

SAP job 1.- job number removed as linked to an individual

27.02.2026 15:31:44 UK ([REDACTED]) MERCURY

Person to Contact: MR [REDACTED] Mobile: [REDACTED] Phone: Not Provided Email: [REDACTED]

Location Details: Easting: 488310 Northing: 333377 OS Reference: SK883334 W3W Reference: stew.treble.appoints

PROBLEM LOCATION DESCRIPTION - Land Adjacent To The Drift , NG32 1AE

ACTION REQ'D- LOSS FACILITIES. Problem : Full Manhole. Overflowing : . Occured Before : Yes. Details : on going issue with root ball in the drain . Where : In the Public Domain. Located : outside number 1a. FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE

Additional Details: [REDACTED] has advised that he is doing some sort of building work, and the drains is blocked with a root ball 70 metres down stream and broken pipe 20 metres down, please call when en route 02.03.2026 13:08:20 UK (SCP-APIM) OMW: Communication sent to the customer to confirm we are on our way. With Delivery Window: 13:00 - 14:00.

02.03.2026 13:16:44 UK ([REDACTED]) Additional Contact by Customer: ACIL

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: Not Provided Email: Not Provided

ACTION REQ'D- ATTENDANCE - No.Details given: [REDACTED] called in as just had a message to say the Technician is on the way to this area, outside [REDACTED] The Drift NG32 1AE, customer has land near to this location and was the person who reported this to us. Can the Technician please phone Mr [REDACTED] as soon as possible, he will not be on site when we attend?. FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE 02.03.2026 13:33:54 UK (SCP-APIM) On Site: Communication sent to the customer to confirm we are on site.

02.03.2026 13:56:48 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-03-02 13:56:48 *****OFSC note added on 000067875493 0010 *****

Parked 02.03.2026 14:37:47 UK (BC-BATCH) Q Contact been made with Customer? A No Q Has a Contact Card been left? A No Q Has voice mail been left for Customer? A Yes Q Is Customer Issue 100% Resolved? A Yes Q If no, Underlying Cause of Problem A Non-Applicable Q Customer Issue on PPM Programme? A No Q PPM Details A Non-Applicable

02.03.2026 14:45:44 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-03-02 14:45:44 *****OFSC note added on 000067875493 0010 *****

Arrived onsite completed powra and activated loneworker. On arrival located area from w3w [REDACTED]treble.appoints no sign of a mh then located [REDACTED] the drift as per text but sign customer then located [REDACTED] as per text [REDACTED] tried to call customer twice no answer so left voicemail and had no return call need more information for the job or customer to be onsite. Nwwk for an FT to return once more information has been given or customer can be onsite. 02.03.2026 16:27:12 UK ([REDACTED]) Additional Contact by Customer: ACRN

Person to Contact: MR [REDACTED] Mobile: [REDACTED] Phone: Not Provided Email: [REDACTED]

ACTION REQ'D - Reason for call: Ringback not received. Details Mr [REDACTED] would like early communication so that his on site when the engineer vi sit.. 02.03.2026 18:06:20 UK ([REDACTED]) as per nwwk added an op for ft to go back when customer can meet on site 03.03.2026 14:15:12 UK ([REDACTED])

calledcus:0010:

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: Not Provided Email: [REDACTED]

Spoke to [REDACTED] about the reattendance on this - adv would ring attending FT to adv regarding attendance as cust needs call to let him know an ETA etc 03.03.2026 15:01:58 UK (SCP-APIM) OMW: Communication sent to the customer to confirm we are on our way. With Delivery Window: 15:15 - 16:15.

03.03.2026 15:59:34 UK (SCP-APIM) On Site: Communication sent to the customer to confirm we are on site.

03.03.2026 17:12:33 UK ([REDACTED]) ft on site before chase picked up chase accepted

03.03.2026 17:22:36 UK (BC-BATCH) Q Contact been made with Customer? A Yes Q Has a Contact Card been left? A No Q Has voice mail been left for Customer? A No Q How

