



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-402

Date: 20/05/2025

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). Please see our comments, as follows:

Hi, I would like to access any drainage maps you have of the area at my address.

Essentially, I have a manhole in my property, and I need to know how long that has been there. I would really appreciate any drainage maps/layouts you have that are as old as possible. I need to know if the manhole was created before the property was built or after. If it was after, when was it built. Any information you have on this would be greatly appreciated and it would assist me in understanding the history of my property.

Many thanks in advance. [REDACTED].

The regulated business United Utilities Water Ltd has to make both water and sewer records available to view for free. You can view the sewer records at your local authority (you'll need to contact them direct to arrange this). If you wish to view both the water and the sewer records you can do so via United Utilities' on-line viewing facility. Property Searches manages the appointment diary on behalf of UU Water Ltd so please contact us on [03707 510101](tel:03707510101) to book an appointment. You can read more about this on our website, here: [United Utilities - Property Search](#) :

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
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.