

Category Update

01/06/2023 17:57
🕒 11 days ago

3

This event has been finally categorised as a CAT 3 (Medium Risk)

Categorisation Completed on 01/06/2023 17:57

General

01/06/2023 17:57
🕒 11 days ago

To Water Only

Job Completed ([REDACTED])

11/04/2023 11:52

Job Completed ([REDACTED])

11/04/2023 11:52

Event Completed ([REDACTED])

11/04/2023 11:50

General

11/04/2023 11:50
🕒 2 days ago

Asset information is updated.

General

11/04/2023 11:50
🕒 2 days ago

Tankering type - None

General

11/04/2023 11:48
🕒 2 days ago

Access to Water for PIA - Yes

General

11/04/2023 11:34
🕒 2 days ago

Called, post clean up IA complete, unable to take samples as the ditch is dry.

ORRM informed

11/04/2023 11:35
🕒 2 days ago

General

11/04/2023 11:30
🕒 2 days ago

Photos after cleanup I'm unable to sample the ditch as there is currently no water running through it



General

11/04/2023 11:26
🕒 2 days ago



JOB TYPE: **WR Pollution** | WATCHED: | RISK: **Medium**

AG

CATEGORISATION

11/04/2023 11:21
 General 2 days ago

Can you call me as soon as possible

- Arrived On Site () 11/04/2023 11:14

- Job Accepted () 11/04/2023 11:14

- Job Assigned () 11/04/2023 11:14

- Arrived On Site () 11/04/2023 11:06

- Job Accepted () 11/04/2023 10:52

- Job Assigned () 11/04/2023 10:52

- Job Created 11/04/2023 10:45

11/04/2023 07:45
 General 2 days ago

Liaising with IDS for deployment

11/04/2023 07:58
 On for who will attend after his current alarm job 2 days ago

Job Resumed () 10/04/2023 2

- Job Created 06/04/2023 1

06/04/2023 17:3
 General 6 days ago

Dunnella confirm clean up complete. IA to be raised for Tuesday 11/4/23.

06/04/2023 18:05
 Op added. 6 days ago

Job Paused () 06/04/2023 1

06/04/2023 10:5
 General 7 days ago

Message sent to Dunnella for an update on clean up.

Job Resumed () 06/04/2023 04:55

Job Paused () 05/04/2023 16:51

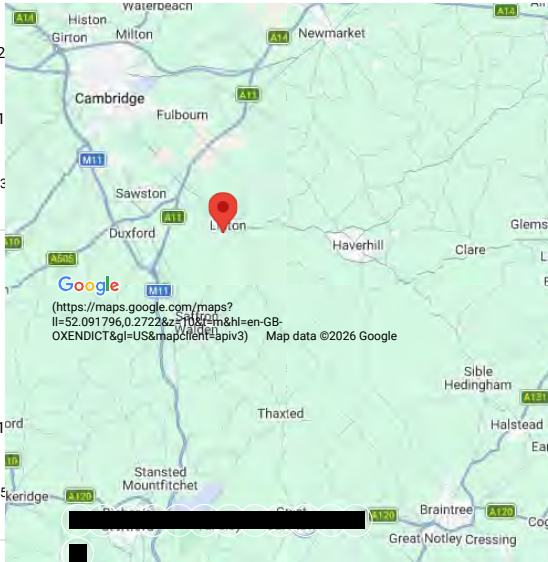
05/04/2023 16:50
 General 7 days ago

STATUS
Event Completed

INFORMED 14:39 → **ARRIVED** 11:17 → **COMPLETED** 11:50
 21/03/2023 22/03/2023 11/04/2023

Show Full Timeline

Business Unit	Water Recycling
Job Type	Pollution
Informed By	Member of Public
Point of Entry	52.0920518114
	0.2729430195
Discharge Consent	Yes
Asset Code	78308290
Asset Type	Infra
Asset Category	Foul Sewer
EA in Attendance	No
EA Informed	Yes
NIRS Reference	2138012
Formal Sample	No
Tankerung	None



[View Details](#)

Response back from ██████████ (30/03): The waste has been cleaned away from the site today & we will return asap to replace stone

