

River Gipping November 2025

67288188

Risk Assessed Evidence Capture Required IDS - Water Recycling Networks

CT191 EA SB CAT TP

Hill House Farms, Hawks Mill Street, Needham Market, Ipswich, IP6 8LU

Linked Jobs

67314688

67297257

Portal View Copy Summary

Timeline Storyboard

██████████ Storyboard Management Status

22/01/2026 13:57 2 months ago

Stage updated from **P (Publish)** to **ER (Enhanced Review)**

██████████ Storyboard Management Status

22/01/2026 13:27 2 months ago

Stage updated from **CH (Check)** to **P (Publish)**

██████████ Storyboard Management Status

22/01/2026 13:26 2 months ago

Stage updated from **I (Initiated)** to **CH (Check)**

██████████ General

21/01/2026 11:43 2 months ago

Closed after updating NIRS.

Event Completed (██████████)

21/01/2026 11:43

[REDACTED] General

21/01/2026 11:42 2 months ago

NIRS reference modified. New NIRS reference is 2444562.

NIRS updated from 2444897 to 2444562, to match the initial NIRS reference provided by the EA (we were unaware until receiving the categorisation e-mail from the EA).

[REDACTED] General

21/01/2026 11:41 2 months ago

Reopening to update NIRS.

Job Reopened ([REDACTED])

21/01/2026 11:41

Event Completed ([REDACTED])

15/12/2025 07:44

[REDACTED] General

15/12/2025 07:40 3 months ago

Update from [REDACTED] TERS my apologies. Yes it was Tomo industrial estate Stowmarket. There have been no more updates since I last updated. No issues at Stowmarket STW and Gills have banded and closed off pipe work. They are looking To apply for a trade effluent consent

[REDACTED] General

15/12/2025 06:48 3 months ago

Message sent to [REDACTED] TERS

Job Resumed ([REDACTED])

15/12/2025 05:35

[REDACTED] started watching this event

10/12/2025 08:45

Job Paused ([REDACTED]

09/12/2025 10:55

[REDACTED] General

09/12/2025 10:50 4 months ago

Scientist has let me know that: they were out with the EA last Thursday at Stowmarket. We visited the Gill premise to take an inventory of what they have on site. There was no physical evidence of them having any surfactants and they were not doing any processes on site when we went. We cant for certain say it was them that caused the issue but they havent been ruled out either. The site has dramatically changed in the last week that tanks have been tidied up and moved. The wash bay has been bunded so they cant discharge to sewer and everything has been covered up. The STW seems to be improving and there is evidence of less foam on site. The site is on re-circ so I assume any residue is being agitated and still lingering in the works. Ammonia is looking good and there is improvement on the P. I still need to look at sample data of samples that were taken on Tuesday from various points on site and at Gills. I was on annual leave yesterday so just been checking in with Stowmarket STW and I have been told that there are no signs of foam now on site

[REDACTED] General

09/12/2025 07:05 4 months ago

Message sent [REDACTED] asking for an update

Job Reopened ([REDACTED]

09/12/2025 04:58

[REDACTED] General

09/12/2025 01:56 4 months ago

Linked Job - 67297257

As per Pollution Analyst [REDACTED]

[REDACTED] Storyboard Management Status

03/12/2025 09:55 4 months ago

Stage updated from **CH (Check)** to **P (Publish)**

[REDACTED] General

02/12/2025 13:24 4 months ago

Linked Job - 67314688

Linked, due to being the same event and not needing a separate storyboard.

[REDACTED] General

02/12/2025 12:08 4 months ago

The Muntons Malt discharge generated a small amount of brown-tinged foam, which was different to the white very foamy discharge observed along the river. The investigations carried out for job number 67297257 identify the source of the white foam as an intermittent discharge from Gill Industrial Cleaning.

[REDACTED] Storyboard Management Status

01/12/2025 13:41 4 months ago

Stage updated from **I (Initiated)** to **CH (Check)**

[REDACTED] General

26/11/2025 14:15 4 months ago

Unlinked from Primary Job - 67297257

[REDACTED] General

26/11/2025 13:31 4 months ago

Linked to Primary Job - 67297257

[REDACTED] stopped watching this event

24/11/2025 13:16

Event Completed ([REDACTED])

24/11/2025 08:48

OP 0030 - Job Completed ([REDACTED])

24/11/2025 08:36

[REDACTED] Additional Evidence

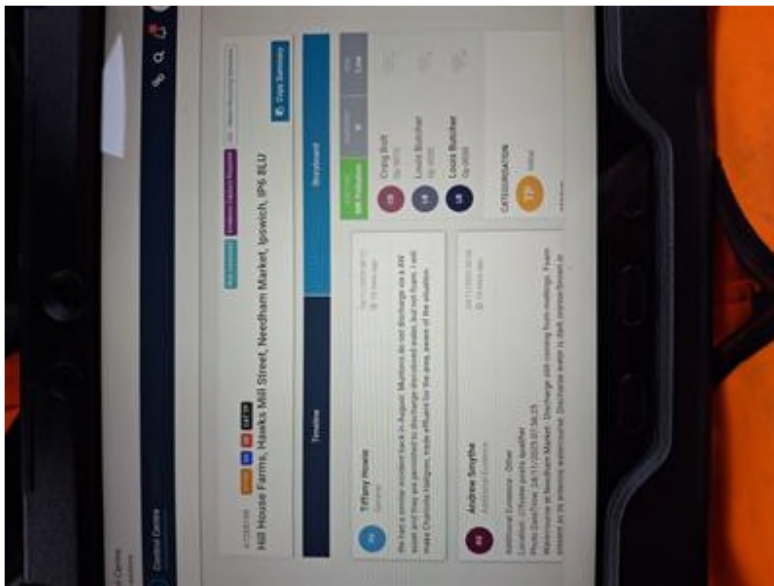
24/11/2025 08:28 4 months ago

Additional Evidence - Other

Location: ///steadily.wired.exam

Photo Date Time: 24/11/2025 08:23:06

Summery of actions - Pollution investigation from yesterday identified Muntons EA consesnted discharge to be the source of the foam on the river gipping. This has been evidenced on this job. I have spoken to [REDACTED] trade effluent scientist who will make the correct person aware of situation. This is not AW issue as the discharge does not use our assets.



[REDACTED] 24/11/2025 08:38 4 months ago

[REDACTED] Contact number- [REDACTED]

[REDACTED] General

24/11/2025 08:12 4 months ago

We had a similar incident back in August. Muntons do not discharge via a AW asset and they are permitted to discharge discolored water, but not foam. I will make [REDACTED] [REDACTED] trade effluent for the area, aware of the situation

[REDACTED] 11/2025 08:24 4 months ago

Muntons discharge is monitored by the Environment Agency, so they would need to lead these investigations

[REDACTED] Additional Evidence

24/11/2025 08:06 4 months ago

Additional Evidence - Other

Location: ///foster.posts.qualifier

Photo Date Time: 24/11/2025 07:56:25

Watercourse at Needham Market - Discharge still coming from maltings. Foam present as its entering watercourse. Discharge water is dark orange/brown in colour. Spoke to [REDACTED] [REDACTED] trade effluent scientist, she is aware of issue and will discuss with EA. This is EA consented discharge, nothing to do with Anglian Water.





General

24/11/2025 07:41 4 months ago

Outbound call to ██████████ confirmed he will head to outfall, looks to be the same as yesterday he will speak to Trade Effluent also to see on next actions.

Additional Evidence

24/11/2025 07:32 4 months ago

Additional Evidence

Location: ///whistle.variously.airports

Photo Date Time: 24/11/2025 07:28:31

Watercourse Needham Market - Foam present on watercourse. Reduced compared to yesterday.



Additional Evidence

24/11/2025 07:25 4 months ago

Additional Evidence - Other

Location: ///occur.restrict.sweat

Photo Date Time: 24/11/2025 07:22:41

Watercourse at Needham Market - Foam still present on watercourse. Reduction in volume compared to yesterday.



OP 0030 - Arrived On Site ([REDACTED]

24/11/2025 07:11

[REDACTED] started watching this event

24/11/2025 06:57

[REDACTED] General

24/11/2025 06:53 4 months ago

This has been assigned to [REDACTED] to attend to complete IA- He is currently on route

OP 0030 - Job Accepted ([REDACTED])

24/11/2025 06:35

OP 0030 - Job Assigned ([REDACTED])

24/11/2025 06:35

[REDACTED] General

24/11/2025 04:54 4 months ago

Actions Last Night

- None completed

Actions needed

- Assigned to [REDACTED] to complete IA on site. WRN IDS messaged to dispatch to gantt

Job Resumed ([REDACTED])

24/11/2025 03:35

Job Paused ([REDACTED])

23/11/2025 16:25

[REDACTED] stopped watching this event

23/11/2025 16:25

[REDACTED] General

23/11/2025 16:25 4 months ago

Risk updated to Low

OP 0020 - Job Completed ([REDACTED])

23/11/2025 16:05

Additional Evidence

23/11/2025 15:41 4 months ago

Additional Evidence - Other

Location: ///unscathed.mountain.gift

Photo Date Time: 23/11/2025 15:25:58

Weir upstream on river gipping - Weir upstream on the river gipping which has no foam suggesting the source is downstream from this point.



[REDACTED] General

23/11/2025 15:38 4 months ago

An email has been sent to Trade Effluent mailbox- I have Cc'd in to the email- [REDACTED]
[REDACTED] WR Network Manager, [REDACTED] SOM and [REDACTED] OCM

[REDACTED] General

23/11/2025 15:31 4 months ago

Risk updated to Medium
not AW responsibility- further IA on for 24th to check WC- Trade Effluent have been updated and EA are aware

[REDACTED] General

23/11/2025 15:30 4 months ago

op raised for an EPT- IA/samples/photos/PEC-24/11- to check the location at Munton Malt

OP 0030 - Job Created

23/11/2025 15:30

[REDACTED] General

23/11/2025 15:20 4 months ago

Point of Impact is updated.

[REDACTED] General

23/11/2025 15:20 4 months ago

Tankering type - None

[REDACTED] General

23/11/2025 15:20 4 months ago

Access to Water for PIA - Yes

General

23/11/2025 15:20 4 months ago

Photos Added Updated to Yes

General

23/11/2025 15:19 4 months ago

Affected Area Updated to Watercourse

Additional Evidence

23/11/2025 14:56 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///spice.surfacing.troubled

Photo Date Time: 23/11/2025 14:49:38

STOWST - Checked stowmark stw final effluent point which is flowing and not producing foam as you would expect if this was the source.



