

Planning and Capacity

Frequently Asked Questions

1. What is the difference between a Tier 1 and a Tier 2 pre-planning foul drainage enquiry?

We have made several changes to enhance our service offering from 01/04/2025. We've acted on customer feedback with respect to our charges and developed a high-level feasibility "Tier 1" Pre-planning enquiry (PPE) report which is provided at a lower cost to our customers (for relevant assessment criteria).

A **Tier 1 assessment** is a high-level feasibility study that evaluates whether a proposed point of connection to the network is viable. It provides a clear "**yes**" or "**no**" response to a connection request, typically in support of planning applications.

A **Tier 2 assessment** is required when the requested connection point is **not feasible**, or where more complex issues need to be addressed. This includes situations requiring alternative or multiple connection locations, network reinforcement, or more in-depth analysis.

If you need help to submit your enquiry, please email us at

planningliaison@anglianwater.co.uk or call us on **03450 263 912**

2. Can I book a meeting?

If you wish to discuss a development outside of a pre-planning application, a meeting can be arranged as a chargeable activity. Further information can be found on our website

[Charges](#). If you would like to proceed with a meeting, your request can be sent to

planningliaison@anglianwater.co.uk

3. If I do a tier 1 and you recommend a tier 2, do I have to pay again?

If the output of a Tier 1 foul drainage enquiry is that further analysis is needed and you wish to progress with a Tier 2 assessment, the Tier 1 fee will be deducted from the Tier 2 amount.

4. Will you assess Surface Water as part of my InFlow (Tier 1 drainage) application?

All surface water connection requests are automatically classified as Tier 2 assessments due to the additional complexity and considerations required. This will not be assessed as part of a Tier 1 assessment.

It is not currently possible to submit a Tier 2 assessment on InFlow. The application form can be found using the following link [How to apply](#)

5. The Lead Local Flood Authority would like confirmation from Anglian Water that we can discharge our surface water to the sewer. How do I get this?

A Tier 2 surface water Pre-Planning application will be required to obtain this information.

Further information on how to apply and the fee can be found on our website [How to apply](#)

Please read our Surface Water Risk Management Guide [aws-surface-water-guide-sm.pdf](#)

It will tell you the information and evidence we need you to present to us to allow us to assess your application – further details can be found here [Minimum Information](#)

6. I have an old PPE that I would like to update. What do I do?

If the pre-planning report is over 12 months old, you will need to submit a new application for consideration as it will no longer be classed as in-date. Further details on how to apply can be found on our website [How to apply](#)

7. I would like to request a change to my Pre-planning report or submit a further question. Is this still free of charge?

From 1st April 2025 our regulated charging mechanisms have changed. Services we previously provided free of charge now incur a charge; this includes further questions that are beyond clarification of the information contained within a pre-planning enquiry and requires additional analysis. The charge is an hourly rate based on the time spent to resolve any further queries.

Typical examples of further questions outside of clarification of information contained in this report are:

- Investigation of alternative connection points
- Alternative connection points based on phasing or site surveys
- A change in the size or type of development

Full details of our charges can be found here [Charges](#)

8. What is included within a water Pre-planning report?

- Easement information
- Water supply network assessment
- A connection point
- fire flow confirmation (if requested)
- Budget costs for residential developments

9. Do we have to have a Pre-planning enquiry?

The Pre-planning service is not mandatory. However, should you wish to engage with us about capacity, this is a funded activity via one of our applications. Further information is available on our website [How to apply](#)

10. We paid for a pre-planning enquiry and received a positive response to our enquiry. However, you have issued a negative response at planning. Why?

We continually review and refine our reference data sets; as such, in certain catchments our response may change if new data shows an unacceptable risk to our assets or an increased risk of pollution.

11. My Pre-planning enquiry report states no to Water Recycling Centre (WRC) headroom or Sustainable Point of Connection (SPOC). What are my options?

Currently there is no 'solution' to a WRC objection. We are working with Local Planning Authorities (LPAs) and our regulators to understand what opportunities there are to enable us to provide infrastructure to meet the Governments growth agenda. Developers are unable to fund WRC upgrades.

The purpose of our SPOC process is to proactively manage and mitigate risks of new

connections to Anglian Waters drainage networks using analysis which measures network and asset performance and incorporates known risks. We accept developer funded contributions via the Infrastructure Charge; however, we do not allow direct developer contributions above and beyond this for single site solutions outside of a development's red-line boundary. If a Pre-Planning Assessment advises there is no SPOC available, Anglian Water will object to the development at planning.

12. What will you say at planning to my development?

You can submit a Pre-planning enquiry for site specific comments and to understand what Anglian Water would say at planning.