Job Resumed (██████████) 05/04/2023 03:07

Job Paused (██████████) 04/04/2023 07:12

Job Resumed (██████████) 04/04/2023 02:30

Job Paused (██████████) 03/04/2023 07:11

Job Resumed (██████████) 03/04/2023 02:04

Job Paused (██████████) 30/03/2023 14:21

██████████ ██████████ 30/03/2023 14:21
General 13 days ago

Email sent ██████████ for ETA on clean-up

Job Resumed (██████████) 30/03/2023 03:57

Job Paused (██████████) 29/03/2023 08:08

Job Resumed (██████████) 29/03/2023 03:44

Job Paused (██████████) 27/03/2023 07:19

Job Resumed (██████████) 27/03/2023 02:48

██████████ - Job Completed (██████████) 24/03/2023 17:10

██████████ - Job Parked (██████████) 24/03/2023 09:30

██████████ - Arrived On Site (██████████) 24/03/2023 09:01

██████████ - Job Accepted (██████████) 24/03/2023 07:40

██████████ - Job Assigned (██████████) 24/03/2023 07:40

██████████ - Job Created 23/03/2023 20:09

Job Paused (██████████) 23/03/2023 14:52

██████████ ██████████ 23/03/2023 14:52
General 18 days ago

An action has been added for ORRM to contact Dunnella for an ETA on clean up on Monday.

★ ██████████ stopped watching this event 23/03/2023 09:58

██████████ ██████████ 23/03/2023 09:58
General 18 days ago

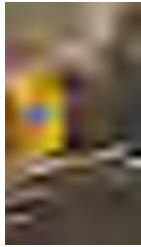
aimless.candidate.heaven. - 50 m ds 0.00. No visible impact



█ [redacted]
General

23/03/2023 09:57
🕒 18 days ago

Stacks. Barrel.singing. 5 m ds 0.41



█ [redacted]
General

23/03/2023 09:56
🕒 18 days ago

Smarter. Bath. Practical. Unable to take a sample



█ - Job Completed (█)

23/03/2023 09:42

█ - Arrived On Site (█)

23/03/2023 08:41

█ - Job Accepted (█)

23/03/2023 07:59

█ - Job Assigned (█)

23/03/2023 07:59

★ [redacted] started watching this event

23/03/2023 07:55

█ [redacted]
General

23/03/2023 07:55
🕒 18 days ago

Deployed to █ ETA 09.00 -1st job for today

★ [redacted] stopped watching this event

23/03/2023 06:53

Job Resumed (█)

23/03/2023 06:21

█ - Job Completed (█)

22/03/2023 18:20

█ - Arrived On Site (█)

22/03/2023 17:54

█ - Job Assigned (█)

22/03/2023 16:41

Job Accepted ([redacted])

22/03/2023 16:41

Job Paused ([redacted])

22/03/2023 16:16

★ [redacted] stopped watching this event

22/03/2023 16:16

[redacted]
General

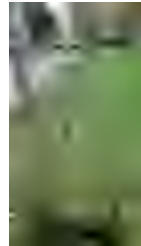
22/03/2023 16:14
🕒 18 days ago

op raised for an ft to complete an IA site check photos and samples 23/03 1st job-

[redacted]
General

22/03/2023 16:13
🕒 18 days ago

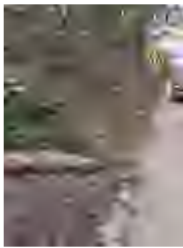
50m D/S



[redacted]
General

22/03/2023 16:13
🕒 18 days ago

Point of impact



Job Created

22/03/2023 16:04

[redacted]
General

22/03/2023 15:58
🕒 18 days ago

5m ds from point of impact ///stacks.barrel.singing



[redacted]
General

22/03/2023 15:57
🕒 18 days ago

ft has called and Dunella havent completed a clean up yet- he has called them and they will try and attend tomorrow

[redacted]
General

22/03/2023 14:43
🕒 19 days ago

messaged ft with requirements and to advise this is his next job

- ft called and he is now on route to job

22/03/2023 15:18
🕒 18 days ago

- General

22/03/2023 13:30
🕒 19 days ago

- IA OP deployed for [REDACTED] ETA approx 15:45

- General

22/03/2023 13:27
🕒 19 days ago

- Dunnella tied up with a higher priority job currently therefore paused as per ORRM

- [REDACTED] - Job Completed ([REDACTED])

22/03/2023 11:28
- [REDACTED] - Job Completed ([REDACTED])

22/03/2023 11:26
- [REDACTED] - Arrived On Site ([REDACTED])

22/03/2023 11:22
- [REDACTED] - Job Accepted ([REDACTED])

22/03/2023 11:19
- [REDACTED] - Job Assigned ([REDACTED])

