

[REDACTED]

From: EIR
Sent: 27 February 2026 15:18
To: [REDACTED]
Subject: [REDACTED]
Attachments: Chatteris job notes.pdf

Dear Requester

Thank you for your request for information about a water main damage that occurred in Chatteris, which we received on 15 February 2026. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. The date, time and location of the damage to a water main in Chatteris in late January 2025
2. The name of the third party responsible for the damage and if they were working for Anglian Water
3. When and how was Anglian Water notified of the damage and the initial assessment report
4. remedial actions taken and analysis of why the target date of 13 February to complete the repair was not met
5. The number of residents in Chatteris on the Priority Services Register
6. The criteria used to determine when alternative supplies are distributed

EIR Response: Partial Provision & Partial Refusal of Requested Information

Please find attached:

- Chatteris job notes.pdf

There was no event in late January 2025 in Chatteris, therefore we have provided information about the event that occurred in January 2026.

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

High flows were noticed from the Linwood Reservoir and low flows into Chatteris at 9:15 on 29 January 2026. There was also a report to OMC at 9:15 on 29 January 2026

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

Glen Car Construction, a third party not working for Anglian Water

Item 3 is held by Anglian Water and has been provided below and in the attached document.

Call made by a third party to the call centre reporting damage at 09:15 29 January 2026

Details about the job are in the attached document.

Item 4 is held by Anglian Water and has been provided in the attached document.

Supply made changes to pump controls and pressures to prevent from the pumps tripping at times of high demand.

Due to the complexity of the repair, including safety concerns and environmental concerns, there were delays in getting the repair completed. Planned works teams were brought in along with engineers to design shuttering for the excavation and to make it safe. This delayed the final work to repair the main.

Item 5 is considered not to fall within the definition of 'environmental information' under EIR and so is not disclosed.

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

Initially 1334 customers were impacted until the burst was isolated. All interruptions were of a short duration and did not meet the 12 hour trigger for bottled water. Once the main was isolated the further low pressure and interruptions were due to pump failure on low suction pressure which was quickly reset

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