General

23/11/2025 14:44 4 months ago

The EA officer on site is happy with all the work done and she will also be getting in touch with the Trade effluent team . I have asked [REDACTED] to just go one further upstream just to show that its clear at that point and definatly coming from Muntons Malt

[REDACTED] Additional Evidence

23/11/2025 14:24 4 months ago

Additional Evidence - Third Party Info

Location: ///savings.aliens.corded

Photo Date Time: 23/11/2025 14:17:44

Discharge from privet commecial property - Discharge from what looks like a privet water treatment plant and settelment pond. Discoloured brown water which is disipating as it mixes with upstream flow. Site is Muntons Malt.





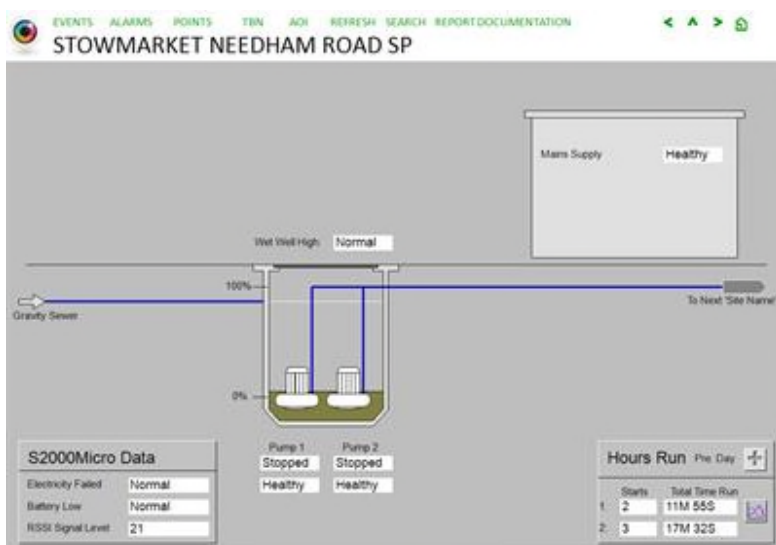
started watching this event

23/11/2025 14:05

General

23/11/2025 14:04 4 months ago

is now extending his search further upstream- i have checked the upstream PS STNMSP and this is working as normal- also doesnt have an EO point - once we know where the foam is coming from we will need to notify the trade effluent team - i will check with OCM if there is a list



23/11/2025 14:18 4 months ago

i have been sent the trade effluent mailbox- once i have all the information, i will email them the details

Additional Evidence

23/11/2025 13:23 4 months ago

Additional Evidence - Other

Location: ///serious.fight.fluffed

Photo Date Time: 23/11/2025 13:20:29

Weir on river gipping - Foam still present at the weir at this point along on the river suggesting it is up stream from this point.





Additional Evidence

23/11/2025 13:05 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///disbelief.banks.voters

Photo Date Time: 23/11/2025 13:02:42

Surface water outfall 88375233 - Surface water outfall upstream of area of concern. No foam present at outfall or along river at this point.





OP 0010 - Job Completed ([REDACTED]

23/11/2025 13:02

[REDACTED] Additional Evidence

23/11/2025 12:46 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///hospitals.crop.mule

Photo Date Time: 23/11/2025 12:43:06

Surface water outfall 305341594 - Vistited surface water outfall upstream of area of concern due to foam. No foam present at this outfall suggesting it is not coming from this surface water line.



General

23/11/2025 12:25 4 months ago

has checked all AW assets are clear- he will now go upstream to the weir and then check further for the cause

Ammonia Sample

23/11/2025 12:22 4 months ago

Anglian Water Asset or Site 0.24 0.00m

Additional Evidence

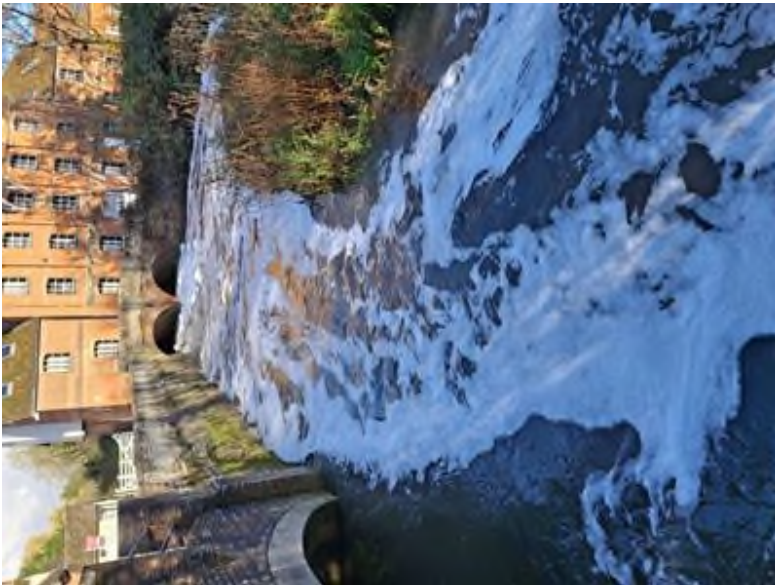
23/11/2025 12:22 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///exhale.sorters.repeating

Sample: Ammonia 0.24 mg/l - Photo DateTime: 23/11/2025 12:14:02

Surface water outfall 88350339 - Sample taken from infont of surface water outfall. The foam is coming from upstream of this point so this is clearly not the casue but sampled for evidence.



Additional Evidence

23/11/2025 12:10 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///crusted.evolution.stop

Photo Date Time: 23/11/2025 12:01:46

Manhole 8302 on foul line - Lifted manhole 8302 on foul water line to find line flowing as it should be. Checked level monitor which shows this has not raised as per data on UDLive portal.



[REDACTED] General

23/11/2025 11:55 4 months ago

Spoken to [REDACTED] requested for asset check on our SW lines to capture enough evidence this is not coming from AW assets which [REDACTED] will be evidencing on the PCC, EPT [REDACTED] also on site assisting with investigation and IA

[REDACTED] General

23/11/2025 11:54 4 months ago

Full gated process started due to the impact to the WC- as this is third party - evidence capture is required -----

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Category Update

23/11/2025 11:50 4 months ago

TP

This event has been initially categorised as a CAT TP (Low Risk)

Categorisation Completed on 23/11/2025 11:50

[REDACTED] General

23/11/2025 11:50 4 months ago

Spoke to [REDACTED] on site he has confirmed that the SW outfall is clear and this is not AW- the foam seems to be coming from 200m upstream from SW point- he will upload all the evidence and then try to find out the cause

[REDACTED] Additional Evidence

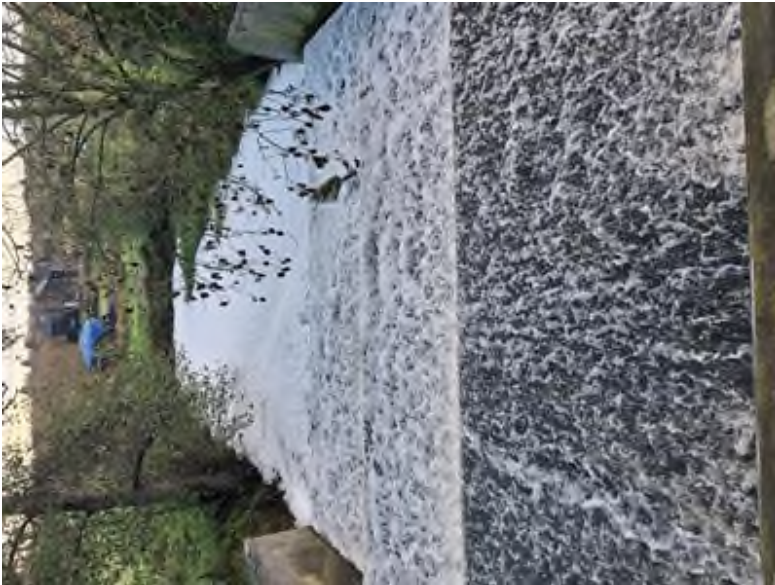
23/11/2025 11:49 4 months ago

Additional Evidence - Other

Location: ///entire.organisms.peanut

Photo Date Time: 23/11/2025 11:43:08

River gipping - Foam still present 200 meters uostream from surface water outfall 88350339 suggesting this is not being caused by an AW asset. Will continue investigating



Site Situation Report

23/11/2025 11:40 4 months ago

On Site Situation Report

Discharge: Yes

Potential Impact: Impacted Watercourse

Location: ///cubes.jump.balconies

Photo Date Time: 23/11/2025 11:39:38

Arrived on site to see vast volumes of foam as reported



Has the on site situation report been reviewed?

Arrived On Site ([REDACTED])

23/11/2025 11:38

OP 0020 - Arrived On Site ([REDACTED])

23/11/2025 11:32

[REDACTED] General

23/11/2025 11:29 4 months ago

[REDACTED] and [REDACTED] due on site by 11:45

OP 0020 - Job Accepted ([REDACTED])

23/11/2025 10:59

OP 0020 - Job Assigned ([REDACTED])

23/11/2025 10:59

Job Assigned ([REDACTED])

23/11/2025 10:56

Job Accepted ([REDACTED])

23/11/2025 10:56

[REDACTED] General

23/11/2025 10:52 4 months ago

op raised for an EPT to complete an - IA/samples/photos/PEC-23/11- [REDACTED] is attending as next job

[REDACTED] General

23/11/2025 10:21 4 months ago

Storm condition - Yes

[REDACTED] Storyboard Management Status

23/11/2025 10:20 4 months ago

Owner updated from **blank** to [REDACTED]
Stage updated from **I (Initiated)** to **I (Initiated)**
Comments: blank

[REDACTED] 23/11/2025 10:21 4 months ago

Storyboard email sent to [REDACTED] and team

[REDACTED] General

23/11/2025 10:15 4 months ago

EA has been informed. NIRS reference is 2444897.

