

[REDACTED]

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**From:** EIR  
**Sent:** 27 June 2025 14:31  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Dear requester

### Provision of requested information

Thank you for your request for information about the Regulation 31 investigation, which we received on 18 May 2025. Your request has been considered under the Environmental Information Regulations 2004.

Thank you for your patience. Due to the size of the documents I will download them to the What do they know site.

Please note that the document has been redacted. The redactions have been made for the following reasons:

Personal Data – Regulation 13. The data redacted is personal data, such as names or personal addresses or customers. Disclosure would contravene one of the data protection principles.

Detailed site plans or diagrams – Regulation 12(5)(a). The redacted information was a detailed plan of the water treatment site. Disclosing this information would undermine the security of the sites, their operation and our water infrastructure. This information in the public domain would adversely affect public safety.

Internal procedures – Regulation 12(5)(a). the redacted documents give detailed descriptions of internal procedures on the running and functioning of water treatment works. Disclosing this information would undermine the security of the sites, their operation and our water infrastructure. This information in the public domain would adversely affect public safety.

File location on Anglian Water System – Regulation 12(5)(a). The redacted information shows the file path of where documents are stored on the Anglian Water System.

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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:

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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