Satisfied is the customer? A Fairly Satisfied Q Reason for Dissatisfaction A Non-Applicable Q Is Customer Issue 100% Resolved? A Yes Q If no, Underlying Cause of Problem A Non-Applicable Q Customer Issue on PPM Programme? A No Q PPM Details A Non-Applicable 03.03.2026 17:50:14 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-03-03 17:50:14 *****OFSC note added on 000067875493 0020 ***** Called and left vm before attending. On arrival met customer who explained that he had wright's out jetting the sewer and cctv survey. He said that the sewer had large hole ds of unmapped chamber. This is a 150mm sw line. Other sw in the area mapped aw aw. Completed powra and set lone worker. Mh clear. Cctv ds 57m and located large hole 13.2m ds which is allowing the ground in above. He has also mentioned a large root ingress which was said to be the full pipe and wright's were unable to get by or locate another mh. I have messaged [REDACTED] to see if [REDACTED] it is OK to meet with [REDACTED] on Friday am. I have had reply from [REDACTED] and is happy for hime to attend to assist with crawler. Imr completed for hole. Added to imr whatsapp. 03.03.2026 18:26:59 UK ([REDACTED]) ops added as per nwwk 06.03.2026 11:45:06 UK (SCP-APIM) OMW: Communication sent to the customer to confirm we are on our way. With Delivery Window: 12:30 - 13:30.

06.03.2026 13:18:24 UK (SCP-APIM) On Site: Communication sent to the customer to confirm we are on site.

06.03.2026 15:10:35 UK (BC-BATCH) Q Contact been made with Customer? A No Q Has a Contact Card been left? A No Q Has voice mail been left for Customer? A No Q Is Customer Issue 100% Resolved? A Yes Q If no, Underlying Cause of Problem A Non-Applicable Q Customer Issue on PPM Programme? A No Q PPM Details A Non-Applicable 06.03.2026 15:10:50 (BC-BATCH) *****OFSC note added by [REDACTED]@ANGL 2026-03-06 15:10:50 *****OFSC note added on 000067875493 0040 ***** Attended site filled in powra cctv 70m ds loose roots from jetting works and slight very small stones couldnt pass but can see clear beyond iv set up on unidentified mh looks possibly highways unsure of ownership but by lookd of the sewer and lid old style highways this has been cleared by 3rd party rights root ingress has been remover from locations hole seen but all clear flowing sw line 06.03.2026 15:13:17 UK (SCP-APIM) Completed: Communication sent to the customer to confirm we've completed work. Non-AW: Message sent to customer to let them know issue is non-AW responsibility.

06.03.2026 15:22:35 UK ([REDACTED]) Additional Contact by Customer: ACIL

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: Not Provided Email: [REDACTED]

ACTION REQ'D- ATTENDANCE - Information from Visit.Details given: [REDACTED] is calling to find out why the blockage is a non AW responsibility he received an email advising AW is done and the issue is non AW issue he want to know how. FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE
09.03.2026 14:32:27 UK ([REDACTED]) spoke to [REDACTED], attending ft who is going to look into this and respond to me once he knows more. 12.03.2026 08:40:05 UK (MSKRZYPCZ) called [REDACTED] for [REDACTED] [REDACTED] no answer no VM - looking at mapping unsure where FT's have surveyed from as no MH shown in notes, W3W takes to land adg to number 2 the drift where there is no AW SW assets in the area foul line and rising main only. tried x 1
12.03.2026 14:18:38 UK ([REDACTED]) Called [REDACTED] - [REDACTED] - confirmed as per above. Suspected Highways issue but the line and ingress appears now to be sorted. Apologised we have only just called but was only marked for CRT today. AC accepted 12.03.2026 14:20:00 UK ([REDACTED]) Not in mercury admin

SAP job 67758581 – 07/02/26

Dry well flooded. Pumped out

SAP job 67715992 – 01/02/26

Dry well flooded. Pumped out

SAP job 67713571 – 31/01/26

Dry well flooded. Pumped out

31.01.2026 17:20:23 (BC-BATCH) *****OFSC note added by [REDACTED]@ANGL 2026-01-31 17:20:23 *****
*****OFSC note added on 000067713571 0010 *****
Dry well half full on arrival. On site sump pump no keeping up with incoming flows. Travelled to klt to collect my sump pump and hose. Returned to site and set up my sump pump. Pumped out well. Nwwk for myself to return tomorrow to check the site and collect sump pump. 01.02.2026 13:07:35 UK ([REDACTED]) NEW job raised 67716727

SAP job 67716727

01.02.2026 13:06:59 UK () new job raised from alarm 67713571
31.01.2026 17:20:23 (BC-BATCH) *****OFSC note added by @ANGL 2026-01-31 17:20:23 *****
*****OFSC note added on 000067713571 0010 *****
Dry well half full on arrival. On site sump pump no keeping up with incoming flows.
Travelled to klt to collect my sump pump and hose. Returned to site and set up my sump pump. Pumped out well. Nwwk for myself to return tomorrow to check the site and collect sump pump. 01.02.2026 18:11:35 (BC-BATCH) *****OFSC note added by @ANGL 2026-02-01 18:11:35 *****
*****OFSC note added on 000067716727 0010 ***** Sump pump needs a plug in timer. Nwwk for myself tomorrow. 02.02.2026 11:52:32 (BC-BATCH) *****OFSC note added by @ANGL 2026-02-02 11:52:32 *****
*****OFSC note added on 000067716727 0020 ***** Sump pump installed as a temporary measure until the dry well leak is repaired.