Our use of Planning Responses falls within these categories:

Objection – If the assessment shows there is insufficient capacity at the Water Recycling Centre (WRC) or there is no Sustainable Point of Connection (SPOC) available & there is no planned investment

Condition – If there is planned investment in AMP8, we will recommend a pre-occupation planning condition

No concerns – where the receiving WRC has capacity to accommodate the entire development proposal.

Descriptive WRC's: Objection – Applicant could overcome our objection if they carried out one year's flow monitoring (at developer cost of circa £20,000) to establish if additional flows would not cause environmental harm.

13. Why has the decision been made to object to development schemes in areas lacking wastewater treatment capacity? From the outside it would seem more logical from an AW business perspective to use Grampian conditions rather than an objection.

A condition needs to meet the 6 planning tests and can only be used where it is possible to be discharged by the developer. We are only objecting in catchments where we have no planned growth scheme to the Water Recycling Centre. Therefore, to apply a pre-occupation condition in these catchments would not meet the 6 tests and it is unlikely the condition could be discharged in the lifetime of the planning consent.

14. What are the next steps for the WRCs improvements, i.e. when are we going to get certainty on the release of additional capacity?

Where we are asking for pre-occupation conditions there is certainty around the delivery of these growth driven asset enhancement schemes; they are approved by Ofwat and in our business plan for AMP8 (2025-2030). Where we are objecting, we are unable to promote growth schemes as we do not have sufficient funding to deliver the required growth upgrades. We will have to wait for AMP9 (2030-2035) before we can request further growth investment, however there is no guarantee we will secure the funding.

15. How does this situation fit in with the Nutrient Neutrality (NN) issue where we have purchased NN credits for a development?

The purchase of Nutrient Neutrality (NN) credits falls outside of the Water Recycling Centre (WRC) capacity and Sustainable Point of Connection (SPOC) process. If your enquiry is in relation to our AMP8 WINEP investments for Phosphorus and Nitrogen Removal at certain WRCs, these are environmental obligations which are due to be delivered this AMP - all

deliverables/dates are subject to change based on unforeseeable circumstances, however we will always follow the defined regulatory change management process when change is unavoidable. In terms of changes to the number of nutrient credits that need to be purchased, this will be informed by updates to the Norfolk Nutrient Budget Calculator on the Norfolk Local Planning Authority websites. This calculator can only be updated when an updated discharge permit is in place with the new Phosphorus and Nitrogen limits prescribed.

16. How can I arrange 12 months of flow monitoring at a Descriptive WRC?

If you are within the catchment of a descriptive works a developer can undertake 12 months of flow monitoring (at developer cost circa £20,000) to establish if there is capacity at the works to accommodate the proposed growth. The developer/applicant can contact planningliaison@anglianwater.co.uk and we will help facilitate this process with our flow compliance team.

17. At what point will capacity be 'secured' for a development? How will it be managed to prevent large schemes securing capacity and then being delayed for several years, potentially leading to upcoming sites facing artificial network capacity restrictions?

It is important to note that we cannot reserve Water Recycling Centre (WRC) or network capacity.

In terms of WRC headroom, we consider sites with planning consent when assessing headroom for growth. We update our growth calculations annually to align with the annual dry weather flow return to the Environment Agency. Both these factors are used to calculate remaining WRC capacity.

18. Can a developer fund Water recycling Centre (WRC) upgrades?

We are unable to accept developer funding to upgrade our WRC's (Water Recycling Centres). AW cannot currently be requisitioned to upgrade a WRC at a developer's cost, although this is being reviewed.

19. Can I make other arrangements to dispose of the foul sewage from my site?

If the development disposes of wastewater via other means, such as private treatment plant, subject to Environment Agency (EA) approval, Anglian Water would not make comments at planning as our assets would not be impacted.

20. Will Anglian Water adopt a Water Recycling Centre (WRC)?

Anglian Water will consider the adoption of a private treatment plant subject to the developer first having the Environment Agency (EA) approval for the outfall and for the permit details to be available. We would accept a Section 104 application once this is done and the final decision will be based on the unique nature of the proposal and the wider catchment.

21. Can we connect to a different catchment?

Consideration can be given to a connection to a different catchment as part of a Tier 2 Pre-Planning enquiry. It should be noted that the conveyance to reach a connection point to an

alternative catchment would be the responsibility of the developer.

22. Can a developer fund Network Mitigation upgrades?

We are unable to accept developer funding to upgrade our sewerage network to create a sustainable point of connection. Whilst we can be requisitioned, under S98 of the Water Industry Act, for a developer to connect to a suitably sized sewer (for a site with planning permission), in practice this will only enable delivery of connections at the agreed sustainable point of connection, referenced in the drainage condition on the planning application. Upgrades required on the Anglian Water side of an agreed connection point are for us to fund, from the infrastructure charges received throughout the region.

