

[REDACTED]

Our ref: EIR1850

01 October 2025

Dear Requester

Thank you for your request for information about Methwold Water Recycling Centre, which we received on 4 September 2025. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Details of current and future plans to manage site operations at Methwold Water Recycling to prevent or reduce tanker traffic along Eldens Lane
2. Timescales for implementing alternative arrangements to address the tanker usage
3. Information on the process for investigating and compensating for any structural damage to properties caused by tanker traffic

EIR Response: Provision of Requested Information

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

Anglian Water is removing sewage from Methwold Water Recycling Centre to the watercourse and the environment as the plant on site is unable to treat to the permitted sanitary limits. We are limiting the tanker movements to daylight hours only to keep disruption to residents to a minimum. We are currently working up a new treatment solution for the water recycling centre which upon completion will remove the need for continuous tankering.

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

We are hopeful that the new treatment solution will be completed this year, but there is no date confirmed as yet.

Item 3 is considered not to fall within the definition of 'environmental information' under EIR but, wherever possible we try to assist you with also including a response to wider queries, complaints and disputes raised in connection with this matter. To follow is a response to your Anglian Water query:

The water recycling centre is visited regularly by our operations team to check the highway and track for damage and debris. As we are coming into winter the team will focus on keeping Eldens Land and the highways clean as much as possible.

Anglian Water would appoint McLarens Claims Handlers to investigate any claims received either directly or via homeowners' insurers relating to reports of structural damage to properties allegedly caused by tanker traffic. Residents should either report concerns to our customer services team or to their insurers.

Our customer services team can be contacted on:

By phone – 0345 266 5841 Monday to Friday 8am to 8pm and Saturday 8am to 4pm

By email – customerservices@anglianwater.co.uk

In writing – Anglian Water Customer Services, PO Box 4994, Lancing, BN11 9AL

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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:

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 us via EIR@anglianwater.co.uk .

Yours sincerely

EIR Team

Anglian Water Services Limited

Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambridgeshire PE29 6XU

Email EIR@anglianwater.co.uk