SAP job 67617355

19.01.2026 13:41:47 UK () 67598917: Pump out dry well with van sump pump
Ordered larger sump pump as this one not keeping up with water ingress 19.01.2026 13:42:52 UK () ***FR Sourced Supplier : SLT Supplier Part Number : SLT Item details : SLT Price (GBP) : SLT Expected Date : SLT 04.02.2026 11:16:48 (BC-BATCH) *****OFSC note added by @ANG 2026-02-04 11:16:48 *****
*****OFSC note added on 000067617355 0010 ***** Temporary setup in place
Pump left on site ready to replace

SAP job 67697593

30.01.2026 16:02:23 (BC-BATCH) *****OFSC note added by @ANGLI 2026-01-30 16:02:23 *****
*****OFSC note added on 000067697593 0010 *****
Pumped dry well down below float there is still a couple of inches in the bottom, will need another visit to get the rest out.

SAP job 67671829

25.01.2026 09:55:36 UK ([REDACTED]) MERCURY

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: [REDACTED] Email: Not Provided

Location Details: Easting: 488234 Northing: 333784 OS Reference: SK882338 W3W Reference: stable.compacts.ambushes

PROBLEM LOCATION DESCRIPTION - it is harlaxton sp not barrowby only code seen is barsp

ACTION REQ'D - FLOODING - From : Manhole/Ground. Liquid : Flowing down a slotted roadside drain. Foul and Surface sewers are separate systems. Movement : Flowing quickly. Escalation : None. Precise Location Details : HARD TO SAY ITS LOTS OF GREY WATER NEAR MY HOUSE BY SITE PS NEXT TO MY HOUSE . FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE

Additional Details: CAN CALL CUSTOMER IF ANY FURTHER INFO NEEDED 25.01.2026 10:28:59 UK ([REDACTED]) Deployed to [REDACTED] FT's contact is [REDACTED]. ETA is by 12:20. 25.01.2026 10:36:46 UK (SCP-APIM) OMW: Communication sent to the customer to confirm we are on our way. With Delivery Window: 11:00 - 12:00.

25.01.2026 10:45:32 UK ([REDACTED]) Additional Contact by Customer: ACUH

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: [REDACTED] Email: Not Provided

PROBLEM LOCATION DESCRIPTION - outside [REDACTED]

ACTION REQ'D- ATTENDANCE. Not happy with timescale (Risk of Flooding). Details: this is flowing into the ditch, it is grey water and sewage and his manhole is now full up and will soon come into the house as he said it is normally pump station which goes down. Liquid into a Water Course. ESCALATION RUNG THROUGH TO TECH SUPPORT. FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE

Additional Details: Tech turned up as we were talking. NOTE FOR IDS - Please let tech know he needs to go and check [REDACTED] manhole he lives at [REDACTED] The Drift. I've called it through to pollution line to ensure it is documented as pollution 25.01.2026 11:28:49 UK (SCP-APIM) On Site: Communication sent to the customer to confirm we are on site.

25.01.2026 12:10:59 UK ([REDACTED]) chase accepted as FT is already onsite 25.01.2026 12:40:36 UK (BC-BATCH) Q Contact been made with Customer? A Yes Q Has a Contact Card been left? A No Q Has voice mail been left for Customer? A No Q How Satisfied is the customer? A Fairly Satisfied Q Reason for Dissatisfaction A Non-Applicable Q Is Customer Issue 100% Resolved? A Yes Q If no, Underlying Cause of Problem A Non-Applicable Q Customer Issue on PPM Programme? A No Q PPM Details A Non-Applicable 25.01.2026 12:43:06 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-01-25 12:43:06 ***** *****OFSC note added on 000067671829 0010 ***** On arrival powra m+e was onsite. Spoke to him he says ps is full, he has ordered tanker on T2 spoke to [REDACTED] ect and she asked to take sample of canal took sample and read 0.87 uploaded to pec, took photos of flooding and road gully which looks blocked and uploaded to pec. Spoke to [REDACTED] again and she is happy with all work done and she will sort out future jobs for possible site checks and told me to just close it down. 25.01.2026 12:44:35 UK (SCP-APIM) Completed: No communication sent to customer.