23. Can I put in additional storage, utilise Real Time Control (RTC) or pump at night?

Anglian Water no longer supports short term mitigation measures. We do not consider on-site attenuation and flow control as sustainable solutions and hence, do not support them as part of a foul drainage strategy.

24. How can you object if I have a right to connect under the Water Industry Act?

Sites with planning consent have the right to connect regardless of capacity constraints, pollution and/or flood risk. In these cases, Anglian Water is legally required to allow the requested connections and fund any mitigation required.

Anglian Water receives consultations from planning authorities for major, and some minor developments (<10 plots), it should be noted that the Water Company is not a statutory consultee – planning authorities assess our commentary and are the ultimate decision makers.

For sites which do not have a planning status, we use the planning system to proactively protect our assets and mitigate risk from new connections to our water and drainage networks. We do this by either recommending planning conditions, where the 6 condition tests can be met, or where the risk to the environment is unacceptable, we object. The use of planning conditions to manage connections to our network is supported by the Supreme Court decision in the case of Barratt Homes Limited v Welsh Water in December 2009, where it is stated that water companies should use the Town and Country Planning Act to control the right to connect.

25. Is objecting to planning applications legal?

Anglian Water sought advice from The Kings Council (KC) on the legality of objecting to residential development or recommending a pre-occupancy condition in circumstances where there is insufficient capacity to treat foul water flows and the lawfulness of a Local Planning Authority (LPA) refusing planning permission or imposing such a condition. Please email planningliaison@anglianwater.co.uk to obtain a copy of the document which supports our approach in requesting planning conditions relating to Water Recycling Centre (WRC) capacity and network capacity, as well as our objections to planning applications where there is an environmental risk.

26. How do I submit a Trade Effluent (TE) enquiry?

If you think your business requires a trade effluent consent, you'll need to contact your retailer and complete a Trade Effluent Notice application form (also known as a G/02 Form)

6 months prior to the anticipated discharge date. Once we have received the completed application from your retailer we will process the consent. Further information can be found on our website [Trade effluent](#)

Alternatively, you can submit a Pre-planning Tier 1 assessment for a hydraulic capacity assessment of the network and WRC and a simple “Yes or No”. If no connection point can be found, a Tier 2 may be recommended.

A Tier 2 assessment will be required for the Trade Effluent Regulation Team to undertake a biological and loading assessment at the Water Recycling Centre.

27. Can I have a list of the WRC's with and without capacity?

A list of all Anglian Water's water recycling centres (WRC) with the corresponding planning/pre planning response can be requested. Please email planningliaison@anglianwater.co.uk to obtain a copy. It should be noted that the entire proposed development would need to fit within the permitted headroom.

The list does not identify network constraints, and we advise that you engage with us to identify sustainable points of connection and obtain site specific comments via our pre-planning enquiry (PPE) service [How to apply](#)

The WRC data is updated annually in mid-April, which could change the response for the development site if it has not received planning. Should you have an in-date PPE (they are valid for 12 months from publication) and wish to check the WRC comments, please send an email to planningliaison@anglianwater.co.uk with your PPE or STR reference number and we will respond. Please note a new report will not be produced.

28. My development is in a vacuum network, what do I need to know?

Vacuum sewerage systems are different to conventional gravity systems in that connections can only be made to a vacuum pot (the chambers on the vacuum system) and not directly to the vacuum pipework. Vacuum pots have limited capacity, and each vacuum sewerage system is bespoke and designed only for the dwellings it was built to serve. To mitigate the risk of flooding and pollution, Anglian Water will use the planning process to object to a connection to a vacuum sewer until an assessment has been made to determine whether capacity exists within a vacuum network.

Confirmation of capacity within the vacuum network, the downstream network and the Water Recycling Centre can be obtained through a Tier 1 Pre-planning enquiry.

29. How can I obtain a copy of your sewer records?

Please visit www.digdat.co.uk. You will need to register on the website, and you will then be able to search for your chosen location and get an instant quote online.

To progress your order simply proceed to the checkout and make your payment using their secure web page.

On receipt of your payment your maps will be dispatched via your chosen delivery method.

30. How long is my Pre-planning report valid for?

The Pre-planning enquiry (PPE) report is valid for a maximum of 12 months. The WRC data is updated annually in mid-April which could change the response for the development site if it has not received planning. Should you have an in date PPE and wish to check the WRC comments, please send an email to planningliaison@anglianwater.co.uk with your PPE

or STR reference number and we will respond. Please note a new report will not be produced.

31. How can I connect to the public sewer?

There are different ways of connecting to the public sewer depending on the circumstances of your development.

