

**From:** EIR  
**Sent:** 09 June 2025 14:45  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Dear requester

### **Provision of requested information**

Thank you for your request for information about availability of EDM monitors at Raunds STW, which we received on 03 June 2025. Your request has been considered under the Environmental Information Regulations 2004.

The % operational is governed by several factors. The Raunds monitors are hardwire probes, which are rarely affected by the issues we see with radio or 3G or 4G telemetry (these devices rely on good telemetry connection and can fluctuate due to external factors like signals getting blocked)

Anglian Water changed our methodology for uptime calculations that affected last years data. This is calculated by assessing how much of the data we received was deemed good quality through our Quality Assurance process. This aligns us close with the UKWIR Sewer Analytics guidance and the good practice guide for calculating our monitor figure. We also remove monitor maintenance from the calculations, so if or when the monitor is taken out of service for cleaning or maintenance reasons, we also adjust the figure. This will also include instances where we need to adjust the monitors to remove noise or erroneous data.

The available drop downs in the annual return does not allow us to put specific reasons for low % operational.

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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](mailto:EIR@anglianwater.co.uk) or write to:

Legal Director, 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 me.

Yours sincerely

**EIR Team**

**Anglian Water Services Limited**

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