25.01.2026 13:12:31 UK ([REDACTED]) Additional Contact by Customer: IOAR

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: [REDACTED] Email: Not Provided

INFO ONLY- ATTENDANCE. Query about job and happy with details provided. 25.01.2026 13:15:19 UK ([REDACTED]) Additional Contact by Customer: ACDS

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: [REDACTED] Email: Not Provided

ACTION REQ'D - KNOCK ON PROBLEM -Other.Details given: [REDACTED] says sewage is running into canal for a distance of 200m up and downstream. Job closed on 25/01/2026. FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE 25.01.2026 18:51:00 UK ([REDACTED]) op raised for an ft to complete an IA,Samples,Photos-Mh 2701 -26/01- site Hydraulic overload of the system due to the

rain- 26.01.2026 07:30:37 UK (SCP-APIM) OMW: Communication sent to the customer to confirm we are on our way. With Delivery Window: 07:30 - 08:30.

26.01.2026 09:23:58 UK (SCP-APIM) On Site: Communication sent to the customer to confirm we are on site.

26.01.2026 09:30:08 UK () Additional Contact by Customer: ACRN

Person to Contact: Mobile: Phone: Email: Not Provided

ACTION REQ'D - Reason for call: Ringback not received. Details customer called to report that tech is onsite but needs tankers and PS is not working. Sewerage is already going into the canal.

Additional Details: it seems that main issue is the PS 26.01.2026 10:14:31 UK (BC-BATCH) &SYST-DATUM& &SYST-UZEIT& (&SYST-UNAM&) *****OFSC note added by BC-BATCH 26.01.2026 10:14:31 *****OFSC note added on 000067671829 0020 *****

- DG5 COMPLETED IN OFS
- Is the flooding due to surface water run off which has not originated = from an Anglian Water sewer (ground water, land or field run off, = coastal flooding, highway drains, river burst its banks)? = Please ensure photos and long text evidence supports this. N
- Is there any evidence of an escape, flooding or seepage due to an = Anglian Water asset? Y
- If you are attending a pollution, has the pollution also flooded land? Y
- Is the flooding in an AW compound only? N Is there a damp patch only with no visible signs of flooding or = standing water? N
- Has the flooding been caused by jetting and only contained within = the toilet bowl? N

26.01.2026 10:58:41 UK (BC-BATCH) Q Contact been made with Customer? A No Q Has a Contact Card been left? A No Q Has voice mail been left for Customer? A No Q Is Customer Issue 100% Resolved? A No Q If no, Underlying Cause of Problem A See Text M and e and tanker now onsite, pec updated Q Further Work Required and Explained? A No Q Customer Issue on PPM Programme? A No Q PPM Details A Non-Applicable 26.01.2026 10:59:53 UK (SCP-APIM) Completed: No communication sent to customer.

26.01.2026 10:58:29 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-01-26 10:58:29 *****OFSC note added on 000067671829 0020 *****
Attended site, pw. M and e onsite and Station in overload. Flooding from 2701 , ammonia 2.8 to sw drain. Checked 2 outfall on opposite bank of canal both zero. Locked gate making preventing access to an area of grass field flooded. Pec updated and tanker now onsite, with m and e. 26.01.2026 12:23:47 UK ([REDACTED]) All FT and tankers are onsite customer updated chase accepted 28.01.2026 10:22:47 (BC-BATCH) *****OFSC note added by [REDACTED]@a 2026-01-28 10:22:47 *****OFSC note added on 000067671829 0030 ***** Samed watercourse and uploaded readings onto PEC app 29.01.2026 12:19:13 UK ([REDACTED]) Additional Contact by Customer: ACIL

Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: [REDACTED] Email: Not Provided

ACTION REQ'D- ATTENDANCE - No.Details given: Mr [REDACTED] wanting to know when we will be reattending to clean up the sewage spill in the fi eld as they have a pony there and the sewage is sitting in a pool in the field.. FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep b irds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDAN CE WHEN TRAVELLING TO AND FROM ANY PREMISE 30.01.2026 15:26:18 UK (TSMITH22) messaged SNTs on teams waiting a response 30/01 05.02.2026 15:20:46 UK (ISAXTON) calledcus:0010:have spoken to mr [REDACTED] on regarding the above advised i have added a dependency for the nst to call back and discuss this within5 working days dependency added chase accepted 09.03.2026 14:32:00 UK ([REDACTED]) please can you arrange a FT to attend the property to assess the field where customer keeps his horses for a clean up please. please put it out tomorrow morning. closing my dependancy 09.03.2026 14:42:13 UK (ANASH)

Op raised as above 10.03.2026 13:20:28 UK (SCP-APIM) OMW: Communication sent to the customer to confirm we are on our way. With Delivery Window: 13:30 - 14:30.

