

**From:** EIR  
**Sent:** 20 March 2025 18:56  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Dear requester

Provision of requested information

Thank you for your request for information about lead levels in potable water, which we received on 20 February 2025. Your request has been considered under the Environmental Information Regulations 2004.

### Background

Typically, older properties pre-1970s have a higher likelihood of lead pipework. Lead solder products have been banned for use in drinking water supply since 1987, but instances are still found where lead solder has been used after 1987 and this can result in lead levels at customer taps above 10 µg/L.

We have a dedicated lead advice telephone line which is for use by any of our water supply customers where a suite of samples can be arranged after contacting our Lead Advice line. Customers can also request a free lead test using our website.

Along with the rest of the industry, we are committed to the Water UK's ambition of being lead free by 2050 and are planning to invest £15million in the next five years towards this this.

If our sampling detects a lead reading of above 10 µg/L, we would automatically replace any lead communications pipe (the pipe that takes water from our water main to the boundary of the property). Any pipework within the property boundary is the responsibility of the homeowner. This might be the supply pipe which runs from the boundary into the house or the pipework inside the house itself. We would always provide advice on how they can replace this lead pipework.

### Query 1

**I would like to know how many times in the last three years that routine testing has identified water that has lead levels higher than 10 µg/L. For each of these occasions I would like the location, the date and the reading.**

We have reported 11 routine monitoring sample, lead exceedances at individual properties in the last three years (2022-2024) as detailed below. Routine monitoring lead samples are collected as 'non-flushed, variable standing' or 'spot' samples; that means the customer tap sample is the first drawn water without flushing the tap beforehand.

In all instances where a lead communications pipe was found, these were replaced at no charge to the customer and additional advice was given.

Date	Result	PWSZ	Action taken
25-May-22	12.6 ug/l	Rushmere Rural PWSZ	Customer pipework and Anglian Water communication pipe identified as lead
18-Aug-22	15.7 ug/l	East Harling PWSZ	Lead solder used on copper pipework in the customer's property causing the lead result
13-Sep-22	17.1 ug/l	Wellingborough PWSZ	Customer pipework and Anglian Water communication pipe identified as lead
21-Oct-22	19.8 ug/l	Kirby Cane PWSZ	Cause unidentified
28-Nov-22	39.7 ug/l	Rushmere Rural PWSZ	Lead soldered jointing on customer's internal pipework

02-May-23	11.8 ug/l	Grimsby North PWSZ	Lead soldered jointing on customer's internal pipework and Anglian Water communication pipe identified as lead
27-Jun-23	11.2 ug/l	Bury St Edmunds PWSZ	Customer pipework identified as lead
18-Jul-23	12.7 ug/l	Wellingborough PWSZ	Customer pipework identified as lead
30-May-24	13.5 µg/l	Newmarket PWSZ	Cause unidentified
26-Jul-24	22.9 µg/l	Boston PWSZ	Customer pipework identified as lead
02-Aug-24	11.9 µg/l	Lexden PWSZ	Customer pipework identified as lead

### Query 2

**I would like to know how many times the UKHSA has been notified of unsafe water levels in the last three years and how many were because of high lead.**

Our exceedance records show that we issued 84 precautionary notices in the last three years and nine of these were due to elevated lead. Advice was provided to customers following the result and where necessary, work was undertaken to replace any lead communications pipes.

### Query 3

**Where customers have asked for their water supply to be tested in the last three years I would like to know how many times you identified water with lead levels higher than 10 µg/L. For each of these occasions I would like the location, the date and the reading.**

As part of our regulatory sampling for 2024, we took almost 68,900 samples and performed just over 4,069,800 tests.

4,516 requests for lead tests were received by customers since 2022, of which 156 or 3.45% properties sampled had lead results > 10 µg/L since 2022. As above, we would replace any lead communications pipe and advise customers accordingly.

