

[REDACTED]

From: EIR
Sent: 25 November 2024 12:59
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]
Attachments: Anglian Water Services LTD.csv; 3330 AWS LTD storage points with Col B addition.xlsx

Dear [REDACTED]

Provision of requested information

Thank you for your request for information about taste and odour issues, which we received on 5 November 2024. Your request has been considered under the Environmental Information Regulations 2004.

1. **Confirmation of Supply Reservoirs:** Could you confirm which of your reservoirs included in the attached dataset are designated for public water supply (rather than compensation etc.) – simply a YES/NO column of whether the reservoir is used for supply or not will suffice.

The table supplied by you has a new column inserted as Column B which indicates if the reservoir is raw water (to be used for potable supply after treatment), treated (potable) water or not used for public water supply at all.

2. **Geosmin and 2-MIB Incidents:** Which of these water supply reservoirs have experienced taste and odour issues related to geosmin or 2-MIB in the past 10 years, if possible, including which years they were affected?

We have had no taste and odour events in drinking water which have been attributable to geosmin and 2-MIB compounds.

Additionally, please could you include an explanation of how Geosmin/2-MIB incidents are defined. For example, are they based on threshold concentration values of Geosmin/2-MIB, customer complaints about earthy/musty taste or odour, or other criteria?

Any taste and odour event we would encounter is triggered by the number of customer calls received from a hydraulically linked area in a specified time period. If we were to receive a cluster of taste and odour contacts from hydraulically linked areas this would trigger an investigation to commence, which may be reported to the Drinking Water Inspectorate (DWI), dependent on the number of calls received within the timeframe.

I have been advised that there is a water industry working group around reservoir management which may be of interest to your studies. The working group is chaired by [REDACTED], Director, Environment Platform Wales (<https://epwales.org.uk/>) and so I have contacted him with your details. [REDACTED] is going to point you in the direction of some of the presentations that have been provided on the issue, which might assist your research project.

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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

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Email EIR@anglianwater.co.uk