

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:

I am formally requesting all relevant information regarding sewage/rainwater pipes for [REDACTED]
[REDACTED] We have a severe damp problem in our home due to either, a high water table or possibly a burst pipe from neighbours around the Old Ince Hall area. Even after the driest summer in UK history, we have water running through our garden and under our home. Any help would be greatly appreciated.

Our response:

Please see enclosed a copy of a map which shows the water and wastewater assets surrounding your property in Appendix 1. Should you require anything further, please call our Water and Wastewater Customer Services Department on 0345 672 3723 and we'll be happy to help.

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], 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.