[REDACTED] General

23/11/2025 10:15 4 months ago

Initial Gated Process Lite for 67288188 at Hill House Farms, Hawks Mill Street, Needham Market, Ipswich, IP6 8LU

Completed By: [REDACTED] on 23/11/2025 10:14

Q1. Is there a report of fish mortality or wildlife in distress? Not Applicable

Q2. Has there been a discharge to a sensitive area? Not Applicable

Q3. Does the report suggest a risk of impact greater than 100m to watercourse? Not Applicable

Q4. Are there any issues with resource deployment within SLA? Not Applicable

Q5. What amenity interest is there? Not Applicable

Q6. is there any outside stakeholder or regulatory body interest? Not Applicable

Onsite Review Triggered? No

[REDACTED] General

23/11/2025 10:14 4 months ago

Risk updated to High

[REDACTED] General

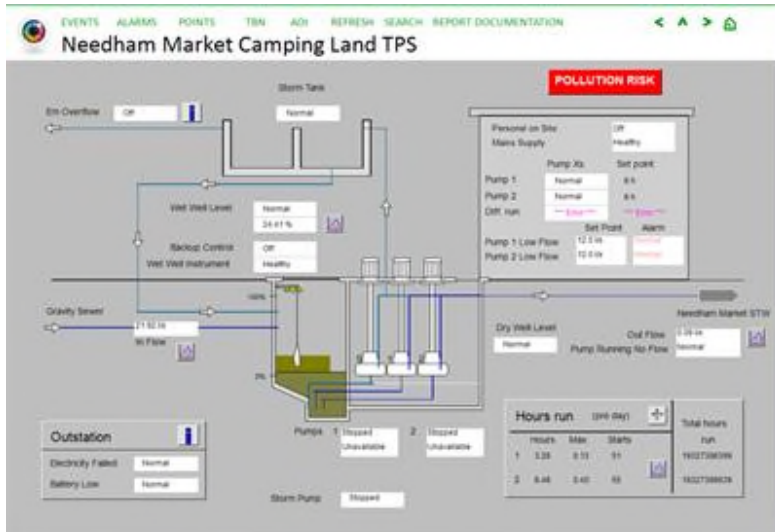
23/11/2025 10:13 4 months ago

Deployed to [REDACTED] as next job. ETA showing 11:30

[REDACTED] General

23/11/2025 10:12 4 months ago

IRIS shows normal ww level for NEEDSM at 24.41%. Inflow at 21.92l/s. Bth pumps showing stopped but unavialable. Dry well level is showing as normal. Pump run data shows no concern



Needham, Market Camping Land SPS - Pump Hours Run (Data in hours and min)

Date	Pump No 1			Pump No 2		
	Total	Max	Starts	Total	Max	Starts
20-Nov-25	3.39	0.13	81	8.48	0.40	88
21-Nov-25	2.41	0.05	86	3.28	0.08	85
22-Nov-25	2.46	0.03	86	3.30	0.06	87
19-Nov-25	2.11	0.04	80	8.00	0.04	82
18-Nov-25	2.41	0.03	86	3.31	0.06	86
17-Nov-25	2.40	0.03	86	3.34	0.08	86
16-Nov-25	3.02	0.04	89	4.07	0.08	90
15-Nov-25	3.23	0.04	89	4.84	0.08	89
14-Nov-25	8.20	0.38	88	12.28	1.28	87
13-Nov-25	2.48	0.08	83	4.28	0.30	83
12-Nov-25	2.32	0.03	83	3.17	0.06	83
11-Nov-25	3.38	0.04	84	3.32	0.04	84
10-Nov-25	3.06	0.17	83	4.10	0.18	84
09-Nov-25	2.43	0.04	80	3.38	0.06	88
08-Nov-25	2.87	0.04	88	3.38	0.06	89
07-Nov-25	2.32	0.04	88	3.18	0.04	87
06-Nov-25	2.23	0.04	88	3.18	0.08	88
05-Nov-25	2.39	0.03	88	3.17	0.06	87
04-Nov-25	2.34	0.04	88	3.21	0.06	88
03-Nov-25	2.30	0.04	87	3.16	0.06	88
02-Nov-25	2.48	0.07	80	4.04	0.14	80
01-Nov-25	3.22	0.31	83	4.21	0.40	82

General

23/11/2025 10:10 4 months ago

GIS shows an unspecified diameter SW line discharging into the watercourse at 58190U into the river gipping. 225mm fw line has a discharge overflow at NMCSOU further d/s



██████████ 23/11/2025 10:10 4 months ago

FW line feeds into NEEDSM

██████████ General

23/11/2025 10:09 4 months ago

Left VM for ██████████ - ██████████ to park current job if safe to do so and head to this as next job. Will try again shortly for ETA.

██████████ General

23/11/2025 10:04 4 months ago

Magic maps shows in an SPZ3 zone. Creeting St Mary Pitts and Needham Lake LNR all within 1km North of location



General

23/11/2025 10:01 4 months ago

Address Updated to Hill House Farms, Hawks Mill Street, Needham Market, Ipswich, IP6 8LU

Previous Address Was - Hawks Mill Cottages, Hawks Mill Street, Needham Market, Ipswich, IP6 8LU

General

23/11/2025 10:00 4 months ago

Work order manually imported from SAP

Business Unit: Water Recycling

Job Type: Pollution

Compliance Event: False

System User General

23/11/2025 09:58 4 months ago

23.11.2025 10:00:14 UK () 2-300 metres of foam 3-4 feet high, weir seems to be creating more foam. Says its spreading and getting more extensive. No smell. No wildlife seen. Not seen this before. The caller has taken videos. The caller does not know where its

coming from. There is a brewery or "maltings" upstream, but cant say if from there. Ok to pass details to water co if needed. Reported by email? - No Has photos or videos of problem - Yes Report Type(s): Water pollution (incl. water quality issues, algae, self-reported incidents, marine incident (surface water, ground water (>&<)> marine waters)) Suspected Source:Unknown (Where reporter is unable to identify source type) Noticed: 23/11/2025 09:06 Reported by member of public 23/11/2025 09:06 Name [REDACTED] EMail [REDACTED] Mobile Telephone [REDACTED] Reporter Language English Location: Hill House Farm NGR TM 08842 55398 Environment Agency Area (Public Face) East Anglia Environment Agency Area (Water Management) East Anglia(Essex, Norfolk and Suffolk) Catchment Gipping Country England County SUFFOLK COUNTY District MID SUFFOLK DISTRICT Environment Agency Region (Public Face) Anglian Region Environment Agency Region (Water Management) Anglian Region

Created (System User)

23/11/2025 09:58

Scheduling Reported On 23/11/2025 10:00

Assigned to [REDACTED]

Job Description EA Reported Pollution

Work Order No67288188

SLA NA

67297257

Risk Assessed Evidence Capture Required IDS - Water Recycling Networks

CT191 EA SB CAT TP

2504, Gill Industrial Cleaning, Unit 20A Tomo Industrial Estate, Tomo Rd, Stowmarket IP14 5AY

Primary Job

67288188

Copy Summary

Timeline Storyboard

[REDACTED] General

09/12/2025 01:56 4 months ago

Linked to Primary Job - 67288188

As per Pollution Analyst [REDACTED]

[REDACTED] General

09/12/2025 01:49 4 months ago

Actions Last Night

- No actions completed overnight

Actions needed

- Check for sample results and site progression

Job Paused ([REDACTED])

08/12/2025 10:51

OP 0210 - Job Completed ([REDACTED])

08/12/2025 10:50

██████████ Additional Evidence

08/12/2025 10:36 4 months ago

Additional Evidence - Anglian Water Asset or Site
Stowmarket works

Photo Date Time: 08/12/2025 10:36:12



██████████ Additional Evidence

08/12/2025 10:34 4 months ago

Additional Evidence - Watercourse
Point of Impact - Location: ///stiff.dialect.carbonate

Photo Date Time: 08/12/2025 10:34:53

Still some foam present in river at final effluent.



/// stiff.dialect.carbonate

██████████ General

08/12/2025 10:20 4 months ago

Spoke with ██████████ he and his SNT were unsure why they were sent. He will upload photos as he is at the outfall to show there is still a discharge from the TP

██████████ General

08/12/2025 09:08 4 months ago

Trade Eff Scientist is on A/L ██████████

██████████ For urgent enquiries please email the trade effluent mailbox or for operational emergencies please contact ██████████)

OP 0210 - Arrived On Site (██████████

08/12/2025 08:44

██████████ General

08/12/2025 07:43 4 months ago

An ft is on way to this job as an op added for ft to attend and [REDACTED] on route- [REDACTED]

[REDACTED]

[REDACTED] General

08/12/2025 07:42 4 months ago

Teams messaged [REDACTED] asking for an update

OP 0210 - Job Accepted ([REDACTED])

08/12/2025 07:41

OP 0210 - Job Assigned

08/12/2025 07:15

OP 0210 - Job Created

08/12/2025 07:15

OP 0210 - Job Assigned ([REDACTED])

08/12/2025 07:15

Job Resumed ([REDACTED])

08/12/2025 04:05

[REDACTED] General

08/12/2025 04:05 4 months ago

Actions Last Night

🔍 N/A

Actions needed

08/12 - ECT to get update on samples and progress on site

[REDACTED] General

07/12/2025 15:56 4 months ago

Asset information is updated.

Job Paused ([REDACTED])

05/12/2025 10:13

[REDACTED] General

05/12/2025 10:13 4 months ago

Update from [REDACTED] - I was out with the EA yesterday at Stowmarket. We visited the Gill premise to take an inventory of what they have on site. There was no physical evidence of them having any surfactants and they were not doing any processes on site when we went. We cant for certain say it was them that caused the issue but they havent been ruled out either. The site has dramatically changed in the last week that tanks have been tidied up and moved. The wash bay has been bunded so they cant discharge to sewer and everything has been covered up. The STW seems to be improving and there is evidence of less foam on site. The site is on re-circ so I assume any residue is being agitated and still lingering in the works. Ammonia is looking good and there is improvement on the P.

I still need to look at sample data of samples that were taken on Tuesday from various points on site and at Gills

[REDACTED] General

05/12/2025 09:55 4 months ago

Contact made with [REDACTED] (TERS) awaiting response

Job Resumed ([REDACTED])

05/12/2025 03:27

OP 0200 - Job Completed ([REDACTED])

04/12/2025 13:21

OP 0200 - Arrived On Site ([REDACTED])

04/12/2025 11:02

OP 0200 - Job Accepted ([REDACTED])

04/12/2025 10:00

OP 0200 - Job Assigned ([REDACTED])

04/12/2025 10:00

OP 0190 - Job Completed ([REDACTED])

03/12/2025 17:56

OP 0180 - Job Completed ([REDACTED])

03/12/2025 17:23

[REDACTED] Additional Evidence

03/12/2025 17:03 4 months ago

Additional Evidence - Other

Photo Date Time: 03/12/2025 16:03:36

MH4405 - Grey sludge at the bottom of the pipe.