1. A direct sewer connection - if you want to connect directly to the public sewer.
2. An indirect sewer connection - if you want to connect to an existing private drain that will then discharge into a public sewer.

If you're unsure whether your connection is to a private or public sewer, you can find out more about the ownership and responsibility of pipes [here](#).

Direct connections to the public sewer can be made by four main methods as shown on our [methods of direct sewer connections page](#).

32. How do I apply for a water connection?

You may need a new water supply for:

- A new or existing property – where a water supply doesn't currently exist.
- An existing property – where the existing water supply needs replacing, enlarging or changing from a shared supply.
- Temporary Building Supply (TBS) - should you require a TBS this can either be disconnected or changed to a permanent water supply once you have completed your project
- Something else - such as field use or other internal or external water supplies.

We're here to support you every step of the way in getting your new water connection. There will be tasks for you to complete, and others that we'll take care of for you. To keep us on track we've broken down your journey into 5 simple steps, our guide [aws-your-water-connection-journey-sm-v5.pdf](#) will give you the information you need.

33. How do I get my sewer adopted?

In addition to a standard pre-planning enquiry, the Pre-Design Strategic Assessment (PDSA) stage is designed to capture the early engagement for the design of a site. Enabling the proposals for maintaining a sewerage system for its lifetime to be considered and discussed. The earlier these discussions the better. An assessment can be requested at any point before the S104 application is submitted for foul and surface water. It also allows the developer to confirm the future owner and maintainer of the sewerage system "at the outset". This can be used as part of the planning application.

We would be delighted to consider your application for a new sewer adoption and would invite you to engage with us as early as possible.

The PDSA application form can be found [here](#).

Alternatively, please visit our InFlow portal and click on Drainage or visit our website <https://www.anglianwater.co.uk/developing/drainage-services/sewer-adoptions/>

34. I have a non-household (commercial) site with a water demand above that required for domestic purposes. What do I need to know?

Anglian Water has a statutory duty to supply water for domestic purposes (e.g. sinks and toilets), including for non-household (commercial) properties.

There is no legal requirement for us to supply non-domestic water use for industrial

processes (e.g. agri-food production, car washes) where it might put at risk our ability to supply water for domestic purposes.

We are currently declining non-domestic water demand requests above 20,000 litres per day (20m³/day) across the Anglian Water supplied region.

We will request a Water Resource Assessment for anything designated as a Nationally Significant Infrastructure Project or Special Development Order. It should be noted that we will use the Planning Process and will object in planning if we cannot meet non-household demand. Where relevant we will place a condition stipulating 20m³/day limit.

35. Is the 20m³/day limit for non-domestic use set by Anglian Water or by regulators e.g. OFWAT?

The 20m³/day limit is set by Anglian Water and is based on our Water Resource management Plan (water consumption) projections.

36. What happens if we use full rainwater harvesting systems?

We encourage the use of rainwater harvesting systems. However, it won't remove the 20m³/day limit. We are happy to discuss any innovative ways to re-use water such as balancing ponds etc.

37. In the charging arrangements it advises that Anglian Water will pay if the point of connection needs to change. Why are you saying a developer must fund the conveyance to a SPOC as it goes against this guidance?

Anglian Water is using the planning process to guide development to a Sustainable Point of Connection (SPOC), where a local connection will cause a risk to existing customers or the environment. We are asking Local Planning Authorities to condition planning applications until a SPOC is identified, and a foul drainage strategy is agreed.

It is the responsibility of the developer to fund the conveyance to the SPOC to be able to discharge the foul drainage condition. There may be mitigation required downstream to mitigate the impact of accumulative growth and this will be funded via the infrastructure charge contributions.

Where a development has unconditional planning approval, there may be instances where a connection point needs to be changed. In this scenario, Anglian Water will fund this change. We would be unable to do this on all developments as this would reduce the funding available to mitigate the impact of growth within catchments to protect our existing customers and the environment.

38. You have told me that the constraint is at a Combined Sewer Overflow (CSO). Where can I find the spill data?

A [Storm Overflow Map](#) of our CSOs is available on our website, along with further information about how these work and what Anglian Water is doing to address these overflows. The Event Duration Monitor (EDM) returns that are published on an annual basis can be found there

39. If there is no Sustainable Point of Connection (SPOC) available on the network, but there is capacity at the Water Recycling Centre (WRC), could we connect directly to the WRC?

If there is a gravity discharge into the WRC, we would consider a connection to the gravity sewer immediately upstream of the WRC. If there is no gravity sewer discharging to the WRC, we would not permit a connection directly to the WRC, as there is no legal right of connection. Section 106 of the Water Industry Act 1991 only provides the right of connection to a public sewer.