

[REDACTED]

From: EIR
Sent: 01 April 2026 08:44
To: [REDACTED]
Subject: [REDACTED]

Dear Requester

Thank you for your request for information about air valves on water mains, which we received on 11 March 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. In May 2024 how many air valves did Anglian Water have on it's water network
2. Prior to 2024 did Anglian Water have a programme for inspecting water main air valves
3. If Anglian Water did have an inspection programme, when was it put in place and how often were inspections carried out
4. Was Anglian Water contacted prior to 2024 by the DWI about water main air valve inspections
5. Has Anglian Water changed the practice for inspecting water main air valves since May 2024

EIR Response: Provision of Requested Information

Item 1 is held by Anglian Water and has been provided below.

Anglian Water has circa 15,000 air valves located on service reservoirs, water tower sites and in the water distribution network

Item 2 is held by Anglian Water and has been provided below.

We undertake a risk assessment annually, which assesses each individual air valve, categorising them as very high, high, medium or low risk. The risk assessment informs our proactive air valve inspection programme, with the inspection frequency aligned to the assigned risk category.

Item 3 is held by Anglian Water and has been provided below.

The proactive air valve inspection programme has been in place for over 20 years, with very high and high risk air valves inspected annually, medium risk air valves inspected on a five year frequency and low risk air valves inspected every 15 years.

Item 4 is held by Anglian Water and has been provided below.

A DWI audit was carried out in December 2018 with the assessment letter recommending we review planned maintenance of air valves across our region, requesting a summary report of our current position, and any actions we plan to take to improve air valve maintenance.

Item 5 is held by Anglian Water and has been provided below.

DWI conducted an air valve audit in October 2024 with the assessment letter (received in May 2025) recommending we critically review our proactive air valve programme and increase the inspection and maintenance frequency for all low risk infrastructure air valves. We have subsequently reviewed our proactive air valve inspection programme, increasing the frequency of medium and low risk air valve inspections to every two years. This programme commenced on 1st October 2025 with all air valves inspected to the new frequency by 30th September 2027.

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If you are unhappy with the service you have received in relation to your request and wish to request an internal review, you should email EIR@anglianwater.co.uk or write to:

General Counsel, Anglian Water Services, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon PE29 6XU

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

If you have any queries about this email, please contact us via EIR@anglianwater.co.uk .

Yours sincerely

EIR Team

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