



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/ID870
Date: 24/06/2026
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 all environmental information held by United Utilities relating to leaking water pipes, water supply leaks, burst mains, supply-pipe leaks, investigations, inspections, repair works, excavations or reinstatement works, work orders, customer reports and call-outs affecting:

- a) 103 Elmswood Road, Birkenhead, CH42 7HW;
- b) any public water main, communication pipe, stop tap, meter chamber, common/shared supply pipe or branch supply pipe service or adjacent to 103 Elmswood Road; and
- c) neighbouring properties 101 and 105 Elmswood Road Birkenhead CH42 7HW, but only insofar as the information relates to a shared/common supply, public network assets, or any leak, repair, investigation or works that could affect or be relevant to 103 Elmswood Road.

The period requested is 1 June 2023 to 30 June 2025.

For each relevant record, please include, where held:

- 1. the date of the report, inspection, investigation, repair or works;
- 2. the exact location recorded, including whether the issue was in the carriageway, footway, stop-tap/meter chamber, garden, supply pipe or internal/private pipework;
- 3. the asset type involved, including whether United Utilities recorded it as a water main, communication pipe, common/shared supply pipe, branch supply pipe, customer-side supply pipe, meter chamber or other asset;

Our response:

In response to the above request, after checking our internal records we can confirm that since 1 June 2023 until present there has been one record of an operation issue at 103 Elmswood Road, Birkenhead, CH42 7HW. This was reported to us on 7 August 2023 and after subsequent investigation it was confirmed to be a leak on the property. Our engineers attended the property and repaired the leak. the case resolved on 18 August 2023.

There have been two other cases of leaks on properties in the surrounding area of Elmswood Road, Birkenhead, CH42. These leaks were reported on 1 August 2023 and 20 April 2026, respectfully. However, as these instances took place on a different property to your own, we are unable to share this information under Regulation 13 of the Environmental Information Regulations 2004. Regulation

13 of the Environmental Information Regulations (EIR) is the exception relating to personal data. It allows public authorities to withhold environmental information if it is the personal data of someone other than the applicant, and its release would breach the UK General Data Protection Regulation (UK GDPR) or the Data Protection Act 2018.

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