Additional Evidence

03/12/2025 16:58 4 months ago

Additional Evidence - Other

MH4405

Photo Date Time: 03/12/2025 16:00:53

Sample taken from MH4405 before and after agitation.



Additional Evidence

03/12/2025 16:57 4 months ago

Additional Evidence - Other

MH4405

Photo Date Time: 03/12/2025 15:56:43

MH4405 had a strong chemical odour.

Clear water flowing.

Grey sludge on the bottom of the pipe.



Additional Evidence

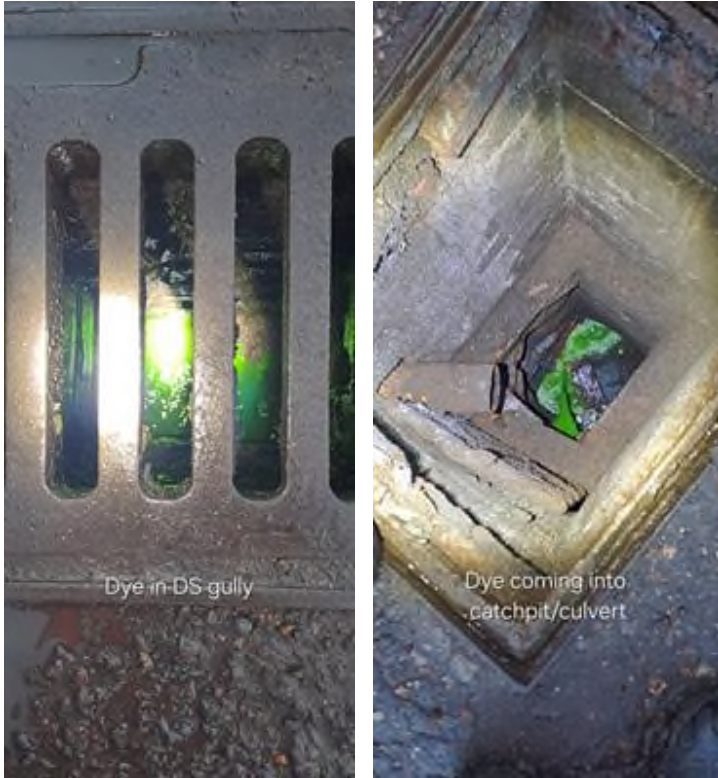
03/12/2025 16:55 4 months ago

Additional Evidence - Other

Parkside - TOMO Industrial Estate

Photo Date Time: 03/12/2025 15:36:05

Dye flowing through DS gully and into catchpit/culvert.



Additional Evidence

03/12/2025 16:53 4 months ago

Additional Evidence

Photo Date Time: 03/12/2025 15:33:41

Location of where the lorries are cleaned from Parkside.

Dye tested gully.



Additional Evidence

03/12/2025 16:52 4 months ago

Additional Evidence - Other

Gill Industrial Cleaning

Photo Date Time: 03/12/2025 15:10:48

Newly installed end cap and bung which weren't present on Saturday.





Additional Evidence

03/12/2025 16:50 4 months ago

Additional Evidence - Other

Gill Industrial Cleaning

Photo Date Time: 03/12/2025 15:09:35

Photos of Gill Industrial Cleaning washdown area.



Additional Evidence

03/12/2025 16:49 4 months ago

Additional Evidence - Other

TOMO Industrial Estate

Photo Date Time: 03/12/2025 15:02:42

Lifted MH4403 to find no evidence of discharge today.

No one on site at Gill Industrial Cleaning - their workshop was fully closed. The area directly outside of the workshop has had a huge clean-up since my attendance last week and since other FT's attended on Saturday.

The skip and IBC have been removed.

The wash bay and other bund/tank have been covered with DPM.

Bungs have been installed from the wash down bay in a trough/gully and to their FWS.

There was water within this trough/gully area between the bungs, so we collected water in a bottle and shook this, but it did not foam up like previous.

Spoke to a fork truck driver from Parkside who confirmed the location where the lorry's are cleaned.

This enters a SW gully and then into a catchpit.

We have dye tested the gully confirming it in the catchpit - unsure where this flows to after this point.

We have checked MH4405, but no dye has entered here. There was a strong chemical odour when lifting this. The flow coming through was at a normal level and also very clear, showing a grey sludge on the bottom of the pipe - this may of been what was cleaned off previously when the recycler attended and all the foam had settled.

Took some water from the flow within MH4405, decanted into a bottle, and shook this - this did become foamy but nowhere as bad as last week.

Updated on PEC.



OP 0200 - Job Created

03/12/2025 16:34

OP 0190 - Arrived On Site ([REDACTED]

03/12/2025 14:47

OP 0180 - Arrived On Site ([REDACTED])

03/12/2025 14:40

OP 0190 - Job Assigned ([REDACTED])

03/12/2025 14:18

OP 0190 - Job Accepted ([REDACTED])

03/12/2025 14:18

OP 0180 - Job Accepted ([REDACTED])

03/12/2025 13:38

OP 0180 - Job Assigned ([REDACTED])

03/12/2025 13:38

[REDACTED] Storyboard Management Status

03/12/2025 11:39 4 months ago

Stage updated from **CH (Check)** to **P (Publish)**

[REDACTED] Storyboard Management Status

03/12/2025 11:38 4 months ago

Stage updated from **I (Initiated)** to **CH (Check)**

Job Paused ([REDACTED])

02/12/2025 18:32

[REDACTED] General

02/12/2025 16:42 4 months ago

Current position: [REDACTED] reattended today, but owner nor any employees on site so in the meantime they've been trying to figure out volume of a tank on the property and businesses total volume held so the TE team can firm up a case for TP defence in case they choose to prosecute or not. All of this information has been communicated with the local EA officer [REDACTED] - [REDACTED] going back later this week potentially with an EA

representative.

OP 0180 - Job Created

02/12/2025 14:52

OP 0190 - Job Created

02/12/2025 14:52

██████████ General

02/12/2025 13:20 4 months ago

Removed linked Job - 67314688

Unlinked to remove duplicate storyboard from linked job.

██████████ General

02/12/2025 13:14 4 months ago

Address Updated to Gill Industrial Cleaning, Unit 20A Tomo Industrial Estate, Tomo Rd, Stowmarket IP14 5AY

Previous Address Was - N.A., Footpath, Outlet Stream From Sewage., Stowmarket, IP14 5XQ

██████████ General

02/12/2025 11:31 4 months ago

Contacted ██████████ (TE) awaiting update

Job Resumed (██████████

02/12/2025 03:16

Job Resumed (██████████

02/12/2025 03:16

Job Resumed (██████████

02/12/2025 03:16

Job Paused ([REDACTED])

01/12/2025 17:40

[REDACTED] General

01/12/2025 15:35 4 months ago

Photos from investigation work that took place on the 29th of November Third party discharge from TOMO industrial estate

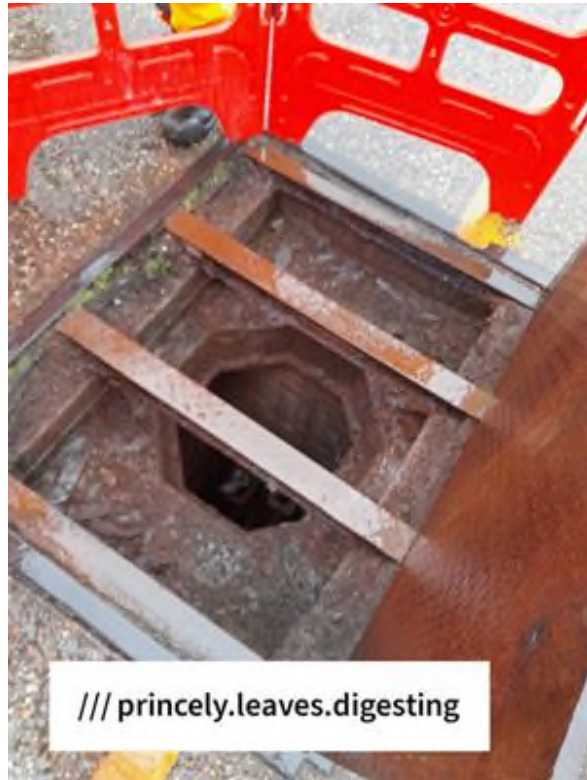


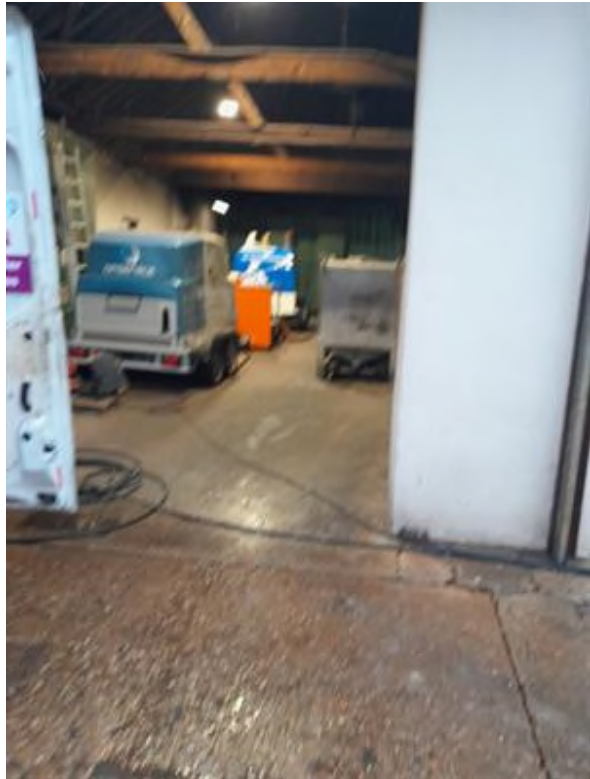


General

01/12/2025 15:34 4 months ago

Photos from investigation work that took place on the 29th of November Third party discharge from TOMO industrial estate





OP 0170 - Job Completed ([REDACTED])

01/12/2025 13:55

[REDACTED] General

01/12/2025 13:18 4 months ago

12:24 Outbound call to [REDACTED] who's been escorting TERS [REDACTED] and [REDACTED] [REDACTED] around site passed the phone to [REDACTED] their investigations have been ticking along in the background and are at the point of ensuring there are no other activities in catchment meaning process of elimination before going to business [REDACTED] is sure of as being the responsible TP.

