

Sorry we missed you



Water for the North West

Monitoring and managing the sewers in your area

Name:

Date:

Ref:

Can you please call us ASAP?

One of our team visited you today to arrange access to a manhole which is located on your:

Drive Garden External land

We need to access a manhole on your property to carry out an important survey. Can you please contact us ASAP on **01772 584900*** so we can arrange a convenient time with you? We will also be more than happy to answer any queries you may have.

For your peace of mind we only need to check the manhole and **won't need to enter your home or business.**

*This is a dedicated number for this work, carried out by our partner Sapphire Utility Services

What is this all about?

We're taking a look at the sewers in your area as part a programme of work to install over 19,000 digital sensors across the North West. These sensors will help us identify any potential issues before they become a problem, such as flooding or pollution.

But firstly we need to lift manholes at different locations to check if it is suitable for a sensor to be installed. One of those manholes is on your property, which is why we need you to call us so we can take a quick look inside.

If you would like to find out more about our work, take a look at [unitedutilities.com/sewer-improvements](https://www.unitedutilities.com/sewer-improvements) or you can also contact us on social media:



@OfficialUnitedUtilities



@unitedutilities



We're working to improve the sewer network in your area and one of the biggest issues we face is dealing with blockages.

Many are caused by wipes being flushed down the toilet and fat, oil and grease being poured down the sink.

To avoid blockages in your pipes and drains:

- **only flush the three Ps** - that's Pee, Poo and (toilet) Paper! Put all other unflushable items such as wipes, sanitary products and nappies in a bag and into the bin.
- **pour cooled fat, oil or grease** from cooking into a heat-resistant container and then empty the contents into the bin.

For more information visit: unitedutilities.com/stoptheblock