10.03.2026 14:04:37 UK (SCP-APIM) On Site: Communication sent to the customer to confirm we are on site.

10.03.2026 14:19:36 UK (BC-BATCH) Q Contact been made with Customer? A Yes Q Has a Contact Card been left? A No Q Has voice mail been left for Customer? A No Q How Satisfied is the customer? A Very Satisfied Q Reason for Dissatisfaction A Non-Applicable Q Is Customer Issue 100% Resolved? A Yes Q If no, Underlying Cause of Problem A Non-

Applicable Q Customer Issue on PPM Programme? A No Q PPM Details A Non-Applicable
10.03.2026 14:24:14 UK (SCP-APIM) Completed: No communication sent to customer.

10.03.2026 14:22:50 (BC-BATCH) *****OFSC note added by [REDACTED]@angl 2026-03-10
14:22:50 *****OFSC note added on 000067671829 0050 *****
Attended site POWRA complete lone worker activated met the customer face to face who
showed me where the foul water was but has now gone away due to better weather.
Nothing to clean up just muddy track from where vehicles go over it to get to the horses.
Updated the customer who is happy.

SAP 67641711

25.01.2026 07:09:33 UK ([REDACTED]) VM [REDACTED] 25.01.2026 07:49:36 UK ([REDACTED]) x2
25.01.2026 15:36:02 (BC-BATCH) *****OFSC note added by [REDACTED]@ANGL 2026-
01-25 15:36:02 *****OFSC note added on 000067641711 0010 *****
Site being tankered. Please raise site check tomorrow to check station and make sure
tankers have been stood down

SAP 67631225

21.01.2026 10:36:11 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-01-
21 10:36:11 *****OFSC note added on 000067631225 0010 *****
Assisted onsite sump pump with van sump pump Water still seeping in around rising mains
Water table high around station Site now clear of alarms

SAP 67570049

15.01.2026 11:52:39 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-01-
15 11:52:39 *****OFSC note added on 000067570049 0010 *****
Found dry well flooded on arrival Used van sump pump to assist onsite pump Ground level
water high and seeping into dry well via rising mains Site clear of alarms

SAP 67545012

12.01.2026 17:20:16 (BC-BATCH) *****OFSC note added by [REDACTED]@ANG 2026-01-12 17:20:16 ***** *****OFSC note added on 000067545012 0010 ***** Dry well full on arrival Sump pump off the van used to pump out dry well into wet. Site clear of alarms Ingress through wall reported to MM

Pollution Report 67671829

Risk Assessed Evidence Capture Required IDS - Water Recycling Networks

CT293 CAT 4

The Drift, Harlaxton, Grantham, NG32 1AE

OP 0050 - Job Completed ([REDACTED])

10/03/2026 14:30

OP 0050 - Arrived On Site ([REDACTED])

10/03/2026 14:16

OP 0050 - Job Assigned ([REDACTED])

10/03/2026 13:54

OP 0050 - Job Accepted ([REDACTED])

10/03/2026 13:54

OP 0050 - Job Created

09/03/2026 14:41

Event Completed ([REDACTED])

28/01/2026 11:56

[REDACTED] General

28/01/2026 11:56 2 months ago

Risk updated to Low

██████████ General

28/01/2026 11:56 2 months ago

EA Informed is changed to No.

OP 0030 - Job Completed (██████████)

28/01/2026 10:25

██████████ Additional Evidence

28/01/2026 10:14 2 months ago

Additional Evidence - Other

Location: ///unity.cassettes.overlooks

Photo Date Time: 28/01/2026 09:35:34

Gate near MH2701- Access to fields - Previously recorded as ///corkscrew.kilowatt.unroll
correct location is ///unity.cassettes.overlooks

Unable to get access to the flooded fields however, it looks like contained rain water.



██████████ Additional Evidence

28/01/2026 10:05 2 months ago

Additional Evidence - Other

Location: ///dawn.classmate.iceberg

Photo Date Time: 28/01/2026 09:24:20

MH2701 & Gully - No more flooding at MH2701

W3W- ///dawn.classmate.iceberg

Nothing to sample

No more flooding at the gully either

W3W- ///motorist.kindness.traded

Nothing to sample



Ammonia Sample

28/01/2026 09:12 2 months ago

Downstream 10.39 80.00m

Additional Evidence

28/01/2026 09:12 2 months ago

Additional Evidence - Watercourse

Downstream (80m) - Location: ///tomorrow.empires.deferring

Sample: Ammonia 0.39 mg/l - Photo Date Time: 28/01/2026 08:50:19

No visible presence of sewage or debris from sewage

No signs of wildlife in distress

Visible vegetation floating in water

Water has a good steady flow on it.





