

Our ref: EIR-883

Date: 07/07/2026

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

Detailed maps of pipes for properties [REDACTED] for:

1. Water supply pipes to our properties
2. Sewage pipes to our properties
3. Surface water pipes
4. Details concerning updates on environmental contamination in field opposite [REDACTED]
5. Details concerning noise from hydraulic pump valves in field opposite our properties

Our response

The regulated business United Utilities Water Ltd has to make both water and sewer records available to view for free. If you wish to view both the water and the sewer records, you can do so via United Utilities' on-line viewing facility. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us on [03707 510101](tel:03707510101) to book an appointment. You can read more about this on our website, here: [United Utilities - Property Search](#) :

With regards to the "environmental contamination" you have referenced, I have checked our records and can see that we have investigated two issues reported by either you or another resident in the last four years. These were:

- Water quality samples were collected from your property on 8 September 2022 following a report that your [REDACTED]. These were all found to be within parameter, and this was closed down via a call on 28 September 2022.
- A fractured combined sewer was repaired on 5 December 2025, following reports of flooding from residents in the area. This was not deemed to be an environmental contamination.

Finally, with regards to the noise coming from our Pressure Management Value (PMV), I can confirm that:

- We planned a Capital Project to replace the PMV in 2025.
- On 16 July 2025, the existing PMV failed, resulting in elevated water pressure within the village. The valve was replaced on the same day to restore normal operating conditions.
- On 24 November 2025, our Capital Project was successfully completed, with the PMV and

associated pipework being fully replaced.

- Following the noise that you reported on 3 June 2026, one of our Water Network Technicians attended site to investigate this further. The PMV was monitored for approximately 30 minutes, during which no noise was detected from the valve or associated equipment. They did however note that there was a buzzing noise coming from the refrigeration equipment at the nearby pub, along with a slight humming noise from an electrical substation located in the same field. Based on the observations made during the investigation, there is currently no evidence to suggest that the reported noise is being generated by our equipment.

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.