



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/ID958

Date: 22/09/2026

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:

1. The request for an anonymised summary has not been answered

EIR-923 stated explicitly: "Where information cannot be disclosed in full due to personal information relating to other properties, please provide an anonymised summary of the relevant findings, including the number of affected properties and the nature of the identified impacts."

Your response relies on Regulation 13 to withhold the findings of the February 2025 modelling in full, but does not engage with this fallback request at all. No anonymised summary, and no indication of the number of properties identified as affected, has been provided. I would be grateful if you would now answer this specific part of the request, which does not require the disclosure of any personal data of identifiable individuals.

2. Regulation 13 cannot be relied upon to withhold information about my own property from me. I understand the basis on which Regulation 13 has been applied to Ms [REDACTED] request: relative to her, information identifying whether other named properties were included in the modelling may engage the personal data of other individuals. That basis does not apply to a request made by me, in my own name, for information about my own property.

I therefore ask you to confirm, specifically:

- Whether No. [REDACTED] The Ridgeway was identified within the February 2025 overland flow modelling as being within the predicted flood path;
- Whether No. [REDACTED] was identified as a property requiring, or potentially requiring, flood gates or other property-level flood protection measures as a result of that modelling; and
- Whether any survey, assessment, or other environmental information was produced specifically in relation to No. [REDACTED] at any point, including in connection with the June 2023 installation of flood gates at No. [REDACTED] or the February 2025 modelling exercise.

Our response:

Following reports of flooding, modelling was undertaken to understand how rainfall is likely to flow over land and identify potential flow paths.

1. We can confirm that number [REDACTED] was identified by the modelling report as being within the predicted rainfall flow path. The modelling also indicated that the property would have flooded regardless of whether flood gates had been installed at number [REDACTED]. Furthermore, the modelling

predicted that flooding would still have occurred even if flood gates had been installed at all properties within the flow path, as the runoff would have continued to travel overland between property boundaries.

2. Number [REDACTED] was identified as potentially requiring flood gates; however, the flood modelling indicated that the property would have flooded irrespective of the presence of flood gates.

3. We can confirm that there was no specific survey or assessment specifically in relation to number 38. Therefore, under Regulation 12(4)(a) of Environmental Information Regulations 2004 we are unable to provide this information as it does not exist.

As you are aware, investigations identified highway drainage as the cause of the flooding. The Council has since carried out remedial works to the highway gullies.

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] [REDACTED] [REDACTED] [REDACTED] [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