

[REDACTED]

From: EIR
Sent: 19 January 2026 13:07
To: [REDACTED]
Subject: [REDACTED]

Dear Requester

Thank you for your request for information about Heacham River, which we received on 17 December 2025. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Anglian Water's plans for the Heacham River
2. If abstraction is the cause of the river drying up in the summer, will you reduce abstraction
3. Who abstracts water from the Heacham River
4. How much is Anglian Water licensed to abstract and will you be reducing the amount.

EIR Response: Provision of Requested Information

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

We recognise that the water we take from the environment must be abstracted sustainably. We work closely with the Environment Agency to manage pressures on environmentally sensitive areas in our region, and one of the most important factors is reducing the amount of water we abstract from our region's rivers and chalk streams. Over this Asset Management Period (AMP8, 2025-30), we have worked with our regulators on closing abstraction sources and abstraction license reductions, alongside river habitat improvements, as part of our Water Industry National Environment Programme (WINEP). This performance commitment was designed to encourage water companies to abstract less water from environmentally sensitive sites at times of low river flow and it relates to four groundwater sources identified as having a potential impact on nearby rivers.

Last year, we achieved 'green' on the 'Shadow Abstraction and Impounding Licence' compliance metric in the Environment Agency's Environmental Performance Assessment and had no annual licence exceedances in 2024/25. We continue to work with our stakeholders to make further reductions to abstraction. With 10% of all water in this region used by agriculture, more water will be needed for irrigating crops in the warming climate. Through Water Resources East (WRE), we are contributing to and creating a more integrated approach to long-term water resource management and planning

As part of our AMP8 WINEP Programme we have an obligation this AMP to carry out some river restoration work on the river Heacham. At this moment in time, we have no confirmed plans or timescales. Some initial surveys and walkovers have been carried out and more work will take place later this year.

In November 2025 we spoke to the Parish Council and we will continue to engage with them as plans develop.

Information on our WINEP plans can be found on our website [Water Industry National Environment Programme](#)

Item 2 and 4 is held by Anglian Water and has been provided below.

Anglian Water holds four abstraction licences in the Heacham subcatchment. All four licences are groundwater sources taking water from the Chalk aquifer and in combination are licensed for 12.816 MI/d and 2500 MI/y following a 16% licence reduction in 2014.

Item 3 is not held by Anglian Water.

The Anglian Water abstractions are for the purpose of public water supply. A list of other abstractors in the catchment can be obtained from the Environment Agency, the regulatory body for abstraction licensing.

They can be contacted at:

Environment Agency

Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests

PO Box 544

Rotherham

S60 1BY

Email enquiries@environment-agency.gov.uk

Main switchboard 03708 506 506

The duty to make information available to you under EIR Regulation 5(1) does not arise because in accordance with EIR Regulation 3(2) we do not hold the information you have requested.

We have complied with our duty under EIR Regulation 10 by providing you with contact information for the public authority that we believe do hold it, namely the Environment Agency:

EIR Regulation 12(4)(a) also applies – we do not hold the information that you have requested.

IMPORTANT: 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:

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 .

Yours sincerely

EIR Team

Anglian Water Services Limited

Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambridgeshire PE29 6XU

Email EIR@anglianwater.co.uk