[REDACTED] General

01/12/2025 10:04 4 months ago

Spoke to [REDACTED] at 09:59 and he's waiting for 2nd tech [REDACTED] who's attended previously as not familiar with job as it's his first time on site once up to speed they'll then be meeting TE at STOWST.

OP 0170 - Arrived On Site ([REDACTED])

01/12/2025 09:18

[REDACTED] General

01/12/2025 08:33 4 months ago

Now deployed to [REDACTED] ETA approx 0900

OP 0170 - Job Accepted ([REDACTED])

01/12/2025 08:29

OP 0170 - Job Assigned

01/12/2025 07:39

OP 0170 - Job Assigned ([REDACTED])

01/12/2025 07:39

[REDACTED] General

01/12/2025 07:22 4 months ago

Deployed to [REDACTED] eta approx 0800

Job Resumed ([REDACTED])

01/12/2025 03:06

[REDACTED] General

01/12/2025 03:05 4 months ago

Job resumed for follow up work

[REDACTED] General

01/12/2025 03:02 4 months ago

Actions Last Night

- No actions completed

Actions needed

- WRN to attend to trace cause of discharge
- ECT to reach out to local management for guidance/Trade Effluent support

██████████ General

30/11/2025 10:06 4 months ago

further report received from EA using NIRS 2446371

OP 0120 - Job Completed (██████████)

29/11/2025 17:08

OP 0160 - Job Completed (██████████)

29/11/2025 15:32

Job Paused (██████████)

29/11/2025 15:00

██████████ General

29/11/2025 15:00 4 months ago

Spoke to EA and gave an update that we have been investigating the issue over the last 3 days as to the root cause of the 3rd party pollution. Suspected business is closed for the weekend, so nothing more to do until Monday. Made it clear that this is 3rd party and not us.

OP 0170 - Job Created

29/11/2025 14:57

██████████ General

29/11/2025 14:52 4 months ago

I have spoke to the SOM who has advised that the EA needs to be updated to advise that further investigations are ongoing. I have put on an action note for the ECT/OCM to speak with local manager such as ██████████ on Monday to see about the next steps for this job. I have also added for CT191 to attend to try and continue tracing to see if we can see any further evidence with the bushiness open on Monday.

██████████ General

29/11/2025 14:18 4 months ago

I have called ██████ and he has not met with a Trade Effluent, he has advised that they have been doing further investigations and found nothing more than what has already been checked. The foam is still in the network and he believes this to be coming from the Tomo Business Park but he doesn't know which business it is coming from. ██████ believes that Trade Effluent needs to lead on this job now as we are unsure of hat direction this job needs to go in now as we are no further forward with further investigations. I am going to speak with the OCM about options for this job.

OP 0120 - Arrived On Site (██████████)

29/11/2025 11:47

██████████ General

29/11/2025 11:16 4 months ago

██████████ is now on route & ██████████ is on site

OP 0160 - Arrived On Site (██████████)

29/11/2025 11:14

OP 0160 - Job Accepted (██████████)

29/11/2025 10:26

OP 0160 - Job Assigned ([REDACTED])

29/11/2025 10:26

OP 0120 - Job Assigned ([REDACTED])

29/11/2025 10:02

OP 0120 - Job Accepted ([REDACTED])

29/11/2025 10:02

[REDACTED] General

29/11/2025 08:24 4 months ago

This has been assigned to [REDACTED] to attend to meet Trade Effluent- ETA 10:30am,
[REDACTED] has been assigned to attend as well as second tech

OP 0160 - Job Created

29/11/2025 08:11

[REDACTED] General

29/11/2025 05:02 4 months ago

Actions Last Night

- None completed

Actions needed

- WRN to meet Trade effluent on site

[REDACTED] General

29/11/2025 03:00 4 months ago

Job resumed for follow up work

Job Resumed ([REDACTED])

29/11/2025 03:00

OP 0110 - Job Completed ([REDACTED])

28/11/2025 18:26

Job Paused ([REDACTED])

28/11/2025 16:32

[REDACTED] General

28/11/2025 16:32 4 months ago

Further investigations and Updated to be collected tomorrow- IA completed by [REDACTED]
[REDACTED] today, This can be paused until the morning

OP 0130 - Job Completed ([REDACTED])

28/11/2025 16:23

OP 0140 - Job Completed ([REDACTED])

28/11/2025 16:23

[REDACTED] pH Sample

28/11/2025 16:16 4 months ago

Downstream 18.00 100.00m

[REDACTED] Dissolved Oxygen Sample

28/11/2025 16:16 4 months ago

Downstream 19.68 100.00m

[REDACTED] Ammonia Sample

28/11/2025 16:16 4 months ago

Downstream 10.32 100.00m

[REDACTED] Additional Evidence

28/11/2025 16:16 4 months ago

Additional Evidence - Watercourse

Downstream (100m) - Location: ///backs.staining.fillings

Sample: Ammonia 0.32 mg/l - Photo Date Time: 28/11/2025 15:39:16

Sample: Dissolved Oxygen 9.68 mg/l

Sample: pH 8 (1-14)

Temperature 9.7



██████████ pH Sample

28/11/2025 16:13 4 months ago

Mixing Zone 8.00 50.00m

██████████ Dissolved Oxygen Sample

28/11/2025 16:13 4 months ago

Mixing Zone 9.68 50.00m

██████████ Ammonia Sample

28/11/2025 16:13 4 months ago

Mixing Zone 0.58 50.00m

██████████ Additional Evidence

28/11/2025 16:13 4 months ago

Additional Evidence - Watercourse

Mixing Zone (50m) - Location: ///resists.denoting.harnessed

Sample: Ammonia 0.58 mg/l - Photo Date Time: 28/11/2025 15:30:42

Sample: Dissolved Oxygen 9.68 mg/l

Sample: pH 8 (1-14)

Temperature 9.6





██████████ pH Sample

28/11/2025 16:10 4 months ago

Upstream 8.00 40.00m

██████████ Dissolved Oxygen Sample

28/11/2025 16:10 4 months ago

Upstream 9.90 40.00m

██████████ Ammonia Sample

28/11/2025 16:10 4 months ago

Upstream 0.30 40.00m

██████████ Additional Evidence

28/11/2025 16:10 4 months ago

Additional Evidence - Watercourse

Upstream (40m) - Location: [///unity.engages.beanbag](#)

Sample: Ammonia 0.3 mg/l - Photo Date Time: 28/11/2025 15:23:30

Sample: Dissolved Oxygen 9.9 mg/l

Sample: pH 8 (1-14)

Temperature 9.4



██████████ General

28/11/2025 16:08 4 months ago

Linked Job - 67314688

I am linking this job due to this being in the same area- the foam has affected Ipswich and Stowmarket. The foam has moved D/S so there is no impact on this job number at all- Linked due to being another EA job fir the same issue

██████████ pH Sample

28/11/2025 16:07 4 months ago

Point of Entry 8.30 0.00m

██████████ Dissolved Oxygen Sample

28/11/2025 16:07 4 months ago

Point of Entry 8.85 0.00m

██████████ Ammonia Sample

28/11/2025 16:07 4 months ago

Point of Entry 2.63 0.00m

██████████ Additional Evidence

28/11/2025 16:07 4 months ago

Additional Evidence - Watercourse

Point of Impact - Location: [///parading.crunching.tricks](http://parading.crunching.tricks)

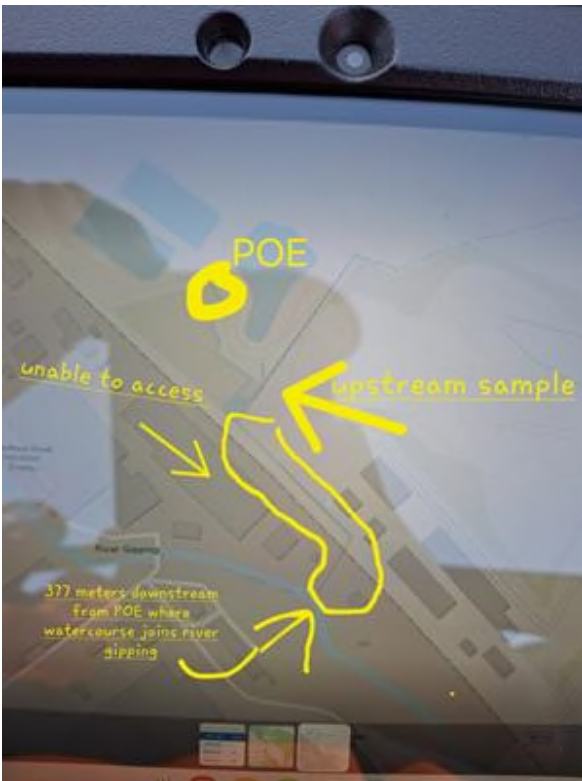
Sample: Ammonia 2.63 mg/l - Photo Date Time: 28/11/2025 15:12:06

Sample: Dissolved Oxygen 8.85 mg/l

Sample: pH 8.3 (1-14)

This is POE to the river gipping. This is 377 meters down from the original point of entry to the watercourse from the FE discharge at stowmarket STW.

Temperature 10.1



General

28/11/2025 16:01 4 months ago

has contacted to advise that he is struggling to access part of the watercourse- He used this image to advise. I have spoke to the OCM and we have agreed to upload the 377m D/S as a POE as that is when it hits the river, we will ensure that it is highlighted in the

notes that this is 377m from the FE point but due to this being when it joins the river and we are therefore testing and assessing a new watercourse for this foam and therefore this is a new POE to a different watercourse to show if the foam/ AW has impacted the watercourse.