Ammonia Sample

28/01/2026 08:46 2 months ago

Point of Entry 0.13 0.00m

Additional Evidence

28/01/2026 08:46 2 months ago

Additional Evidence - Watercourse

Point of Impact - Location: ///tweeted.punters.diplomas

Sample: Ammonia 0.13 mg/l - Photo Date Time: 28/01/2026 08:37:28

No visible presence of sewage or debris from sewage

No signs of wildlife in distress

Visible vegetation floating in water

Water has a good steady flow on it.



██████████ General

28/01/2026 07:42 2 months ago

██████████ on site, called and sent W3W of sample locations.

OP 0030 - Arrived On Site (██████████)

28/01/2026 07:32

OP 0030 - Job Assigned ([REDACTED])

28/01/2026 06:41

OP 0030 - Job Accepted ([REDACTED])

28/01/2026 06:41

[REDACTED] General

28/01/2026 06:08 2 months ago

Requested deployment to [REDACTED] EPT as 1st job

[REDACTED] General

28/01/2026 03:16 2 months ago

Job resumed to complete follow up work

Job Resumed ([REDACTED])

28/01/2026 03:16

Job Paused ([REDACTED])

26/01/2026 16:12

OP 0040 - Job Completed

26/01/2026 12:25

OP 0040 - Job Assigned

26/01/2026 12:24

[REDACTED] General

26/01/2026 12:20 2 months ago

Access to Water for PIA - Yes

██████████ General

26/01/2026 12:20 2 months ago

Affected Area Updated to Land

██████████ General

26/01/2026 12:20 2 months ago

Repeat IA 28/01 as agreed with OCM PF

OP 0030 - Job Created

26/01/2026 12:20

██████████ General

26/01/2026 12:16 2 months ago

no discharge to the canal all contained to land as per the photos

██████████ Category Update

26/01/2026 12:16 2 months ago

4

This event has been initially categorised as a CAT 4 (Low Risk)

Categorisation Completed on 26/01/2026 12:16

OP 0020 - Job Completed (██████████)

26/01/2026 11:00

██████████ Ammonia Sample

26/01/2026 10:55 2 months ago

Mitigation 2.80 0.00m

Additional Evidence

26/01/2026 10:55 2 months ago

Additional Evidence - Mitigating Actions

Location: Corkscrew.kilowatt.unroll

Sample: Ammonia 2.8 ppm - Photo Date Time: 26/01/2026 09:48:18

Gate at mh 2701, unable to access field - Image of locked gate to access flooded area of grass field. Appears contained to this area. Tanker now on site



Ammonia Sample

26/01/2026 10:51 2 months ago

Mitigation 0.00 0.00m

Additional Evidence

26/01/2026 10:51 2 months ago

Additional Evidence - Mitigating Actions

Location: Tomorrow.empires.deferring

Sample: Ammonia 0 ppm - Photo Date Time: 26/01/2026 10:33:50

Mh2701 - Further sample of a sw outfall at approx helpful.smuggled.bookcases zero ammonia. No other flow found in to canal. From mh2701 the flow has filled a nearby ditch and entered a grass field, locked gate access.



██████████ General

26/01/2026 10:29 2 months ago

Tankers to be onsite at 10:40 - ██████████ has let me know that he is currently checking the watercourse however he thinks this has all gone to ground

██████████ Ammonia Sample

26/01/2026 10:04 2 months ago

Mitigation 4.99 0.00m

Additional Evidence

26/01/2026 10:04 2 months ago

Additional Evidence - Mitigating Actions

Location: Bugs.drooling.erase

Sample: Ammonia 4.99 ppm - Photo Date Time: 26/01/2026 09:52:45

The drift mh 2701 hydraulic overload - Hydraulic overload , flooding from mh 2701, flooding in to field and ditch line, ditch line 3.1 . Flow to sw drain 2.80



OP 0020 - Arrived On Site ([REDACTED])

26/01/2026 09:23

[REDACTED] General

26/01/2026 07:58 2 months ago

9am [REDACTED]

[REDACTED] General

26/01/2026 07:54 2 months ago

Tankering type - T1

C266371

[REDACTED] General

26/01/2026 07:54 2 months ago

Linked Job - 67670275

OP 0020 - Job Accepted ([REDACTED])

