



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/ID920

Date: 20/08/2026

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 the following information:

1. Records relating to United Utilities assets connected to Royles Brook, King George's Playing Fields, Hillylaid Pool and surrounding areas for the period January 2022 to December 2023, including:

- sewer flooding incidents;
- storm overflow activations;
- wastewater pumping station incidents;
- emergency discharges;
- asset failures or alarms;
- internal incident reports.

2. Details of any United Utilities storm overflows, combined sewer overflows, pumping stations or wastewater assets that discharge to, connect with, or could affect:

- Royles Brook;
- Hillylaid Pool;
- drainage networks around King George's Playing Fields, Victoria Road East, Thornton-Cleveleys.

3. Copies of any monitoring data, sampling results or investigations relating to:

- water quality;
- pollution incidents;
- sediment contamination;
- unusual chemical detections;
- complaints received from members of the public.

4. All correspondence between United Utilities and:

- Environment Agency;
- Wyre Council;
- Lancashire County Council;
- industrial operators at Hillhouse Technology Enterprise Zone;

relating to Royles Brook, flooding, drainage or water quality from 2022 onwards.

5. Details of any investigations United Utilities carried out following flooding events affecting King George's Playing Fields or Royles Brook during 2023.

6. Details of any PFAS/PFOA monitoring undertaken by United Utilities in this area, including:

- sampling locations;

- dates;
- results;
- actions taken.

Our response:

In relation to the six points above, please see the following responses.

1. We can confirm that there were three recorded incidents involving United Utilities assets in the Royles Brook, King George's Playing Fields, Hillylaid Pool, and surrounding areas between January 2022 and December 2023.

Two incidents occurred at Royles Brook. The first took place on 18 March 2022, when flooding affected a customer property due to a blockage. The issue was investigated and resolved on 28 March 2022. The second incident occurred on 19 March 2022, when a blockage resulted in flooding at another customer property. This issue was investigated and subsequently resolved on 22 March 2022.

One further incident was recorded at King George's Playing Fields on 19 July 2023, when flooding at a customer property occurred as a result of a blockage. The issue was resolved on 20 July 2023. Please note however that in accordance with Regulation 12(3) of the Environmental Information Regulations 2004, any details relating to these property addresses cannot be disclosed as they constitute personal data.

We have provided you with Appendix A, which is a copy of the start-stop data for overflow activations from this pumping station. The data runs from January 2022 to December 2023, as requested.

We can confirm that we have no recorded pumping station incidents, emergency discharges, asset failures and therefore no internal incident reports for this area for the dates requested therefore under EIR regulation 12(4)(a) this information cannot be provided as it does not exist.

2. We can confirm there to be only one asset, a pumping station, in this area, situated at Trunnah Road (Environment Agency permit consent reference WYR0017).

As set out in point one, we have had no operational issues with this pumping station and have provided a copy of the storm overflow activations in Appendix A.

3. We can advise that with regards to any water quality, sedimentation, or chemical detections you would need to contact the Environment Agency (EA), as it is responsible for assessing water quality. Therefore, under Environmental Information Regulation 10 we would advise you in this instance to contact the EA on enquiries@environment-agency.gov.uk.

We have no reported pollution incidents for the time period requested, therefore under [regs...]

We have checked our records and received no complaints from the public, therefore under EIR regulation 12(4)(a) this information cannot be provided as it does not exist.

4. Having checked with the relevant teams, we can confirm that we haven't received any correspondence from the Environment Agency, Wyre Council or Lancashire County Council.

Finally, we can confirm that there has been no correspondence between United Utilities' Trade Effluent department and industrial operators at Hillhouse Technology Enterprise Zone relating to Royles Brook, flooding, drainage, or water quality during the aforementioned requested period. We can also advise that we have not undertaken any Trade Effluent sampling associated with flooding investigations in this area.

Therefore, we have no correspondence that we can share with you under 12(4)(a) this information cannot be provided as it does not exist..

5. Please see point 1.

6. We can confirm that there has not been any PFAS/PFOA monitoring undertaken at this specific area. Therefore, we cannot provide this under 12(4)(a) this information cannot be provided as it does not exist.

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