

# Anglian Water - flooding update : 18<sup>th</sup> December 2024

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**Public.Affairs**

15:44 (14  
minutes  
ago)

to Public.Affairs

Good afternoon,

As you are a member of a multi-agency flooding group, we are getting in touch today to provide an update on the work we have done so far to tackle flooding across the Anglian Water region.

In response to the flooding of last winter (2023/2024), our teams have been working hard to make sure we are prepared for this winter and reduce the risk of flooding.

## **Being prepared for flooding**

Work so far this year includes:

- Carrying out extensive CCTV surveys over 670km of pipes to identify weak points of groundwater infiltration into the sewer network, and relining sewers where possible.
- Installing nearly 40,000 sewer monitors to find and fix issues to our network before they take place.
- Using satellite technology to spot potential sewage leaks on more than 93,000km of pipes.
- Installing nature-based solutions and sustainable urban drainage schemes across the region to address surface water flooding.
- Investing in expanding capacity in our networks with storm water storage at our water recycling centres. Since 2020 we have increased storm water storage by approximately 63,000m<sup>3</sup> or 25 Olympic swimming pools.

In addition, since April we have spent more than £4.7 million on planned preventative maintenance to our assets alone.

As we head into the new year, we wanted to share key flooding information to help residents and businesses if they experience issues.

## **Who to contact for help with flooding issues:**

**For high or overflowing rivers:** call the Environment Agency on 0800 80 70 60 for help and advice.

## **Flood water from highways, run off from fields or issues with land**

**drainage:** Contact the local council – you can find their contact details [here](#). Most flooding caused by rainwater will subside once the rain stops. If it's causing a danger to life call 101 or 999.

**Clearing up debris left over from the flooding:** Speak to the local council to get help to clean up silt and mud left behind by receding rain or flood water.

If there's been any flooding from Anglian Water sewers, they will attend as soon as possible to clear up, but only once they've helped customers who have flooding inside their homes or problems with their water supply.

**A new water or sewerage issue:** Anglian Water will be closely monitoring our network in the area, but if there is a problem, the quickest way to do it is online [here](#). Alternatively, customers can call the 24/7 customer services team on 0345 7145 145. For more help and advice, visit the Anglian Water [Flood Hub](#).

### **Reduce blockages to reduce flooding**

After flushing the toilet or rinsing the dishes, most people don't think about what happens to their wastewater – but Anglian Water do. Our teams find rubbish like wet wipes, nappies, period products, fat, oil, grease and more in the sewer network which causes blockages. But 80% of blockages are avoidable.

From wiping bottoms, to removing make up, to keeping things clean – wipes are handy to have around. But they take thousands of years to break down because they aren't bio-degradable, so they belong in the bin and not down the loo.

11 billion wet wipes are disposed of each year – and the number of skips we fill with rubbish like wipes would stack up as high as Mount Everest. To avoid blocked pipes and keep sewers clear we all need to **Just Bin It**. Just bin it to help keep the sewer pipes clean by:

- Only flush the 3Ps: Pee, Poo and Paper
- Bin wet wipes and sanitary products
- Once cooled, bin any cooking fat, oil or grease

For more information visit: [Down plugholes and toilets](#)

Please also see our **Just Bin It** poster attached which would be good to share if you can please.

Kind regards  
Emily

**Emily Linsdell**

Regional Engagement Advisor

Mobile: 07816 265618

**Anglian Water Services Limited**

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