22/03/2023 11:19
- Arrived On Site ([REDACTED])

22/03/2023 11:17
- Job Accepted ([REDACTED])

22/03/2023 10:47
- Job Assigned ([REDACTED])

22/03/2023 10:47

- General

22/03/2023 10:46
🕒 19 days ago

- Redeployed o [REDACTED] ETA 14.45

- General

22/03/2023 08:42
🕒 19 days ago

- Redeployed to [REDACTED] ETA 09.50

- ★ [REDACTED] started watching this event

22/03/2023 07:26

- General

22/03/2023 07:26
🕒 19 days ago

- Deployed to [REDACTED] ETA 8.30

- Job Resumed ([REDACTED])

21/03/2023 23:56
- Job Paused ([REDACTED])

21/03/2023 20:17

- Category Update

21/03/2023 20:16
🕒 19 days ago

3

This event has been initially categorised as a CAT 3 (Medium Risk)

Categorisation Completed on 21/03/2023 20:16

- General

21/03/2023 20:16
🕒 19 days ago

Spoke to [REDACTED] (EA) in regards to a further update. I have informed [REDACTED] that the cause of the blockage was a mixture of stone, rag and a rod within the network as reported by the field team. I have also informed [REDACTED] that the blockage has been cleared, an impact

assessment is to be carried out tomorrow morning and contractors are to carry out a clean-up. [REDACTED] is happy with the update provided.

[REDACTED]
General

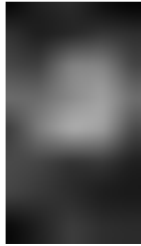
21/03/2023 20:08
🕒 19 days ago

[REDACTED] has called- job now completed- blockage cleared- there is a small clean up needed so he is sending the details to dunnella. IA will be raised for an IA to be completed after the clean up

[REDACTED]
General

21/03/2023 19:58
🕒 19 days ago

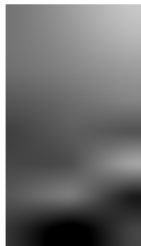
Customers private manhole



[REDACTED]
General

21/03/2023 19:44
🕒 19 days ago

MH now cleared



[REDACTED]
MH1700

21/03/2023 19:58
🕒 19 days ago

[REDACTED]
General

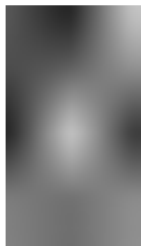
21/03/2023 19:34
🕒 19 days ago

[REDACTED] (EA) requested for an update. I have provided [REDACTED] with the current samples taken and actions on-site, and informed a full impact assessment will be carried out tomorrow for the clean-up. [REDACTED] is happy with the update provided and requested for a tanker to be potentially used in regards to the clean-up. [REDACTED] requested for a further update tomorrow either by a phone call or via a message.

[REDACTED]
General

21/03/2023 19:25
🕒 19 days ago

ft clearing blockage



[REDACTED]
General

21/03/2023 19:17
🕒 19 days ago

photos of MH now cover is lifted



■ [Redacted] General

21/03/2023 18:44
🕒 19 days ago

op raised for an ft to complete an IA/Photos/WC+samples-pcc app- 22/03-1st job

■ [Redacted] - Job Created

21/03/2023 18:44

■ [Redacted] General

21/03/2023 18:24
🕒 19 days ago

op now raised for [Redacted] to assist on site and deployed down to him. he will be on site by 19pm

■ [Redacted] General

21/03/2023 18:18
🕒 19 days ago

Affected Area Updated to Watercourse

■ [Redacted] General

21/03/2023 18:18
🕒 19 days ago

Access to Water for PIA - No
N/A

■ [Redacted] General

21/03/2023 18:18
🕒 19 days ago

Photos Added Updated to Yes

■ [Redacted] General

21/03/2023 18:18
🕒 19 days ago

Point of Impact is updated.
GRID REF. @ POD: TL5581046182

■ [Redacted] General

21/03/2023 18:17
🕒 19 days ago

50m from point of impact ///aimless.candidate.heaven



■ [Redacted] General

21/03/2023 18:17
🕒 19 days ago

5m ds from point of impact ///stacks.barrel.singing



General

21/03/2023 18:16
19 days ago

NIRS reference is 2138012.

EA (ICS) informed of a blocked sewer which has caused discharge out of a MH and POD into a nearby dry ditch @ GRID REF: TL5581046182.

