



**United Utilities Water Limited**  
Haweswater House  
Lingley Mere Business Park  
Lingley Green Avenue  
Great Sankey  
Warrington WA5 3LP

Telephone: 01925 237000

[unitedutilities.com](http://unitedutilities.com)

**Our ref:** EIR/ID295

**Date:** 24/02/2025

**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

Thank you for reaching out with your request! 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).

**Can you please supply me with a full list of sewers/drains that are classified as having hydraulic inadequacy?**

**Can you please supply the following details on these:**

- 1) FULL postcode of the affected drain or road name/map reference, etc.**
- 2) Date added to the register.**
- 3) Reason why it was added.**
- 4) Expected date when the issue will be fixed.**
- 5) Priority given to the listed issue.**
- 6) Number of properties affected.**

**If a priority is given to a drain/sewer that has hydraulic inadequacy, how is this given and what affects its priority?**

Our technical teams have confirmed that we do not hold a register of drains and sewers that are classed as being hydraulically inadequate. Instead, we hold a list of properties that are either currently at risk of sewer flooding due to hydraulic overload (which we have seen through previous flooding incidents) or have a modelled risk of sewer flooding due to hydraulic overload. I have attached a copy of the data that we hold for reference. This ranges from 2<sup>nd</sup> January 2015 to 31<sup>st</sup> December 2024.

Please note the following important information when reviewing the dataset:

- In line with Regulation 13 of the EIR and UK GDPR, we are unable to provide you with full postcodes for properties affected by hydraulic overload as requested in point 1, as these can be used to identify a person, or a property associated with a person. We have instead disclosed partial postcodes.
- With reference to point 2, we do not hold the date that each property was added to the dashboard. We do however hold the date that the issue was investigated, therefore we have provided you with a copy of this instead.
- All records are categorised as hydraulic inadequacy.

- With regards to point 4, since originally logged, a number of the properties within the dataset have since had the risk of hydraulic sewer flooding reduced by mitigation, such as non-return valves, gullies and pumps etc, or resolved through capital projects or cellar drainage removal.
- A priority is not given to each property therefore in line with Regulation 12(4)(a) of the EIR, we are unable to provide you with a copy of this as the information is not held.
- Each row of data is equal to a visit to each property. Please note, some properties have had multiple investigations over a number of years and therefore, we have listed the total number of properties affected on a separate tab within the dataset.

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](mailto: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  
EIR Team

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.