Questions raised prior to the meeting:

1. **AW trucks overflow sewage from Glandford to Holt STW as Glandford is not allowed storm overflows. But Holt - just a mile or so upstream - is allowed overflows and the sewage ends up in the Glaven anyway. Why isn't Holt prevented from storm overflows?**

On occasion we tanker sewage from Cley to Holt because of the set-up of the storm tank at Cley, if our storm tank at Cley reaches capacity we cannot return the wastewater through the treatment process and so we transport it to Holt to be treated. We have recently installed a Kaldnes plant (additional treatment technology) at Cley WRC which means we can treat more flows on site to reduce the level of tankering.

On the location of storm overflows, these are permitted on combined sewage systems by the Environment Agency (EA). Combined systems serve catchments where both sewage and rainwater is collected. These systems were how older catchments were designed but are no longer built this way. The storm overflows that are located on combined systems are permitted by the EA to discharge to watercourses where they have very low or no impact. The storm overflow at Holt WRC is the only storm discharge into the River Glaven. We have checked the permit history, Cley WRC is permitted for secondary treated sewage effluent (with UV treatment) only and is located on a foul only network. The permit for Holt WRC covers secondary treated sewage effluent as well as settled storm discharge as Holt WRC serves a combined catchment.

2. **What mitigation is being planned to improve water quality coming out of Holt?**

We have recently invested to install a Ferric dosing plant at Holt WRC to remove Phosphorus from the sewage in the wastewater treatment process. New limits were introduced by the EA in the permit to reflect this change and the new phosphorus limit of 4.5mg/l went live on 31/03/2023.

The EA categorise rivers in accordance with their ecological status as either High, Good, Moderate, Poor or Bad. For a water body to achieve good status, every element assessed must be at 'Good' status or better. The River Glaven's status is 'moderate'. Here is a link to the website for the River Glaven – Glaven | Catchment Data Explorer | Catchment Data Explorer. The EA state that poor nutrient management is the reason why the River Glaven is not at 'Good' ecological status.

3. **Is it possible to have a citizen science scheme in the lower Glaven so the community can monitor the water quality?**

We have engaged with the River Glaven group and provided a Hach Kit. Please contact our Get River Positive Manager Katie on kTeesdale@anglianwater.co.uk if you would also like to carry out testing in the Lower Glaven.

Questions raised in the meeting:

1. **Have there been any pollutions in the Holt/Cley area in the last 12 months?**

There were no recorded pollution events from Anglian Water assets in Holt or Cley in 2022 or 2023 (data goes to October 2023). The storm overflow at Holt WRC is compliant with its permit conditions and its performance can be viewed on our interactive map. The final effluent (treated wastewater we discharge back into the environment) at both sites are fully compliant with their permit conditions.

2. **It was raised that there are some odour issues at Holt WRC during South-westerly winds and also when it is damp.**

The local treatment manager has let me know that the team are not aware of any issues at the site causing odours. The configuration and size of the site and distance (4 miles) from the village, would suggest that the site may not be the cause of odour issues. However, our operational teams are happy to look into any odour issues when they occur. As mentioned in the meeting, it would be appreciated if residents can report odour issues via our official channels at the time when they experience them. This will give us the information we can use to carry out a full investigation.

As a reminder, you can report issues via our 24/7 call centre on 03457 145 145, request a free call back (follow this link) or online at https://www.anglianwater.co.uk/help-and-advice/report-an-issue/.

If you have any further questions please let me know.