



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/ID923

Date: 21/08/2026

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. Please identify the modelling assessment referred to by the United Utilities service team and confirm the date it was undertaken.
2. Please confirm whether this modelling was undertaken before or after the installation of the flood gate at [REDACTED].
3. Please provide the findings or conclusions of the modelling, including:
 - the number of properties identified as requiring flood gates or other property-level flood protection measures;
 - the property numbers identified as being within the predicted overland flood path and/or requiring mitigation.
4. Please provide any survey pack, assessment, or other environmental information relating specifically to [REDACTED], including any assessment of whether No.40 and 38 was considered for flood protection measures.
5. If the modelling or assessment identified impacts on neighbouring properties, please provide details of those impacts and the mitigation measures considered.

Our response:

1. The modelling assessment that we carried out modelled the impact of overland flow paths from the public sewers. This did not model the impact of highways drainage. This modelling assessment was undertaken in February 2025. Following this however it was determined that the flooding was caused by highway drainage, which has since been resolved by the local authority.
2. The modelling was undertaken after the installation of the flood gates.
3. As mentioned in point 1, the modelling assessment modelled the impact of overland flooding. We are unable to share this information with you as the requested information includes personal data. Under Regulation 13 of the Environmental Information Regulations 2004, personal data of individuals other than the requestor is exempt from disclosure where disclosure would contravene the UK GDPR and the Data Protection Act 2018.
4. As we did not carry out any survey for your property, we are unable to provide you with any information under EIR regulation 12(4)(a) as the information does not exist.
5. As explained above in point 3, any data concerning other properties other than your

own cannot be provided under Regulation 13 of the EIR and UK GDPR as it contains personal information relating to persons other than yourself.

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