

[REDACTED]

From: EIR
Sent: 03 January 2025 09:58
To: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

Provision of requested information

Thank you for your request for information about sewer flooding, which we received on 10 December 2024. Your request has been considered under the Environmental Information Regulations 2004.

For the period 2020, 2021, 2022, 2023 and 2024, I would like to know:

- The **number of successful liability claims** against your company by your customers for sewer flooding, both internal and external
- The **number of unsuccessful liability claims** against your company by your customers for sewer flooding, both internal and external
- The **number of cases where compensation was given out for sewer flooding**, both internal and external
- The **number of cases where compensation was refused for sewer flooding**, both internal and external

Year	External	Internal
2020-2021	3628	380
2021-2022	4181	497
2022-2023	4673	491
2023-2024	1230	488

In the majority of cases we pay a GSS (Guaranteed Standards Scheme) automatically to the customer.

As explained in our reply of 28 May 2024 EIR1194 we do not record unsuccessful claims, so we are unable to provide this data.

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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