

[REDACTED]

From: EIR
Sent: 06 December 2024 11:51
To: [REDACTED]
Subject: [REDACTED]
Attachments: [REDACTED]

Dear [REDACTED]

Provision of requested information

Thank you for your request for information about the percentage and number of EDM's that were not working on 12 November 2024, which we received on 12 November 2024. Your request has been considered under the Environmental Information Regulations 2004.

In the attached spreadsheet 49 sites are listed as recording a 0% operation, making up 3.4% of our 1432 sites with an active EDM. A 0% operation does however not determine if the device was not operational on that day but it's a record of when our telemetry system did not receive data from the EDM monitor. A number of our devices will still record data and log it on their internal memory, once a good signal is received, they will update and send this stored data to us.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing, and for the purposes of news reporting. Any other re-use (for example, commercial publication) would require the permission of the copyright holder. It is important that this data is not published for security reasons.

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