

[REDACTED]

From: EIR
Sent: 22 January 2026 09:09
To: [REDACTED]
Subject: [REDACTED]

Dear Requester

Thank you for your request for information about Hawstead, which we received on 05 January 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Are there any plans to replace the water main serving Hawstead

EIR Response: Provision of Requested Information

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

As part of our AMP8 investment programme, mains renewal is a key focus area across the Anglian Water region. I've spoken with our Asset Health team, and while this particular section of main isn't currently flagged for renewal, they agree that it would be a strong candidate for consideration. The team will therefore be putting together a proposal for this section to be reviewed and added into the wider prioritisation matrix that covers the whole of Anglian Water's network. It's important to note that this doesn't guarantee the main will be replaced, as all potential renewal schemes are assessed and prioritised based on a range of factors including risk, performance, and customer impact. However, your feedback has been invaluable in helping us identify areas where investment may be needed, so thank you again for bringing this to our attention.

Regarding the reason for road closures during repairs – the main in question is a 4" cast iron main which unfortunately is prone to repeated failures and typically requires clamps for repair. Due to its location and the need to ensure the safety of both our teams and the public, a road closure is usually the only practical way to complete the work safely and effectively.

Unfortunately, we don't hold records confirming the exact age of this particular main.

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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:

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

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