OP 0150 - Job Completed ([REDACTED])

28/11/2025 14:41

[REDACTED] pH Sample

28/11/2025 14:25 4 months ago

Upstream 8.00 20.00m

[REDACTED] Dissolved Oxygen Sample

28/11/2025 14:25 4 months ago

Upstream 8.02 20.00m

[REDACTED] Ammonia Sample

28/11/2025 14:25 4 months ago

Upstream 0.68 20.00m

Additional Evidence

28/11/2025 14:25 4 months ago

Additional Evidence - Watercourse

Upstream (20m) - Location: ///angers.roadways.quilt

Sample: Ammonia 0.68 mg/l - Photo Date Time: 28/11/2025 14:20:11

Sample: Dissolved Oxygen 8.02 mg/l

Sample: pH 8 (1-14)

Temperature 9.9





██████████ pH Sample

28/11/2025 13:59 4 months ago

Point of Entry 8.60 0.00m

██████████ Dissolved Oxygen Sample

28/11/2025 13:59 4 months ago

Point of Entry 10.95 0.00m

██████████ Ammonia Sample

28/11/2025 13:59 4 months ago

Point of Entry 2.59 0.00m

██████████ Additional Evidence

28/11/2025 13:59 4 months ago

Additional Evidence - Watercourse

Point of Impact - Location: [///baker.ballpoint.digs](#)

Sample: Ammonia 2.59 mg/l - Photo Date Time: 28/11/2025 13:45:44

Sample: Dissolved Oxygen 10.95 mg/l

Sample: pH 8.6 (1-14)

Temperature 12.3



██████████ 11/2025 14:33 4 months ago

This is from the FE point at STOWST all samples are with in consent - Suspended Solids LUT: 30.00 ss, Upper Tier: None Biological Oxygen Demand LUT: 13.00 MG/L, Upper Tier: 50.00 MG/L Ammonia LUT: 6.00 MG/L, Upper Tier: 23.00 MG/L

OP 0150 - Job Parked (██████████

28/11/2025 13:00

██████████ Additional Evidence

28/11/2025 12:56 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///seatbelt.fillers.acre

Photo Date Time: 28/11/2025 12:50:39

Foul sewer line - Camera still struggling to get through foul line due to build up in pipe.
Jetting team continue to try clean.



OP 0130 - Arrived On Site ([REDACTED])

28/11/2025 11:26

OP 0130 - Job Assigned ([REDACTED])

28/11/2025 11:03

OP 0130 - Job Accepted ([REDACTED])

28/11/2025 11:03

OP 0110 - Arrived On Site ([REDACTED])

28/11/2025 10:53

[REDACTED] General

28/11/2025 10:52 4 months ago

Some pictures have been sent in from another Technician [REDACTED] Lab Sampler





OP 0150 - Arrived On Site ([REDACTED])

28/11/2025 10:35

OP 0150 - Job Assigned ([REDACTED])

28/11/2025 10:35

OP 0150 - Job Accepted ([REDACTED])

28/11/2025 10:35

OP 0110 - Job Accepted ([REDACTED])

28/11/2025 09:59

OP 0110 - Job Assigned ([REDACTED])

28/11/2025 09:59

[REDACTED] Additional Evidence

28/11/2025 09:02 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///shrub.grins.impeached

Photo Date Time: 28/11/2025 08:52:10

Foul sewer line - AW combi jetter onsite now jetting upstream from manhole 4404. As seen in picture this is producing massive amounts of foam so chemical still present.



OP 0140 - Arrived On Site ([REDACTED])

28/11/2025 08:35

[REDACTED] General

28/11/2025 08:13 4 months ago

[REDACTED] is now on route

OP 0140 - Job Accepted ([REDACTED])

28/11/2025 07:47

OP 0140 - Job Assigned ([REDACTED])

28/11/2025 07:47

[REDACTED] General

28/11/2025 06:58 4 months ago

[REDACTED] has been assigned this job and he is happy to attend

Job Resumed ([REDACTED])

28/11/2025 04:11

OP 0100 - Job Completed ([REDACTED])

27/11/2025 17:14

[REDACTED] General

27/11/2025 17:04 4 months ago

op raised for EPT- IA/samples/photos/PEC-28/11-[REDACTED]

OP 0140 - Job Created

27/11/2025 17:04

[REDACTED] General

27/11/2025 17:02 4 months ago

update from [REDACTED] Tested flow within MH4403 by catching water, decanting into plastic bottle and agitating this - this did not foam up.

Carried out crawler survey.

Surveyed 150mm FWS US from MH4404 but initially unable to pass 8m due to grey FOG build up.

Jetted FWS using around 3 tanks of water. The warthog and rear facing bomb jet could get to approximately 45-50m but the last 10m this was crawling really slowly.

Resurveyed after cleaning 150mm FWS US from MH4404 getting to 13m (via MH4405 at 10m) this then drops into a dip and we can't pass this point.

Moved to MH4405 and attempted to survey using the push rod camera.

Surveyed 150mm FWS US from MH4405 getting to 10m - unable to pass or see as under

water the whole way.

I have booked a combi with Crystal Hughes on T4: T4 - 007147 to attend site at 0900hrs on 28.11.2025.

Work instructions: Combi with root cutting equipment.

Lorry to set up on MH4404 at W3W: ///seatbelt.fillers.acre.

Jet and clean 150mm FWS US to MH4402 - this is via MH4405.

Approximately 60m of 150mm FWS

AW FTs on site with crawler and push rod.

FT to survey after cleaning to locate MH4402 and look for any potential connections where this is entering.

If MH4402 needs to be accessed this will need a sonde and MFT to cut back area within AkzoNobel Factory. To gain access here you will need to call [REDACTED] and a site induction will need to be carried out for anyone working on the site.

EPT [REDACTED] will be on site.

Trade effluent scientist [REDACTED] may also be around if assistance is required.

OP 0090 - Job Completed ([REDACTED])

27/11/2025 16:56

OP 0130 - Job Created

27/11/2025 16:35

Job Paused ([REDACTED])

27/11/2025 16:24

OP 0100 - Job Parked ([REDACTED])

27/11/2025 16:23

OP 0070 - Job Completed ([REDACTED])

27/11/2025 16:23

[REDACTED] General

27/11/2025 16:11 4 months ago

Tankering type - T4

██████████ General

27/11/2025 15:41 4 months ago

Combi has been requested for tomorrow morning around 9am as per ██████████ (T4) T4 007147

██████████ General

27/11/2025 15:39 4 months ago

██████ has asked for a T Code for a combi tomorrow AM-Unable to pass 13m US from MH4404- as full of FOG and they are unable to continue to CCTV- EPT are calling ██████ now to arrange.

██████████ General

27/11/2025 15:22 4 months ago

ops changed for ██████████ to attend on Fri 28th and sat 29th as per ██████████ to meet Trade Effluent officer and continue to CCTV and jet line to investigate any cross connections etc

██████████ Additional Evidence

27/11/2025 15:15 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///decoded.going.mystified

Photo Date Time: 27/11/2025 15:00:57

Foul sewer line - Cameraed from manhole 4404 going upstream to 4405 but unable to get further then 13 meters as sewer needs cleaning with combi. Field techs have tried cleaning with vanpack but unsuccessful.

27/11/2025 14:37

OP 0120 - Job Created

27/11/2025 14:37

████████████████████ General

27/11/2025 14:37 4 months ago

ops raised for ██████████ to attend and meet trade effluent officer to investigate further 28/11 and 29/11

████████████████████ General

27/11/2025 14:28 4 months ago

called ████████ for an update and what next steps will be- VM left

████████████████████ stopped watching this event

27/11/2025 13:33

OP 0090 - Job Parked (██████████)

27/11/2025 13:33

████████████████████ Additional Evidence

27/11/2025 13:05 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///decoded.going.mystified

Photo Date Time: 27/11/2025 12:59:48

Manhole 4404 - Sample taken from manhole 4404 and shaken which produced foam.



Additional Evidence

27/11/2025 12:20 4 months ago

Additional Evidence - Anglian Water Asset or Site

Location: ///altitude.according.voters

Photo Date Time: 27/11/2025 12:13:57

Manhole 4403 - Lifted foul manhole 4403 and collected a sample to do shake test which resulted in no foam



OP 0100 - Arrived On Site ([REDACTED])

27/11/2025 12:05

OP 0070 - Arrived On Site ([REDACTED])

27/11/2025 11:50

[REDACTED] General

27/11/2025 11:49 4 months ago

Updated Gated Process Lite for 67297257 at N.A., Footpath, Outlet Stream From Sewage.,
Stowmarket, IP14 5XQ

Completed By: [REDACTED] on 27/11/2025 10:09

Q1. Is there a report of fish mortality or wildlife in distress?: Not Applicable

Q2. Has there been a discharge to a sensitive area?: Not Applicable

Q3. Does the report suggest a risk of impact greater than 100m to watercourse?: Customer reports of discolouration in water course > 100m

Q4. Are there any issues with resource deployment within SLA?: Not Applicable

Q5. What amenity interest is there?: Not Applicable

Q6. is there any outside stakeholder or regulatory body interest?: Not Applicable

On-Site Review Triggered?:

[REDACTED] 27/11/2025 10:10 4 months ago

updated gated lite process due to impact greater than 100m in WC

[REDACTED] General

27/11/2025 10:06 4 months ago

spoke to [REDACTED] and he will be about 30mins on his job and will then call [REDACTED] to liaise on site.

OP 0080 - Job Completed

27/11/2025 09:09

OP 0080 - Job Assigned

27/11/2025 09:09

[REDACTED] General

27/11/2025 09:04 4 months ago

spoke to [REDACTED] and he will get ready and head to site shortly to complete an IA

[REDACTED] General

27/11/2025 08:49 4 months ago

called [REDACTED] to advise this job is waiting for attendance- message sent as well

[REDACTED] General

27/11/2025 08:34 4 months ago

Liaising with IDS as EPT ops still not deployed

[REDACTED] General

27/11/2025 07:28 4 months ago

FT ops now deployed to [REDACTED] and [REDACTED]

OP 0090 - Job Rejected

27/11/2025 06:56

OP 0100 - Job Rejected

27/11/2025 06:56

[REDACTED] started watching this event

27/11/2025 06:47

Job Resumed ([REDACTED])

27/11/2025 04:40

OP 0040 - Job Completed ([REDACTED])

26/11/2025 18:08

[REDACTED] General

26/11/2025 18:07 4 months ago

[REDACTED] (trade effluent officer) is on site tomorrow (27/11) with the EA too at 0900hrs

Job Paused ([REDACTED])

26/11/2025 17:25

OP 0070 - Job Created

26/11/2025 17:24

OP 0080 - Job Created

26/11/2025 17:24

OP 0090 - Job Created

26/11/2025 17:24

OP 0100 - Job Created

26/11/2025 17:24

OP 0050 - Job Completed ([REDACTED]

26/11/2025 17:23

[REDACTED] Additional Evidence

26/11/2025 17:01 4 months ago

Additional Evidence - Other

Location: ///rocked.sung.rationed

Photo Date Time: 26/11/2025 16:11:15

MH4402 ///rocked.sung.rationed - MH4402- this MH is in the business yard of PPG Industries. Unable to locate MH in this area ///rocked.sung.rationed is the approx location of MH. This will be looked at tomorrow to try and locate MH as this is very important to find out where this issue is coming from.

MH4405 has presence of the foamy waste and MH 4403 doesn't.