21/03/2023 18:18
19 days ago

- Job Created

21/03/2023 18:13

General

21/03/2023 18:12
19 days ago

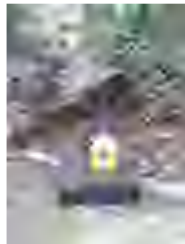
photos showing flooding



General

21/03/2023 18:11
19 days ago

POINT OF IMPACT ///smarter.bath.practical



General

21/03/2023 17:59
19 days ago

ft is now getting in touch with DM to arrange for [redacted] to assist as he is unable to lift the MH covers on his own- he has spoken to [redacted] already and he is willing to come in on non rostered to help

General

21/03/2023 17:28
19 days ago

ft called to confirm-blocked sewer main- he will send photos and samples. the area around the flooding is gravel so has acted as a natural filter and only liquid has gone into the ditch- he will now unblock and arrange a clean up. an IA will be needed after the clean up has been completed

General

21/03/2023 16:29
19 days ago

ft is now on site- message sent with requirements

★ [redacted] started watching this event 21/03/2023 15:30

[redacted] General 21/03/2023 15:30
🕒 19 days ago

redeployed to [redacted] after his lunch- eta 16pm

[redacted] General 21/03/2023 14:55
🕒 20 days ago

Storm condition - Yes

[redacted] General 21/03/2023 14:55
🕒 20 days ago

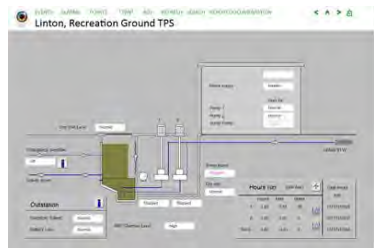
Discharge consent - Yes
Storm Yes
Mechanical Breakdown Yes
Electrical Breakdown Yes
Burst Rising Mains No
Sewer Blocked Downstream No

[redacted] General 21/03/2023 14:55
🕒 20 days ago

Informed By updated to Member of Public

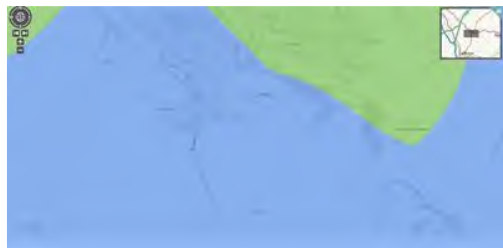
[redacted] General 21/03/2023 14:54
🕒 20 days ago

VIEW X shows WW normal, EO off, Both Pump stopped., Dry Well normal.



[redacted] General 21/03/2023 14:53
🕒 20 days ago

MAGIC shows mapped in SPZ 3 location



[redacted] General 21/03/2023 14:52
🕒 20 days ago

GNET / GROSIGHT shows Foul mapped size unknown traced to LINRSM - WC mapped 9m from POI - No SW mapped -



General

21/03/2023 14:48
20 days ago

On for ETA 15:15.

System User
General

21/03/2023 14:39
20 days ago

21.03.2023 14:39:58 UK (Person to Contact: Mobile: Phone: Email:
 Location Details: Easting: 555760 Northing: 246152 OS Reference:
 TL558462 Failed to Raise: Attempted At: 21/03/2023 - 14:33 Attempted By: @anglianwater.co.uk
 (mailto: @anglianwater.co.uk) Failed to Raise: Attempted At: 21/03/2023 - 14:33 Attempted By: @anglianwater.co.uk
 (mailto: @anglianwater.co.uk) ACTION REQ'D- FLOODING - From : Other. Liquid : Running into a River, Stream or Ditch.
 Movement : Flowing. Items Seen : Wipes or toilet paper . Extent : Greater than 100m (approx.300 ft). Precise Location Details : coming
 from the into a ditch outside the Access : Yes. Additional : . Late Visit/Call : Yes. Additional Details:
 is reporting sewage flooding from the manhole on the drive. this is flooding into the ditch at which has a calvert.
 the manhole is also overflowing and flooding the highway.had a private contractor out who advised this was aw responsibi lity.
 21.03.2023 14:41:40 UK (ABEAN2) raised obo and advised to call to pollution team.

Created (System User)

21/03/2023 14:39



Weather

Hadstock Road, Linton, Cambridge, CB21 4NT
21/03/2023 14:39



12°
12:00



13°
13:00



13°
14:00



14°
15:00



13°
16:00



Scheduling

Reported On 21/03/2023 14:39
Assigned to



Job Description
Investigate Possible Pollution



Work Order No
62147181



SLA
A