

From: EIR
Sent: 25 February 2026 11:41
To: [REDACTED]
Subject: [REDACTED]

Dear Requester

Thank you for your request for information about capacity in Ickleford, which we received on 29 January 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Is the pumping station in Ickleford suffering mechanical failures
2. Are the pipes in Snailswell Lane suboptimal and not sealed
3. Where was excess water infiltrating into the sewer on Snailswell Lane

EIR Response: Provision of Requested Information

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

The following shows the jobs raised for pumping station ICKGSM since 2018, and the work carried out.

Created on	Description	
03/03/2019	TPS AMF PUMP RUNNING WITH NO FLOW	NRV's blocked with RAG. Wetwell cleaned
03/03/2019	TPS PUMP 1 LOW FLOW ALARM	Alarm due to low flow because the NRVs were blocked with RAG
16/03/2021	TPS PUMP 2 LOW FLOW ALARM	P2 blocked and aired up. Pumped lifted and de-air
06/04/2021	TPS AMF PUMP RUNNING WITH NO FLOW	P2 not pumping. Raised new job as needed 2 staff
18/04/2021	TPS AMF PUMP RUNNING WITH NO FLOW	P2 lifted. impeller has snapped from shaft. Wearplate fallen off. Parts ordered
06/04/2021	[2CSS] PUMP LIFT	installed new impeller on p2, deragged and checked NRV
04/09/2021	Pumping Station Service (3yr)	
20/06/2023	[2BSS] Ovarro Alert.	Alert showing pumping pattern is inconsistent. Site was checked and both pumps pumping ok and NRVs are clapping shut
01/07/2023	Pumping Station Service (5yr)	
21/09/2024	Ovarro Burst Alert	Alert showing possible burst on main. Site checked and NRV cleared. Flow to Hitchin STW ok. No burst
28/09/2024	TPS WET WELL HIGH LEVEL FLOAT SUSTAINED	Pumps tripped. NT got pumps running in auto.
22/11/2024	TPS PUMP 1 LOW FLOW ALARM	Pump 1 in fault. Resolved and pumping

18/12/2024	[A3SS] Syrinix Alert	Alert showing drop in performance of pumps. NRV1 solid with rag and had to be dismantled. NRV2 had lost a bolt and was removed for repair and replaced
04/07/2025	SAAA 07/07 @0800	Calibration on 3 flowmeters

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

The foul sewer along Snailswell Lane, Icklford has been surveyed. No defects were found. We have fitted a number of DSV level monitors to monitor the flows. Non return valves have been fitted to mh5401 to protect homes from flooding. The foul sewer is on planned preventative maintenance jetting on a 12 monthly visit schedule, from mh5401 up to the pumping station ICKGSM

Item 3 is held by Anglian Water and has been provided below.

Infiltration into the foul sewer was found to be from a private sewer. No costs have been discussed with the owner of the private sewer

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