

Our ref: EIR-866

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

Please provide an amended statement confirming, without disclosing any personal data relating to the neighbouring customer:

1. The date United Utilities technicians attended.
2. What the technicians witnessed, including:
 - water ingress/leak impact at my property/cellar; and
 - evidence of an active leak/water escape outside my boundary / at or near the neighbouring property.
3. What testing was carried out, including:
 - listening equipment analysis; and
 - stop-tap isolation/testing.
4. The conclusion reached from that testing, including:
 - that the leak was not originating from my property;
 - that the leak was active; and
 - that water from the leak was entering my cellar.
5. Whether a Section 75 notice, order or other enforcement action was issued following that investigation.

Our response

During a proactive leakage detection inspection in December 2025, our Leakage Team sounded fittings in the area using sounding technology and found that there was noise indicative of a leak around the property. A job was raised for 29 December 2025, for one of our Network Partners to excavate at the rear of yours and your neighbours' properties and see whether they could repair the leak. Upon further inspection, they were unable to locate the leak in the area we believed the leak was located, so completed further investigations including further sounding and raised a new job for another team to reattend at a later date.

On 21 January 2026, another team attended and found the leaking pipework, which they proceeded to repair however, they suspected a second leak may have been underneath the property. Further work was then raised for a Leakage Technician to re-attend and further investigate the fittings around the property. On 11 February 2026, they returned to the properties and sounded the stop taps, confirming that there was a leak and that this was underneath a neighbouring property. Our Leakage Technician spoke with the proprietor and explained that it was the home owner's responsibility to

have the leak repaired, as this was underneath the property.

Following your report of a leak on 4 April 2026, our Water Customer Technician (WCT) visited your property on 5 April 2026 to investigate further. Whilst onsite, they spoke with you, where you explained that there was a leak from another property and the water was entering your cellar. Our WCT raised further work for one of our Leakage Technicians to attend and investigate further.

Our Leakage Technician attended on 8 April 2026 and confirmed that the leak was not on public land and was therefore not something that we would repair as it was on private property. As per section 73 and 75 of the Water Industry Act, we then began the Defective Fittings Process, whereby we notify the property owner of the leak and advise them of their responsibility to repair the leak.

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

[REDACTED]

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.