



**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/ID359  
**Date:** 30/04/2025  
**Email:** [EIRRequests@uuplc.co.uk](mailto:EIRRequests@uuplc.co.uk)

Dear [REDACTED]

EIR Reference: EIR/ID/359

Thank you for your request 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).

1. *Details of all flood events recorded affecting the property, including details of internal or external flood, and the actions taken by UU plc for each of the reported events;*
2. *Details of all flood related works carried out at the property, including details of any inspections carried out on the drains and connections;*
3. *Details of the commencement of billing for water services, including waste water services, and the justification for billing waste water services;*
4. *Details of the records held to justify and represent that the property relied on a soakaway for waste water which had been installed on the neighbouring property, 156 Lytham Road, Freckleton;*
5. *Details of the this property's connection, and the related approval, to the foul drain at the rear of the property in Briar Wood;*
6. *Details of the work conducted by UU plc (or its predecessor) in relation to the planning development of 19 residential homes in Briar Wood, which was approved by Fylde Borough council in 1995, to:*
  - *Satisfy itself that the development met environmental requirements, and*
  - *Ensure that the actual build and connections to the drainage network met the governing standards and regulations. Enquiries of Fylde Borough Council show that they have no record of drainage drawings submitted for approval;*
7. *Details of the process followed to evaluate and respond to the council search for the property in early 2022, which resulted in UU plc confirming (incorrectly) that the house was connected for waste water services.*
8. *Details of any compensation payments paid to customers at the property in relation to any UU plc service shortfall under the Environmental Regulations.*

With regards to the above request. We can confirm that in relation to flooding and a potential soakaway, our operational team have been able to provide a spreadsheet (attached) of 10 recorded cases and associated case notes since 2012 on our management systems where there has been 3 instances of flooding and confirmation that in 2015 a dye test was undertaken deeming a soakaway to be present.

We have had it been confirmed that the account has been active since 20/11/2021 and that we, United Utilities, are charging for water and sewerage. The surface water element of the bill was removed in February of 2024 due to it being connected to a soakaway. Following the discovery of the customer being connected to a soakaway, United Utilities backdated the charges to when the customer moved in and refunded the surface water highway drainage element of the bill.

In relation to the dwelling, it looks to have been constructed some time before our development services were keeping records. Meaning that, unfortunately, we are unable to locate any connection details relating to the rear of the property. Our legal team have also confirmed that in terms of any records relating to approvals there doesn't appear to be any held-on file as these documents only need to be kept for 6 years by law.

We understand that the development is 20+ years old. We have searched our Case Management system and unfortunately been unable to locate any file for this development. Looking at our map records this shows that the sewers (foul and surface water) as being publicly transferred under the 2011 legislation. As such, these sewers must have been connected to our network at the time 2011 legislation became effective.

Finally, we can confirm that there have been 2 instances of compensation payments, which my colleague shared with you via email this past Monday 28/04/2025.

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] [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.

Kind regards