

[REDACTED]

From: EIR
Sent: 13 April 2026 11:42
To: [REDACTED]
Subject: [REDACTED]

Dear Requester

Thank you for your request for information about polluter pays, which we received on 19 March 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. examples of how polluter pays from clothing manufacturers and detergent manufacturers works
2. examples of how polluter pays for run off from roads.
3. what was the revenue from trade effluent in the last financial year

EIR Response: Provision of Requested Information

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

From a trade effluent perspective, consent limits are imposed to safeguard the conditions set out in our Water Recycling Centre (WRC) permits and to ensure compliance with the Environmental Quality Standards (EQS) of the receiving watercourses, as defined by the Environment Agency. These limits are subject to risk assessment and ongoing monitoring, and any exceedances are communicated to the relevant dischargers. In line with our enforcement policy, appropriate enforcement action is taken based on the severity and significance of each breach.

Charges are applied for the conveyance and treatment of trade effluent, including the treatment of phosphates, and these charges are cost neutral.

We also apply the “polluter pays” principle where any non-domestic discharge causes significant harm or pollution, necessitating activity beyond our standard regulatory duties. For the most recent full financial year (2024–2025), total costs recovered under this principle amounted to £145,617.89. These recovered costs are also cost neutral.

Item 2 is not held by Anglian Water.

Run off from roads are managed by National Highways, local highways and local authorities.

Information can be requested from National Highways via their website [Your information rights - National Highways](#)

Local highways and local authorities will have similar ways to request this information with information on their websites.

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

Costs are recovered for conveying and treating trade effluent. The revenue for the last financial year for Trade Effluent was £51m. For clarity please note that no profit is made from this activity.

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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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