26/01/2026 07:29

OP 0020 - Job Assigned ([REDACTED])

26/01/2026 07:29

[REDACTED] General

26/01/2026 07:11 2 months ago

on for [REDACTED] first job - eta on oracle 08:10 26/1

Job Resumed ([REDACTED])

26/01/2026 05:47

Job Paused ([REDACTED])

25/01/2026 18:51

██████████ General

25/01/2026 18:51 2 months ago

Risk updated to Medium

op raised for an ft to complete an IA,Samples,Photos-Mh 2701 -26/01- site Hydraulic overload of the system due to the rain- - road gully is blocked so currently no impact to the lines

OP 0020 - Job Created

25/01/2026 18:51

██████████ General

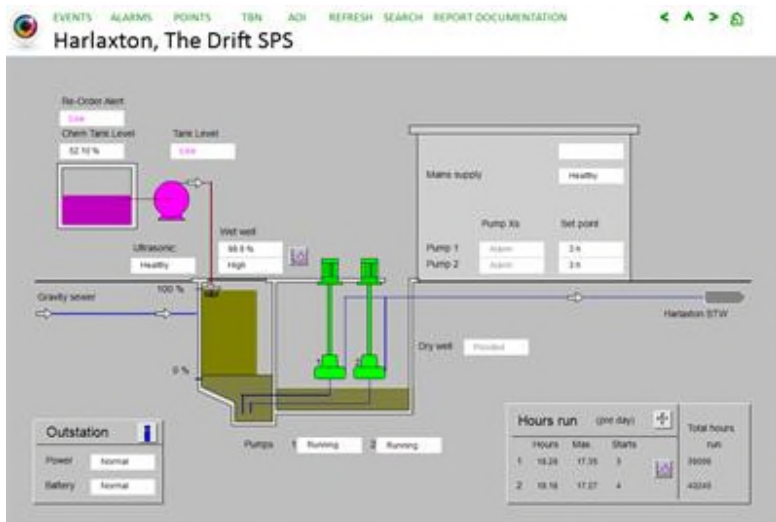
25/01/2026 18:50 2 months ago

op raised for an ft to complete an IA,Samples,Photos- Mh 2701 -26/01- site Hydraulic overload of the system due to the rain-

██████████ General

25/01/2026 18:48 2 months ago

HLXDSP-Iris shows dry well flooded- WW @ 98.9%- this is due to Hydraulic overload of the system due to the rain



General

25/01/2026 18:37 2 months ago

Photos Added Updated to Yes

OP 0010 - Job Completed

25/01/2026 12:44

Additional Evidence

25/01/2026 12:20 2 months ago

Additional Evidence - Anglian Water Asset or Site

Location: dawn.classmate.iceberg

Photo Date Time: 25/01/2026 11:53:20

Mh 2701 - M&E was onsite when i got here. He says ps HLXDSP is all full up. He has ordered a tanker on T2. Gully that flooding is going towards looks blocked and going to dry ditch right next to entrance of ps.





Ammonia Sample

25/01/2026 12:16 2 months ago

Point of Entry 0.87 0.00m

Additional Evidence

25/01/2026 12:16 2 months ago

Additional Evidence - Watercourse

Point of Impact - Location: [tweeted.punters.diplomas](#)

Sample: Ammonia 0.87 ppm - Photo Date Time: 25/01/2026 12:05:16

No mapped sw, not too sure where outfall is so took sample to closes point



Arrived On Site ([REDACTED]

25/01/2026 11:29

Job Assigned ([REDACTED]

25/01/2026 10:35

Job Accepted ([REDACTED]

25/01/2026 10:35

██████████ General

25/01/2026 10:30 2 months ago

Deployed to ██████████ FT's contact is 447977791749. ETA is by 12:20.

██████████ General

25/01/2026 10:24 2 months ago

Initial Gated Process Lite for 67671829 at The Drift, Harlaxton, Grantham, NG32 1AE

