

Hi all

I just wanted to give you a heads up. Over the next few weeks (until the 21<sup>st</sup> Feb) we will be increasing our level of data sharing to your generic LLFA mailboxes to support the on going wet weather incident that we all find ourselves in. As you are all very aware, our region has been facing wet weather for some time now and has seen the highest rainfall on record for December and January over the last 100 years.

As such, Anglian Water have been running in an Incident Mode since the 23<sup>rd</sup> December trying to support customers to the best of our ability under the circumstances. However, with the unprecedented rainfall levels we have seen and the saturation of the ground, surface water flooding is having a very widespread impact across our region and we have had to extend our levels of service to attend to customers well beyond what we would normally quote.

The reality is that for a significant proportion of the work we are attending, the root cause is surface water inundation for which we do not have the capability nor responsibility to resolve. We have every resource available to us out working (including more tankers than we have ever put onto emergency reactive work – 120 compared to typically 60). Conversations with the Environment Agency and Councils across the region suggest to us that many of these customers are only calling Anglian Water so in an effort to help you all understand the scale of the issue we will move to daily reporting (Mon-Fri) of our incoming workloads of flooding related jobs. We will also include a one off backwards look at the work we already have open across our region.

We are not intending this data to be a handoff to any Council and that has not been our message to customers. However, the issues are widespread and need a coordinated response so we wanted to share this data for mutual awareness. These jobs are all raised by Anglian Water and whilst we will endeavour to reach customers as soon as possible, we are prioritising internal flooding's and those customers who are most vulnerable.

We also have multiple applications progressing with the Environment Agency for Local Enforcement Positions (LEPs) which allow the over-pumping from our inundated networks into watercourses where they can accommodate the flow and there is no environmental impact. For many customers though, until the surface water issues are managed we will not be able to resolve customers immediate needs and so wanted to raise and ensure this knowledge was shared.

Obviously, if you have any questions please let me know, but hopefully this gives you better sight of our data during this on going incident and equally shows you the scale and breath of issues being faced by communities across the east of England.

Many thanks,

Jonathan