



**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/ID301

**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).

1. A list of all United Utilities assets within a 1-mile radius of [REDACTED].
2. A list with copies of engineers reports for all works / surveys carried out within a 1-mile radius of [REDACTED] for the last 5 years.

You are welcome to view the public records via United Utilities online viewing facility for free. Viewings are by appointment only so please call 0370 751 0101 or email [propertysearches@uuplc.co.uk](mailto:propertysearches@uuplc.co.uk) to book an appointment. You will receive instructions on how to access the viewing portal once an appointment is booked. The viewings are for perusal purposes only and you cannot take photographs or copies of the records using digital equipment. Sketches are permitted.

If you require a hardcopy drawing of the apparatus you can register on [Property Searches](#). This is a paid for service and information on the products and prices can be found here: [Products & Services](#). The standard SLA is 48-hour turnaround for orders.

In order for us to obtain reports for all works carried out within a 1-mile radius of your property, it would require a UU resource to pull data from multiple systems, as well as manually review and redact personal data before it could be disclosed under the EIR. For a 5-year period, we anticipate this would take more than 18 hours to collate.

We therefore deem this to be manifestly unreasonable and we engage regulation 12(4)(b) of the Environmental Information Regulations (EIR), and we invite you to refine your request. Based on the estimated time and effort required to obtain the breakdown requested, we suggest that a reasonable refinement would be for 6 months' worth of data related to either clean water assets, or to wastewater assets.

#### **Regulation 12(4)(b) EIR – manifestly unreasonable**

The manifestly unreasonable exception allows public authorities to refuse a request for environmental information if it is considered manifestly unreasonable. ICO guidance provides that when determining whether requests for information are manifestly unreasonable, public authorities are to consider whether the requests are likely to cause a disproportionate cost or burden, or an unjustified level of distress, disruption or irritation. This justification is fact specific. ICO guidance

also provides that in assessing whether the cost or burden of dealing with the requests is too great and doing so would be clearly or obviously unreasonable, public authorities must take into account all of the circumstances of the case including:

- the nature of the request and any wider value in the requested information being made publicly available;
- the importance of any underlying issue to which the request relates, and the extent to which responding to the request would shed light on that issue;
- the size of the organisation and the resources available, including the extent to which you would be distracted from delivering other services; and
- the context in which the request is made, which may include the cost of responding to other requests on the same subject from the same requester.

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.