[REDACTED] General

26/11/2025 16:38 4 months ago

spoke to [REDACTED] ops need to be for [REDACTED] and [REDACTED] EPT for 8am in the morning as they need an induction to get to site- [REDACTED] will speak to manager [REDACTED] in regards anything else needed

[REDACTED] General

26/11/2025 15:45 4 months ago

[REDACTED] has confirmed that he on site at PPG Industries trying to gain access to MH4402 ///rocked.sung.rationed-This is actually within the land of AkzoNobel

OP 0060 - Job Completed ([REDACTED])

26/11/2025 14:45

[REDACTED] General

26/11/2025 14:18 4 months ago

spoke to [REDACTED] EPT and he is happy to go and help [REDACTED] and the Trade Effluent officer- [REDACTED] will now leave site as 2 EPTs are not needed

[REDACTED] General

26/11/2025 14:15 4 months ago

Removed linked Job - 67288188

██████████ General

26/11/2025 14:15 4 months ago

this has nothing to do with Muntons Malt- the linked job will be unlinked- the manager of the area has called and he has asked that the EPTs on site can help ██████████ and there is only one EPT needed- i will call ██████████ and advise

██████████ Ammonia Sample

26/11/2025 14:06 4 months ago

Downstream 10.63492.00m

██████████ Additional Evidence

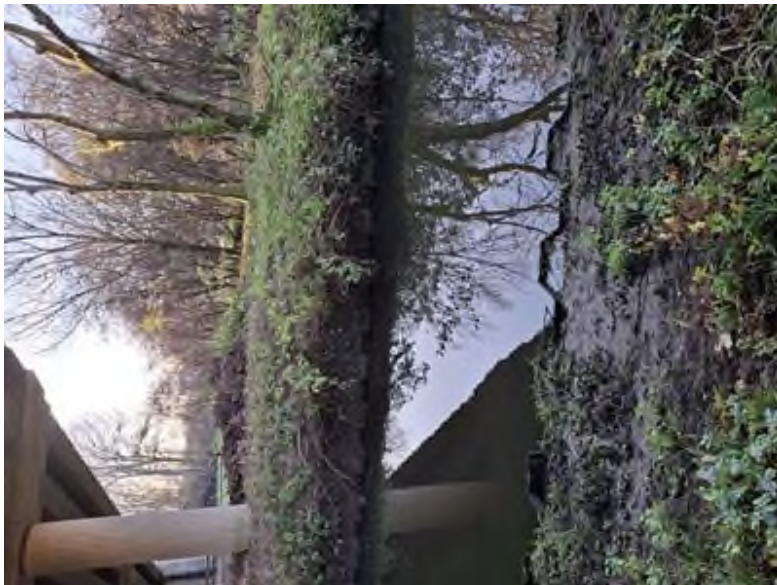
26/11/2025 14:06 4 months ago

Additional Evidence - Watercourse

Downstream (492m) - Location: [///formation.interests.doubt](#)

Sample: Ammonia 0.63 mg/l - Photo Date Time: 26/11/2025 14:01:22

Sample taken 492m downstream of POE. No foaming on surface, sample clear, good flow to watercourse.





Ammonia Sample

26/11/2025 13:51 4 months ago

Downstream 11.41 275.00m

Additional Evidence

26/11/2025 13:51 4 months ago

Additional Evidence - Watercourse

Downstream (275m) - Location: [///parading.crunching.tricks](http://parading.crunching.tricks)

Sample: Ammonia 1.41 mg/l - Photo DateTime: 26/11/2025 13:40:19

Sample taken 275m Downstream of POE into river Gipping. Substantial foam on surface initially reaching 40m downstream.



██████████ General

26/11/2025 13:33 4 months ago

Pollution investigation from previous job- identified Muntons EA consented discharge to be the source of the foam on the river gipping. This has been evidenced on this job. I have spoken to ██████████ trade effluent scientist who will make the correct person aware of situation. This is not AW issue as the discharge does not use our assets.

██████████ General

26/11/2025 13:31 4 months ago

Linked Job - 67288188

[REDACTED] General

26/11/2025 13:31 4 months ago

looked up the postcode as this seemed familiar- 67288188 was in over the weekend and was linked to a Brewery that had discharged into the WC- no Ammonia present - EA and trade effluent are aware of this- i will link the jobs and get EPTs to take samples-

[REDACTED] General

26/11/2025 13:16 4 months ago

spoke to [REDACTED] on site and he has confirmed that they are using an extension pole-scoop the water into a bottle and shaking it -to see the foam- they are at MH4405 on PS side of the railway - they will now go back to the U/S to retrace using the bottle method - the trade effluent officer is still with them.

OP 0060 - Arrived On Site ([REDACTED])

26/11/2025 13:03

OP 0060 - Job Assigned ([REDACTED])

26/11/2025 13:03

OP 0060 - Job Accepted ([REDACTED])

26/11/2025 13:03

OP 0050 - Arrived On Site ([REDACTED])

26/11/2025 12:41

OP 0060 - Job Created

26/11/2025 12:29

[REDACTED] Additional Evidence

26/11/2025 11:04 4 months ago

Additional Evidence - Other

STOPSM - Location: ///pack.eyepieces.detection

Photo Date Time: 26/11/2025 11:02:21

Dense foam within STOPSM.



Additional Evidence

26/11/2025 10:594 months ago

Additional Evidence - Other

MH2602 - Location: ///paradise.occur.sweeper

Photo Date Time: 26/11/2025 10:56:54

No evidence of dense foam within MH2602



General

26/11/2025 10:42 4 months ago

trade effluent officer is on site has advised that the worst of the foam is at the treatment site- so they are now heading to the site to see whats happening

OP 0050 - Job Assigned (

26/11/2025 10:42

OP 0050 - Job Accepted (

26/11/2025 10:42

Additional Evidence

26/11/2025 10:38 4 months ago

Additional Evidence - Other

MH4403 - Location: ///filer.studio.escalates

Photo Date Time: 26/11/2025 10:25:31

MH4403 No evidence of foam



██████████ General

26/11/2025 10:36 4 months ago

EPT op raised for ██████████ to complete an IA

██████████ General

26/11/2025 10:08 4 months ago

looking at the map- it shows Suffolk dairies which is 318m upstream from MH2504- spoke to ██████████ and sent him mapping and that the MH4403 is at the corner of the Dairies - with grid ref and W3W



██████████ General

26/11/2025 09:51 4 months ago

spoke to ██████ due not a lot of information in regards to MHs checked other than Mh2504-
██████ will start from the beginning and trace from the site

██████████ General

26/11/2025 09:33 4 months ago

called ██████ for an update: VM left

OP 0040 - Arrived On Site (██████████)

26/11/2025 09:18

██████████ General

26/11/2025 09:15 4 months ago

██████ is on site

██████████ General

26/11/2025 08:27 4 months ago

Access to Water for PIA - Yes

██████████ General

26/11/2025 08:27 4 months ago

Affected Area Updated to Watercourse

██████████ General

26/11/2025 08:26 4 months ago

Photos Added Updated to Yes

████████████████████ General

26/11/2025 08:17 4 months ago

██████ is now on route

OP 0040 - Job Assigned (██████████)

26/11/2025 08:11

OP 0040 - Job Accepted (██████████)

26/11/2025 08:11

████████████████████ General

26/11/2025 07:49 4 months ago

deployed to ██████████ eta 9.30am

██████████ General

26/11/2025 07:03 4 months ago

OP created on SAP and awaiting deployment

Job Resumed (████████████████████)

26/11/2025 04:18

OP 0040 - Job Created

25/11/2025 17:51

Job Paused ([REDACTED])

25/11/2025 17:31

[REDACTED] General

25/11/2025 17:28 4 months ago

[REDACTED] has called back and advised that this is going to be NWWKd for [REDACTED] and [REDACTED] to continue investigations of where the source is coming from. This will be done first thing in the morning.

OP 0010 - Job Completed ([REDACTED])

25/11/2025 17:26

OP 0030 - Job Completed ([REDACTED])

25/11/2025 17:26

OP 0030 - Arrived On Site ([REDACTED])

25/11/2025 16:22

[REDACTED] General

25/11/2025 16:17 4 months ago

I have asked for some further evidence of the wider area around MH2504 to show that there is no discharge seeping into this MH. I have asked that [REDACTED] checks in with [REDACTED] to see if she is happy with the evidence that we have collected so far or if she is requiring anything else from the team tonight- [REDACTED] will feed back

OP 0030 - Job Assigned ([REDACTED])

25/11/2025 15:24

OP 0030 - Job Accepted ([REDACTED])

25/11/2025 15:24

OP 0010 - Job Parked ([REDACTED])

25/11/2025 14:19

[REDACTED] Additional Evidence

25/11/2025 14:16 4 months ago

Additional Evidence - Anglian Water Asset or Site

Mh2504 - Location: ///unzipped.feasting.resorting

Photo Date Time: 25/11/2025 14:12:22

Foam found coming in from this mh. Continuing investigation further u/s.



██████████ 25/11/2025 16:15 4 months ago

██████████ has confirmed that this is where start of where the foam is seen in the network- He has confirmed that the foam becomes more prominent when it gets disturbed to indicate that it could be a detergent type discharge.

██████████ Additional Evidence

25/11/2025 13:59 4 months ago

Additional Evidence - Anglian Water Asset or Site

Pumping station STOPSM - Location: ///last.tile.epidemics

Photo Date Time: 25/11/2025 13:53:13

Wet well at this pumping station has some foam present so must be coming from a sewer connected here. The other pumping stations (COMCSM and STOBBSM) have no present. No looking to trace this upstream.



██████████ General

25/11/2025 13:58 4 months ago

deployed 2nd tech to assist on this job deployed ██████████ - ██████████

OP 0030 - Job Created

25/11/2025 13:52

██████████ General

25/11/2025 13:51 4 months ago

Can we please ensure that this Pollution event stays in focus as, at this point we do not believe that this is linked to the Event over the weekend with Muntons Malt. Muntons do not discharge via our asset and at this point ██████████ Ops and Networks are investigating as this is discharging from our asset.

██████████ General

25/11/2025 13:04 4 months ago

██████████ & ██████████ checking nearby Pumping Stations to see if they can trace source of foam. It appears to be coming into inlet @ STOWST.

██████████ General

25/11/2025 12:19 4 months ago

Outbound call to [REDACTED] to advise this is linked to the job at the weekend as mentioned below she will liase with [REDACTED] in regards to storyboard.

