

[REDACTED]

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**From:** EIR  
**Sent:** 31 March 2026 14:51  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Dear Requester

Thank you for your request for information about Covenham Reservoir, which we received on 20 March 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Information on if Covenham reservoir has been upgraded since 2015

### **EIR Response: Provision of Requested Information**

**Item 1** is held by Anglian Water and has been provided below.

The UV system is still in place at Covenham WTW. It is due to be replaced by the end of this AMP (2025-2030) as part of the Covenham LNE12 project. The UV system is fully operational and offers the same protection as all other UV systems.

Covenham Water Treatment Works has a multi-barrier approach to water treatment, consisting of microstrainers, primary ozonation, clarification, rapid gravity filtration, UV treatment, secondary ozonation, Granular Activated Carbon adsorption, and disinfection via chlorination. Treatment processes and water quality are continuously monitored, with online monitors that generate alarms and shutdowns that stop water moving forward if outside normal operating limits.

Abstraction of water from Louth Canal into Covenham Reservoir is controlled via water quality monitors, which generate alarms and shutdowns to stop the intake pumps when water quality reaches certain limits. This includes ammonia which would be indicative of pollution from sewage, and would stop abstraction of water from Louth Canal when limits are reached.

Louth Water Recycling Centre when in flood conditions generates an alarm to warn of possible pollution, and automatically initiates a shutdown of Covenham Reservoir intake pumps to stop abstraction of water from Louth Canal during storm conditions.

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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](mailto:EIR@anglianwater.co.uk) or write to:

General Counsel, 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 us via [EIR@anglianwater.co.uk](mailto:EIR@anglianwater.co.uk) .

Yours sincerely

**EIR Team**

**Anglian Water Services Limited**

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