

[REDACTED]

From: EIR
Sent: 17 January 2025 10:16
To: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

Provision of requested information

Thank you for your request for information about HGV tanker movements, bird activity and complaints in 2024, which we received on 28 December 2024. Your request has been considered under the Environmental Information Regulations 2004.

1. HGV Tanker Activity on River Lane

5. Duration and Frequency of Tanker Use

From 2/1/2024 to 27/12/2024
Planned routine tankers= 188
Non routine Tankers=27

2. Infrastructure Overcapacity

Anwick WRC is an all flow treatment works, meaning we treat everything that comes in

3. Bird Activity on Equipment

Occasionally seagulls will rest on the final settlement tanks, but there is no impact to our proves or sample results from this

4. Complaints Regarding the Anwick Plant

On 21 June 2024 there was a complaint about odour from a pumping station. This was due to a fatty build up in the wet well. This was cleaned.

On 25 July 2024 there was a complaint about odour. This was investigated, but established this wasn't from our WRC. Full details on this have already been provided to you.

There has been no other complaints about odour received by our customer services team. As advised in our previous response to you, any calls received outside of customer services are not logged in the system, so we can not trace them.

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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 me.

Yours sincerely

EIR Team

Anglian Water Services Limited

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

Email EIR@anglianwater.co.uk