[REDACTED] General

25/11/2025 12:18 4 months ago

Risk updated to Low

[REDACTED] General

25/11/2025 12:18 4 months ago

New Storyboard sent to [REDACTED] SNT & [REDACTED]

[REDACTED] Storyboard Management Status

25/11/2025 12:08 4 months ago

Owner updated from **blank** to [REDACTED]

Stage updated from **I (Initiated)** to **I (Initiated)**

Comments: blank

OP 0020 - Job Completed

25/11/2025 12:05

OP 0020 - Job Assigned

25/11/2025 12:04

[REDACTED] Ammonia Sample

25/11/2025 12:03 4 months ago

Downstream 12.08 20.00m

[REDACTED] Additional Evidence

25/11/2025 12:03 4 months ago

Additional Evidence - Watercourse

Downstream (20m) - Location: [///otherwise.genius.blushed](#)

Sample: Ammonia 2.08 ppm - Photo Date Time: 25/11/2025 11:59:08

POI inaccessible at the moment. Sample taken d/s shows 2.08ppm. Watercourse looks clean and clear thanks to a branch holding back foam.



██████████ On Site Situation Report

25/11/2025 11:58 4 months ago

On Site Situation Report

Discharge: Yes

Potential Impact: Impacted Watercourse

Location: ///baker.ballpoint.digs

Photo Date Time: 25/11/2025 11:45:54

Watercourse has lots of foam on it. Looks to be a 3rd party issue but unable to confirm at the moment.



Has the on site situation report been reviewed?

██████████ General

25/11/2025 11:55 4 months ago

Called the EA ICS and updated of the third party issue and asked they attempt to prevent contacting us about this anymore. Very understanding and will try pass the message on to prevent further reports to us

██████████ General

25/11/2025 11:53 4 months ago

Routines job checked o 67124847 & 67286253

██████████ General

25/11/2025 11:42 4 months ago

Discussed with Som this is connected to precious job and as we are on site will take ammonia reading and call the EA to advise this is an ongoing issue with Muntons Malt. TP discharge.

██████████ Category Update

25/11/2025 11:33 4 months ago

TP

This event has been initially categorised as a CAT TP (Low Risk)

Categorisation Completed on 25/11/2025 11:33

██████████ General

25/11/2025 11:33 4 months ago

Inbound call from ██████████ he is awaiting their environmental team to give them access to the point at which is showing the foam, having discussed with ██████████ have located a job attended at the weekend which appears to be the same problem.

██████████ 25/11/2025 11:46 4 months ago

Escalated to SOM to update the Media Team.

██████████ 25/11/2025 11:41 4 months ago

For awareness foam has been reported on the River Gipping as far down to where it joins the River Orwell in Ipswich. Photos/videos on facebook been ongoing 36-48hrs I saw it this morning and thought I'd check PCC. Someone posted they found the source at "Stowmarket Sewage Works"

Arrived On Site (██████████

25/11/2025 11:14

██████████ General

25/11/2025 10:47 4 months ago

IDS have confirmed the following from [REDACTED] (WR Operations Support Manager) site is treating fine and the sample/interstage samples are in consent. So this isn't a pollution. I've contacted the trade effluent team, someone will be on site this afternoon to investigate further.

Job Accepted ([REDACTED])

25/11/2025 10:31

Job Assigned ([REDACTED])

25/11/2025 10:31

[REDACTED] General

25/11/2025 10:13 4 months ago

2nd EA job sent to OMC Mailbox with NIRS 2445286

[REDACTED] General

25/11/2025 10:12 4 months ago

2nd NIRS provided by EA 2445286 please link at time of storyboard

[REDACTED] General

25/11/2025 09:52 4 months ago

NIRS reference is 2445278.

EA also reported the same issue as the customer report

[REDACTED] General

25/11/2025 09:52 4 months ago

This job has also come from the EA- NIRS 2445278

Type of water - Smaller stream or watercourse: Stowmarket sewage treatment works outlet

Appearance - A foam or scum on top;

Smell - No

Substance - Something else: Foam in stream

Suspected source - Yes: Stowmarket sewage works

Fish or other wildlife affected - No

Size of pollution (Less than 10m) - No

Size of pollution - 10m to 100m

Photos available - Yes

Report Type(s):

Water pollution (incl. water quality issues, algae, self-reported incidents, marine incident (surface water, ground water & marine waters))

Suspected Source: Unknown (Where reporter is unable to identify source type)

Noticed: 24/11/2025 16:00

Location: Stowmarket

██████████ General

25/11/2025 09:44 4 months ago

Data from Syrinix and Ovarro not showing a typical burst pattern, current data looks fairly consistent



██████████ General

25/11/2025 09:44 4 months ago

I have asked [REDACTED] to deploy a Ops tech in addition as this looks to be very close to STOWST

[REDACTED] General

25/11/2025 09:40 4 months ago

Initial Gated Process Lite for 67297257 at N.A., Footpath, Outlet Stream From Sewage., Stowmarket, IP14 5XQ

Completed By: [REDACTED] on 25/11/2025 09:40

Q1. Is there a report of fish mortality or wildlife in distress? Not Applicable

Q2. Has there been a discharge to a sensitive area? Not Applicable

Q3. Does the report suggest a risk of impact greater than 100m to watercourse? Not Applicable

Q4. Are there any issues with resource deployment within SLA? Not Applicable

Q5. What amenity interest is there? Not Applicable

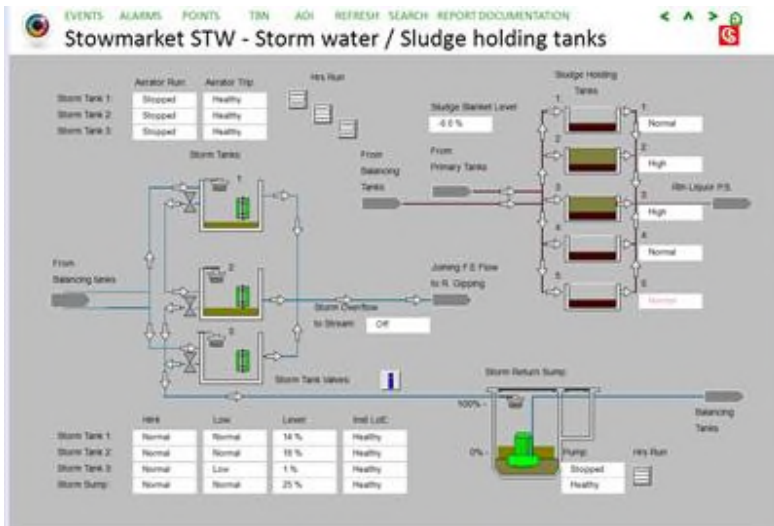
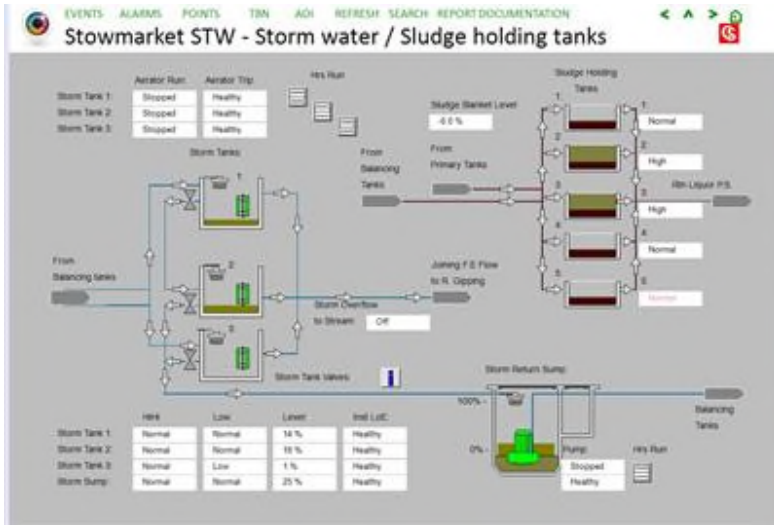
Q6. is there any outside stakeholder or regulatory body interest? Not Applicable

Onsite Review Triggered?

[REDACTED] General

25/11/2025 09:39 4 months ago

VIEW X : shows STOWST - inlet P1 stopped P2 & P3 running and healthy.



██████████ General

25/11/2025 09:37 4 months ago

Storm condition - No

██████████ General

25/11/2025 09:37 4 months ago

Informed By updated to Member of Public

██████████ General

25/11/2025 09:36 4 months ago

MAGIC: shows mapped in SPZ 3 location



General

25/11/2025 09:35 4 months ago

MAPPING : shows no foul assets at the W3W however STOWST is mapped in close proximity. foul RM mapped in close proximity upstream PS is COMCSM. Multiple Watercourse mapped in close proximity.



OP 0020 - Job Created

25/11/2025 09:32

General

25/11/2025 09:25 4 months ago

██████████ made contact this is believed to be with Treatment works therefore op added to investigate. WRN will still attend to complete assessment

██████████ General

25/11/2025 09:24 4 months ago

██████ has spoken to me and ██████████ is heading there asap

██████████ General

25/11/2025 09:24 4 months ago

Customer Image



██████████ General

25/11/2025 09:22 4 months ago

left VM for ██████████ to attend asap - due to possible pollution left VM-██████████. - spoke to ████████ and he is going to give him a bell, if not call someone else and get redeployed and will let us know

System User General

25/11/2025 09:01 4 months ago

25.11.2025 09:01:56 UK (SCP-APIM) SELFSERVE Person to Contact: ██████████ Mobile: ██████████ Email: ██████████ Location Details: Easting: 605945 Northing: 258099 OS Reference: TM059581 W3W Reference: strumming.asterisk.stoppage

Where is the issue? In a public space Location n.a. Footpath, Outlet stream from sewage., Stowmarket, IP14 5XQ Additional Information: Stream visible from footpath to South of surface water retention pond Tell us about the issue I can see water where it shouldn't be Where can you see it? Other Is it? Sewage water Describe the water movement Flowing Freely Is the water Running into a river, stream or ditch How much water can you see? Greater than 100m (approx. 300ft) Additional Details Outlet stream from Stowmarket sewage site. Located to South of local surface water retention pond. Upstream of retention pond outlet 25.11.2025 09:02:16 UK (SCP-APIM) Photo of the issue: https://eimsrvhubstorcontent.blob.core.windows.net/job-28528835/issue_photos/20251125090214_20251125_081746.jpg

Created (System User)

25/11/2025 09:01

Scheduling Reported On 25/11/2025 09:01

Assigned to [REDACTED]

Job Description Investigate Possible Pollution

Work Order No67297257

SLA A