

[REDACTED]

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**From:** EIR  
**Sent:** 25 February 2026 13:46  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Dear Requester

Thank you for your request for information about water treatment plants, which we received on 1 February 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. how many fresh water treatment plants do Anglian Water have
2. What are Anglian Water's procedures in looking at asset condition assessment
3. How much has Anglian Water spent in the last five years on maintenance and updates on your water treatment plants
4. How many of your water treatment plants have in the last 2 year had maintenance and repair issues?
5. How many water treatment plants have been closed in the last five years?
6. How many of your water mains/distribution mains pipes have had leaks or have maintenance issues that have been noted in the last two years?

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

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

127. This information is available here on the 'Stream' open data platform RAG reference 6A.20-27 [Anglian Water Annual Performance Report 24 25 | Stream - Portal](#)

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

Anglian Water published an assessment of asset health of water treatment works in 2023 that sets out how we forecast likelihood of failure [ANH38-Asset-systems-resilience-appraisal.pdf](#). This is a long range forecast, which we update 5 yearly, and runs in parallel with tactical assessments of asset condition supported by inspections of critical plant. We do not publish the tactical data, but do share this with our regulator the DWI as part of the water risk and water safety planning process: [Water safety plans - Drinking Water Inspectorate](#)

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

£92.4m – available here for financial year 2024/25 for example £21.5m RAG reference 4D.8 [Anglian Water Annual Performance Report 24 25 | Stream - Portal](#)

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

All of our water treatment plants have ongoing maintenance and repair issues to varying degrees, either in those that have flagged a maintenance backlog and those that received refurbishment or replacement expenditure, ranging from routine replacements to 10 yearly cleaning and inspection of storage or pressure tanks.

**Item 5** is held by Anglian Water and has been provided below.

Whilst water treatment works output varies by year, we have not formally closed any water treatment works in the last 5 years.

**Item 6** is held by Anglian Water and has been provided below.

We respond to around 5-7,000 mains repairs per year on our network which is around 40,000km long – bursts per 1,000km performance available here RAG reference 3A.5 [Anglian Water Annual Performance Report 24 25 | Stream - Portal](#). There is more information available here on leakage performance for the industry and other useful statistics including company comparisons: [DiscoverWater \(en-GB\)](#) .

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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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