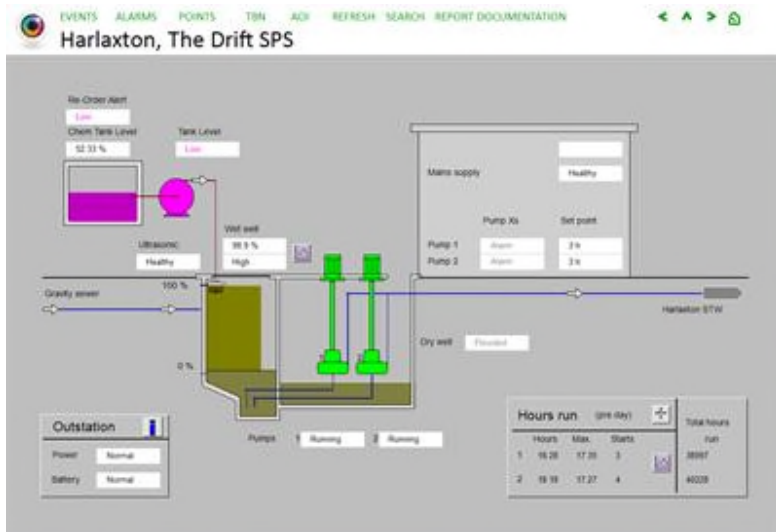
Completed By: ██████████ on 1/25/2026 10:24 AM

- Q1. Is there a report of fish mortality or wildlife in distress? Not Applicable
 - Q2. Has there been a discharge to a sensitive area? Not Applicable
 - Q3. Does the report suggest a risk of impact greater than 100m to watercourse? Not Applicable
 - Q4. Are there any issues with resource deployment within SLA? Not Applicable
 - Q5. What amenity interest is there? Not Applicable
 - Q6. is there any outside stakeholder or regulatory body interest? Not Applicable
- On-Site Review Triggered?

██████████ General

25/01/2026 10:23 2 months ago

VVX shows WW level high (98%), both pumps running, dry well flooded, no EO on site



General

25/01/2026 10:19 2 months ago

The Hive shows not in any environmentally sensitive areas. Mapping shows one foul gravity sewer entering site HLXDSP, One rising main leaving site and running to HLXTST. No SWS mapped. Canal located 50m from site



General

25/01/2026 10:12 2 months ago

Informed By updated to Member of Public Customer job.

SU

System User General

25/01/2026 09:55 2 months ago

25.01.2026 09:55:36 UK ([REDACTED]) MERCURY Person to Contact: [REDACTED] Mobile: [REDACTED] Phone: [REDACTED] Email: Not Provided Location Details: Easting: 488234 Northing: 333784 OS Reference: SK882338 W3W Reference: stable.compacts.ambushes
PROBLEM LOCATION DESCRIPTION - it is harlaxton sp not barrowby only code seen is barsp ACTION REQ'D - FLOODING - From : Manhole/Ground. Liquid : Flowing down a slotted roadside drain. Foul and Surface sewers are separate systems. Movement : Flowing quickly. Escalation : None. Precise Location Details : HARD TO SAY ITS LOTS OF GREY WATER NEAR MY HOUSE BY SITE PS NEXT TO M Y HOUSE . FOR TECHNICIAN USE ONLY REGARDING AVIAN FLU. Premise keep birds: Dont Know. Is premise source? N/A - not within any zones. PLEASE BE MINDFUL OF ANY PREMISE CONTAINING POULTRY/BIRDS AND FOLLOW AW GUIDANCE WHEN TRAVELLING TO AND FROM ANY PREMISE Additional Details: CAN CALL CUSTOMER IF ANY FURTHER INFO NEEDED

Created (System User)

25/01/2026 09:55

Scheduling Reported On 25/01/2026 09:55

Assigned to [REDACTED]

Job Description Investigate Possible Pollution - Triage

Work Order No67671829

SLA 2

Linked job 67670275

IDS-WRO

WP150

HLXDSP, Harlaxton-The Drift Sp, Grantham, NG32 1AE

Primary Job

67671829

[REDACTED] **General**

26/01/2026 07:54 2 months ago

Linked to Primary Job - 67671829

[REDACTED] General

26/01/2026 07:41 2 months ago

Tankering type - T1

C266371

[REDACTED] General

26/01/2026 07:41 2 months ago

Station was supposed to be tankered yesterday, wet well is full & polluting out of a manhole into a surface water drain

[REDACTED] General

26/01/2026 07:40 2 months ago

Work order manually imported from SAP

Business Unit: Water Recycling

Job Type: Pollution

Compliance Event: False

Arrived On Site ([REDACTED])

26/01/2026 07:26

Job Accepted ([REDACTED])

26/01/2026 06:41

Job Assigned ([REDACTED])

26/01/2026 06:03

Created (System User)

24/01/2026 18:40

Scheduling Reported On 26/01/2026 07:40

Assigned to [REDACTED]

Job Description SPS WET WELL HIGH LEVEL FLOAT SUSTAINED

Work Order No67670275

SLA NA