

[REDACTED]

From: EIR
Sent: 06 September 2024 14:17
To: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

Provision of requested information

Thank you for your request for information about a pollution event at the Bridge in Thrapston, which we received on 04 September 2024. Your request has been considered under the Environmental Information Regulations 2004.

It would be good to hear if the company pumping is contracted by Anglian Water and is pumping out the pollution from the warehouses - as we aware of an ongoing pollution event from Halden's Parkway.

I can confirm the tanker company located on bridge road is contracted by Anglian water and it is linked to the mitigation we are providing to protect the environment from a third party fault with a trader on Haldens park way. The sources have been identified and visited with assistance from the Environment agency, those responsible for the pollution have taken actions to cease the discharge of polluting matter, Anglian water has a tanker located at the bridge to remove these flows and return to the foul sewer in a bid to protect the environment to minimise the organic matter entering the watercourse which is causing some visual impact around the outfall.

The company at fault is being visited regularly to ensure they are meeting the required standard but this seems to be taking some time to put appropriate measures in place, until Anglian water are satisfied with the measures installed we see it necessary to keep these tankers on site.

As we have the plant and resources available to deal with this kind of incident we are offering support to the environment agency to prevent environmental impact.

We would be grateful if you could give an update on when the pollution is going to stop.

The trader at fault has put temporary mitigation in place where possible but due the large surface water network we are still removing residual flows that are in the network due to the lack of rainfall in the area and the surface water system not being flushed out as it would in these rainfall events.

The pollution was non toxic and organic in nature for the most part the pollution was a visual pollution meaning the water was discoloured.

Many residents of Thrapston believe that this tanker is actually pumping pollution into the river - in which case are Anglian Water aware of illegal dumping?

A contractor on site (Bio Marsh) are working on behalf of Anglian water to remove flows from the surface water network.

Anglian Water are working closely with the tanker firm to ensure they are working as instructed to remove flows from the system as a method of mitigation.

If you have concerns about the smell of sewerage, or see any of the following:

- Sewage – including toilet paper, sanitary items, wipes, cotton buds in water
- Waste water in places where it shouldn't be or unusual water flow out of manhole covers
- Water that contains soap suds
- Discoloured water typically brown, orange, grey or milky
- Presence of foam, fatty oils or film of oil on the surface of the water
- Excessive silt or sediment
- Dead fish or other wildlife
- Fish gasping at the waters surface (suggesting low oxygen levels in the water)

Please report it to Anglian Water to investigate. You can report it in a number of different ways.

- Ringing 03457 145 145
- Going on the Anglian Water website via [Report an Issue](#)
- By contacting us on Facebook or Twitter (@Anglianwater)
- Let us know the location, time and conditions in the surrounding area and take photos where possible.

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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

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Email EIR@anglianwater.co.uk