United Utilities Water Limited
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Lingley Green Avenue
Great Sankey
Warrington WA5 3LP

Telephone: 01925 237000

unitedutilities.com

Our ref: EIR/ID841
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:

Information requested:

- public sewer, wastewater, water supply, pumping station, outfall, overflow, drainage or other asset records affecting Betchton Parish where disclosable
- sewer flooding, hydraulic incapacity, pollution, blockage, odour, overflow, burst, low pressure or service incident records affecting Betchton from 2015 to present
- planned works, investment programme, capacity, reinforcement, maintenance or developer-services records affecting Betchton or immediately adjoining roads/sites
- records relating to New Inn Lane, Chells Hill, Malkins Bank, Brook House Farm area / dip, canal-side receptors or low-lying drainage-sensitive areas where held
- GIS or asset-map extracts, schedules, incident references, public register information and contact points for records not disclosable for security reasons

Our response:

Please find below responses to each of your five points:

- For more information on public sewers and our asset records, please follow this link to our property searches website. From here, you can view our domestic and commercial asset locations, as well as obtain top level details from our plan-only service (also referred to as a Map-Only Service) through its Property Searches business. This service provides a copy of the water and/or sewer asset records without the full conveyancing search report.

- According to our records, there have been 16 incidents in the CW11 postcode area from 2015 to present. These are shown in the attached excel spreadsheet, entitled Appendix A. This spreadsheet shows the date, issue type and resolution date of each incident. We found no incidents of recorded hydraulic incapacity. Therefore, we are unable to share this information as we do not hold it (in line with Regulation 12(4)(a) of the Environmental Information Regulations.

For pollution data, please see the attached excel data spreadsheet, entitled Appendix B. This contains a list of the recorded pollution incidents in the Betchton area from April 2015 to April 2026.

- Water companies and their Regulators work in five-year investment cycles. The current Asset Management Period runs from 2025 to 2030 (also known as 'AMP8').

At Lawton Gate Wastewater Treatment Works (WwTW) there are two AMP8 schemes involving the installation of Event Duration Monitors (EDMs):

  - UMON3 – which track when storm tanks overflow, and
  - UMON4 – which monitor "Flow to Full Treatment" (FFT)

Both these monitor installation schemes are scheduled to be delivered by 31 December 2026. In UK wastewater terminology, Flow to Full Treatment (FFT) is the maximum flow rate that a wastewater treatment works (WwTW/STW) must pass through its full treatment process (primary and secondary treatment) before excess flows can be diverted to storm storage facilities.

As the query relates to gravity sewers which are laid with self-cleansing velocity, ee do not hold maintenance records relating to Betchton or the immediately adjoining roads/sites. . Regulation 12(4)(a) allows a public authority to refuse a request if they do not hold the information at the time the request is received. In relation to developer services records, please see the attached appendix, entitled Appendix C, which is a breakdown of planning applications in the Betchton parish area. Please note that these will also be publicly available on local planning portals.

- We can confirm that United Utilities has no assets in the Chells Hill, Brook House Farm or New Inn Lane areas. With regards to Malkins Bank, there has been one sewer blockage event in that area in the past ten years. This is included within the 16 incidents mentioned in the response to question two above (see appendix A).

Regarding canal-side receptors or low-lying drainage-sensitive areas, we can advise that when laying pipework, the drainage must be laid appropriate to the area's topography. Details of the assets laid in this area can be found on our property searches website, as set out above.

- For any asset map extracts, please refer to our property services link as shared above in the response to the first question. Our wastewater treatment boundaries are also available on the Stream water data website and can be viewed by following this link.

Information about water quality in your area can be found at Water quality | United Utilities. This information is updated on a weekly basis so will always contain the most up-to-date information for

the previous 12 months.

Information about storm overflow operation can be found at storm overflows. The information presented on this map is indicative of activity happening at each location. All efforts are made to ensure that the data provided is as accurate as possible and that sensors and signals are reporting correctly. Nevertheless, data reported on this map is an indicative picture of a storm overflow discharging and will only be confirmed once all subsequent checks, assurance and verification steps have been completed.

Finally, please follow this link to view all Environment Agency public registers. Here you can search relevant records for Environmental Permitting Regulations such as Waste Operations, Installations and Discharges to Water and Groundwater amongst others searchable registers such as Waste Exemptions, Enforcement Actions and more.

In Appendix A, we have set out details of operational incidents which have occurred in the Betchton area (CW11). Please note information has been redacted to remove any customer information relating to these incidents under Regulation 13 of the Environmental Information Regulations (EIR). Appendix B sets out any pollution incidents which have occurred in the Betchton area.

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