

[Redacted]

From: EIR
Sent: 06 February 2024 13:58
To: [Redacted]
Subject: [Redacted]

Dear [Redacted]

Provision of requested information

Thank you for your request for information about internal and external sewer flooding from 01 January 2023 and 17 January 2024, which we received on 19 January 2024. Your request has been considered under the Environmental Information Regulations 2004.

These are our confirmed flooding numbers since January 2023:

	Internal	External
Jan-23	46	598
Feb-23	53	469
Mar-23	59	554
Apr-23	29	444
May-23	38	491
Jun-23	63	392
Jul-23	43	373
Aug-23	41	331
Sep-23	47	443
Oct-23	111	722
Nov-23	36	415
Dec-23	49	475
Jan-24	58	382

It is important to note that these figures relate to the number of flooding incidents reported by customers, and not whether these are ultimately confirmed cases of internal or external flooding. When a customer calls in with an issue a job is raised on our system. This information shows the number of calls about either internal or external flooding. Please be aware that any escape of water no matter how small is classed as flooding.

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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 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