

[REDACTED]

---

**From:** EIR  
**Sent:** 16 May 2022 19:26  
**To:** [REDACTED]  
**Subject:** [REDACTED]  
**Attachments:** SOAF Overall log of progress and tracking.xlsx

Dear [REDACTED]

**Provision of requested information**

Thank you for your request for information about the Storm Overflow Assessment Framework, which we received on 14 April 2022. Your request has been considered under the Environmental Information Regulations 2004.

**Please can you tell me how many of your storm overflows are currently under investigation?**

**Please can you tell me how many of your storm overflows have been fixed under the SOAF to date?**

**Please would you be able to tell me the location of your overflows that require action to be fixed? If this number has increased since October 2021 please can you send me the location of the additional CSOs. This could be provided in terms of a postcode or the lat and longitudinal coordinates.**

**Finally, would you be able to send me any progress reports the company has made either internally or sent to the Environment Agency on the SOAF since its creation in 2018?**

We are carrying out 40 in-depth Storm Overflow Assessment Framework investigations into the highest spilling overflows by March 2023 to determine if they are causing environmental impact. We planned to complete 16 by March 2022 but we have outperformed our Water Industry National Environment Programme (WINEP) by completing 25. We are collaborating with Environment Agency (EA) Officers in our area on this project through regular progress meetings. The EA have provided useful information about the local environment on these 40 overflows which we have used to determine the benefits in reducing spills. Of the 37 assessed so far, 8 sites are being taken forwards for investment, 11 are under review with the EA, 4 already have schemes in place to reduce spills and 5 require no investment.

Please find attached a report listing the 40 sites along with their location and the current findings/status in the SOAF assessments up to this point. We have inserted 'TBC' where the assessment is still in progress

Those that have most benefit for the environment and present the best use of customer money, will be taken forwards for investment and these schemes will be delivered by 2025 or taken forwards into the next five year business plan for further WINEP funding. A description of the SOAF guidance can be found on the Water UK website [SOAF.pdf \(water.org.uk\)](https://www.water.org.uk)

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 write to:

Legal Director, 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 the EIR team at [EIR@anglianwater.co.uk](mailto: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](mailto:EIR@anglianwater.co.uk)