Sample date	Sample location	Lead time
06/03/2022	IPSWICH	1.0
26/03/2022	MAULCHOMPE	12.7
06/03/2022	NORWICH	15.0
29/03/2022	NORWICH	13.5
03/05/2022	NORWICH	18.2
05/05/2022	NORWICH	25.6
05/05/2022	NORWICH	18.1
13/05/2022	FELISTONE	12.2
16/05/2022	NORWICH	17.8
16/05/2022	FELISTONE	24.7
26/05/2022	NORWICH	11.0
06/06/2022	ELY	65.8
07/06/2022	IPSWICH	26.5
08/06/2022	GANGBOROUGH	18.1
18/06/2022	ST. NEOTS	12.3
22/06/2022	NORTHAMPTON	18.2
05/07/2022	NORWICH	3.8
06/07/2022	PETERBOROUGH	13.9
07/07/2022	CLETHOMPE	65.2
18/07/2022	CLETHOMPE	73.0
18/07/2022	WELLINGBOROUGH	18.7
26/07/2022	NORTHAMPTON	18.0
26/07/2022	NORWICH	15.9
08/08/2022	NORWICH	11.8
08/08/2022	NORWICH	0.2
15/08/2022	NORWICH	3.8
15/08/2022	NORWICH	12.8
16/08/2022	PETERBOROUGH	14.1
22/08/2022	BUCKINGHAM	11.9
22/08/2022	NORWICH	36.7
30/08/2022	HARTLEPOOL	406.0
29/09/2022	SIBB	24.8
29/09/2022	DOUGLAS	267.0
29/09/2022	WELLINGBOROUGH	13.1
29/09/2022	IPSWICH	17.2
27/09/2022	KETTING	0.2
28/09/2022	SIBB	0.7
28/09/2022	NORWICH	11.0
04/10/2022	HARTLEPOOL	33.5
14/10/2022	PETERBOROUGH	18.4
14/10/2022	BLANDEN	198.0
18/10/2022	NORWICH	15.2
20/10/2022	BARTON LIPCAL HAMMER	668.0
24/10/2022	PETERBOROUGH	14.5
26/10/2022	KETTING	116.0
03/11/2022	FELISTONE	15.4
03/11/2022	IPSWICH	0.2
04/11/2022	NORWICH	22.6
08/11/2022	NORWICH	26.1
10/11/2022	LOUTH	18.6
15/11/2022	SPALING	28.7
16/11/2022	PETERBOROUGH	15.0
18/11/2022	NORWICH	18.5
25/11/2022	PETERBOROUGH	13.5
25/11/2022	NORTHAMPTON	18.6
28/11/2022	IPSWICH	0.2
28/11/2022	NORWICH	18.4
08/12/2022	BEFORD	27.3
07/12/2022	COLCHESTER	18.1
07/12/2022	NORTHAMPTON	196.0
15/12/2022	COMF	28.6
26/12/2022	LINCOLN	18.8
12/01/2023	NORWICH	11.3
15/02/2023	IPSWICH	18.9
20/02/2023	NORWICH	17.8
24/02/2023	WISCH	0.2
27/02/2023	NORWICH	11.1
28/02/2023	IPSWICH	18.7
28/02/2023	IPSWICH	47.4
02/04/2023	PETERBOROUGH	1.5
15/04/2023	BOSTON	503.1
26/04/2023	GRANTHAM	148.0
08/05/2023	NORWICH	121.8
08/05/2023	STAMFORD	28.0
08/05/2023	WELLINGBOROUGH	13.1
18/05/2023	IPSWICH	14.0
23/05/2023	NORWICH	12.4
02/06/2023	BEFORD	25.7
12/06/2023	SHILING	46.6
13/06/2023	NORWICH	13.4
16/06/2023	NORWICH	18.9
22/06/2023	BEFORD	26.3
30/06/2023	LINCOLN	11.6
05/07/2023	IPSWICH	178.4
07/07/2023	PETERBOROUGH	71.2
18/07/2023	NORWICH	11.4
18/07/2023	PETERBOROUGH	124.5
18/07/2023	PETERBOROUGH	18.9
18/07/2023	BEFORD	18.7
28/07/2023	NORWICH	13.9
27/07/2023	NEWMARKET	11.8
27/07/2023	NEWMARKET	11.8
01/08/2023	GANGBOROUGH	25.5
02/08/2023	KETTING	12.4
07/08/2023	GANGBOROUGH	18.7
08/08/2023	NORWICH	43.6
18/08/2023	GANGBOROUGH	11.0
18/08/2023	ATTLEBOROUGH	28.8
19/08/2023	NORWICH	18.2
07/09/2023	CLETHOMPE	49.4
14/09/2023	KETTING	14.2
15/09/2023	GRANTHAM	18.2
15/09/2023	NORWICH	17.6
18/09/2023	PETERBOROUGH	14.8
21/09/2023	NORWICH	62.7
21/09/2023	ELY	148.1
22/09/2023	NORWICH	28.2
28/09/2023	COLCHESTER	12.3
29/09/2023	ST. NEOTS	0.9
13/10/2023	GANGBOROUGH	11.0
13/10/2023	KETTING	14.6
18/10/2023	PETERBOROUGH	14.2
18/10/2023	PETERBOROUGH	13.2
08/11/2023	KIMPTON	158.8
10/11/2023	NORWICH	18.6
14/11/2023	NORTHAMPTON	12.8
08/12/2023	NORWICH	18.5
30/01/2024	NORWICH	28.0
05/02/2024	GANGBOROUGH	125.1
05/02/2024	NORWICH	13.5
12/02/2024	PETERBOROUGH	14.1
08/03/2024	FELISTONE	188.7
14/03/2024	NORTHAMPTON	25.0
18/03/2024	BEFORD	11.2
02/04/2024	WELLINGBOROUGH	14.5
18/04/2024	IPSWICH	99.3
13/05/2024	NORWICH	15.4
25/05/2024	OXFORD	28.7
06/06/2024	BEFORD	98.1
16/06/2024	BEFORD	12.6
18/06/2024	NORWICH	25.9
06/07/2024	GRIMBY	25.9
26/07/2024	ELY	44.6
26/07/2024	NORWICH	11.0
06/08/2024	LINCOLN	25.8
16/08/2024	NORWICH	15.4
16/08/2024	IPSWICH	15.3
22/08/2024	NORWICH	358.7
23/08/2024	NORWICH	15.2
27/08/2024	HARTLEPOOL	15.8
30/08/2024	IPSWICH	13.6
09/09/2024	IPSWICH	13.2
26/09/2024	WELLINGBOROUGH	23.5
18/10/2024	NORWICH	25.6
24/10/2024	NORWICH	165.0
28/10/2024	BUCKINGHAM	25.0
01/11/2024	BLANDEN	663.2
26/11/2024	NORWICH	11.4
05/12/2024	NORWICH	14.6
05/12/2024	KETTING	36.5
19/12/2024	IPSWICH	18.4
08/01/2025	BUCKINGHAM	11.1
15/01/2025	IPSWICH	26.1
15/01/2025	WELLS NEXT THE SEA	15.1
18/01/2025	IPSWICH	15.8

**In the last three years I would like to know how much money has been paid in compensation for high lead levels (where the reading was higher than 10 µg/L).**

Under the Guaranteed Standards Scheme (OFWAT) and the Water Industry Act 1991, which set out when water undertakers should compensate customers, no circumstance detailed in this response triggered a compensation event.

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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

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