

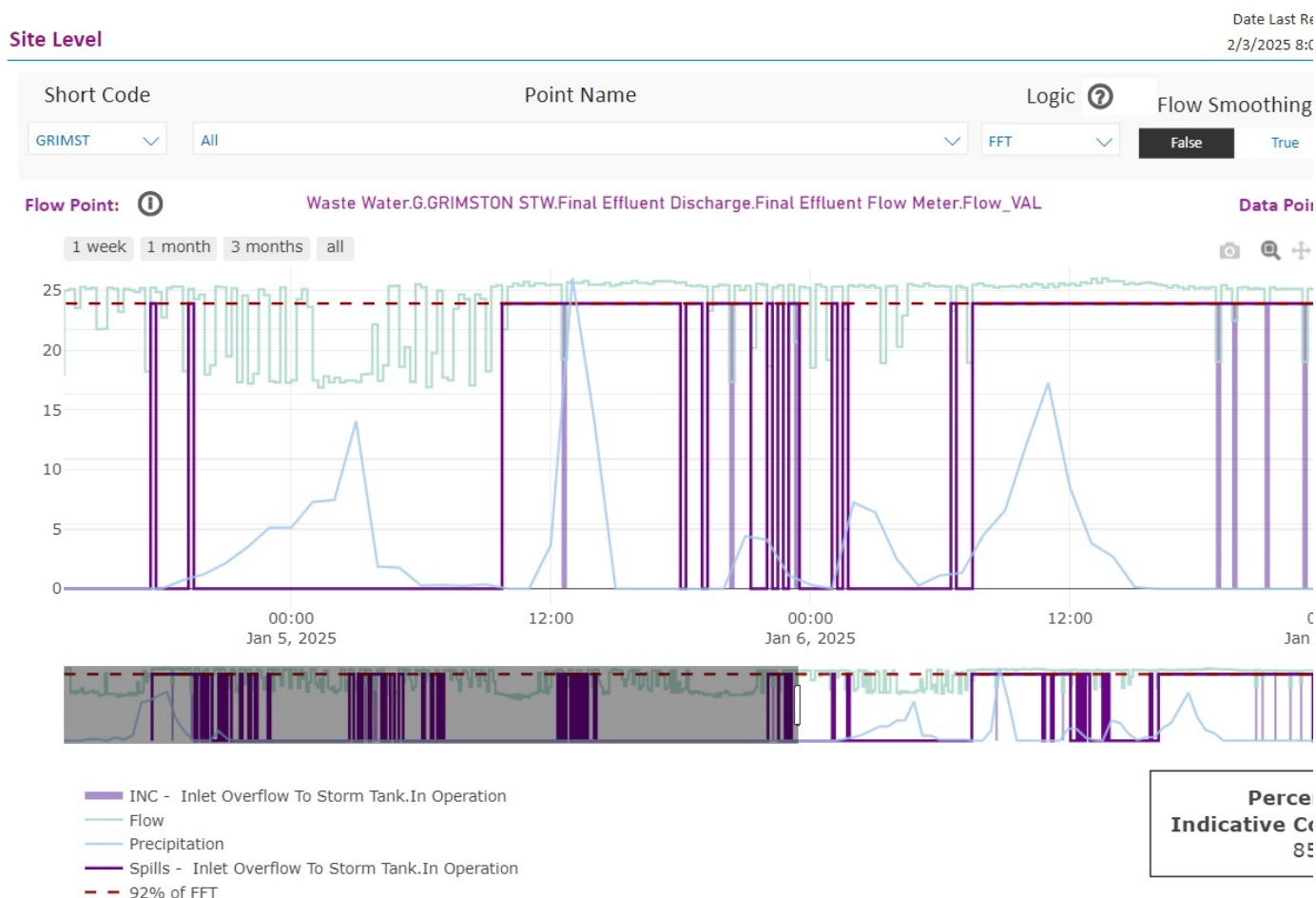
From: EIR
Sent: 04 February 2025 10:11
To: [REDACTED]@parliament.uk
Subject: [REDACTED]

Dear requester

Provision of requested information

Thank you for your request for information about a storm overflow discharge into the River Gaywood at Grimston, which we received on 13 January 2025. Your request has been considered under the Environmental Information Regulations 2004.

This was a discharge following a period of heavy rain. This is visualised below looking at the discharges with the rainfall highlighted as precipitation.



Our monitoring systems show that the site was working with no restrictions to flow, and the storm overflow was operating as it should to protect homes and businesses from flooding. After heavy rain, it can take time for water to move through the catchment and into our network, meaning that storm overflows can still be active after the rain has stopped. This is can also be due to infiltration and ingress of rainwater into our sewers.

Information on storm overflows can be found on our website [Storm overflows](#)

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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:

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 me.

Yours sincerely

EIR Team

Anglian Water Services Limited

Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambridgeshire PE29 6XU

Email EIR@anglianwater.co.uk