy of the technician's job notes regarding the root cause of the blockage. Please email at our email address or write to us at our home address. Thank you.

Our response:

We have provided a summary below of the notes made by the engineer who attended the blockage incident. Please note we have removed any personal information such as names and addresses from these notes in line with Regulation 13 of Environmental Information Regulations and UK GDPR.

On arrival, found manhole at property was surcharged but not flooding. Located the downstream chamber, which was clear, and carried out a CCTV inspection upstream. This showed a blockage caused by wipes and rags. Jetted the sewer to clear it, which brought through a large amount of thick, secondary material that required further jetting.

Moved to the next access point and continued jetting upstream to remove more of the heavy material. The jetting unit needed to refill with water, so temporarily left site and returned to complete the work. Once back, continued jetting until the sewer was fully cleared and normal flow was restored.

Tested the facilities at properties, and everything was working correctly. Updated the customer and issued a "What Not To Flush" notice due to seeing evidence of wipes/rags.

Blockage was located 4m upstream of the downstream chamber in a 100mm vitrified clay pipe. CCTV was completed. No flooding, no clean-up required, and no further actions needed.

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], 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