

From: EIR
Sent: 15 December 2025 14:59
To: [REDACTED]
Subject: [REDACTED]
Attachments: EIR pollution data.xlsx

Dear Requester

Thank you for your request for information about water resilience, which we received on 20 November 2025. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Data on pollution incidents
2. Performance figures against environmental obligations
3. Information on drinking water quality
4. Information on the quality of waste water treatment
5. Greenhouse gas emissions from Anglian Water processes
6. Anglian Water's plan to reduce greenhouse gas emissions
7. Water resource management plans and water cycle studies
8. Planned infrastructure improvements

EIR Response: Provision of Requested Information

Please find enclosed:

- EIR pollution data.xlsx

Item 1 is reasonably accessible and is attached.

We have attached data on our pollution incident performance for calendar year 2024 – EIR pollution data.xlsx. Note that this data is an extract from the Environment Agency's National Incident Recording System. The EA are responsible for recording and assessing impact from pollution incidents.

Our Pollution Incident Reduction Plan provides context on our performance position, outlines primary root causes, contributory factors and our corrective actions for the current year. The plan is available on our website [pirp_2025.pdf](#)

Item 2 is reasonably accessible.

Aspects of our environmental performance are assessed by the EA in the Environmental Performance Assessment (EPA). The results of which can be accessed in Anglian Water's Environmental Performance Report, available on the Environment Agency Website [Anglian Water EPA data report 2024 - GOV.UK](#)

We also publish information on the performance of storm overflows which can be accessed on our website [Storm overflows.](#)

Item 3 is reasonably accessible,

Drinking water quality report is available on the DWI website [Company performance data - Drinking Water Inspectorate](#)

Item 4 is reasonably accessible.

Information on the quality of treated waste water is available on the Environment Agency website [Open WIMS data](#)

Item 5 is reasonably accessible.

Information on carbon is found on pages 99-100 of [anglian-waters-annual-integrated-report-2024-25-1.pdf](#)

Item 6 is reasonably accessible

[Enabling Whole Life Carbon in Design | Innovation Hub AW](#) shows the details of Anglian Water's carbon reduction scheme.

Item 7 is reasonably accessible.

Anglian Water's Water Resource Management Plan is available on our website [Water resources management plan](#)

Item 8 is reasonably accessible

Our planned improvements are in [Our Plan 2025 to 2030 - PR24](#) which is available on our website. More in depth information about our plans are available [Innovation Hub AW | Innovation Hub - Anglian Water](#)

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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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