

Our ref: 767316

Andrew Wright  
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10 December 2018

Dear Mr Wright

Thank you for your request for information by email on 10 November regarding a fuel spill on the M25 on 1 October 2018.

I am dealing with your request under the terms of the Environmental Information Regulations 2004. This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

Please see below your questions and our answers:

**When did it occur?**

Following a collision between a van and minibus the incident was reported to our Regional Control Centre at 01:30 on 1 October 2018, by Surrey Police.

**When was the first unit on scene?**

Our records indicate, at 01:39 an ambulance arrived and then a Police unit. Traffic Officers arrived at 02:11 to implement a rolling road block. Our Incident Support Unit arrived at 02:17.

**What was used to clean the spill?**

A mixture of a chemical agent called Fuel Safe and absorbent granules.

**When did this start and finish?**

The incident was reported at 01:30 and the traffic officers opened the road at 09:48

**Why did it take so long?**

Due to Police investigations, the cleaning process was not able to begin until 07:30. The cleaning operation took 1 hour.

**What was the cost?**

No repairs were involved, only cleaning to the area where the incident happened therefore, there was no cost.

### **Why was it not resurfaced?**

Resurfacing was not necessary. The safest, quickest and most cost-effective way to deal with that type of incident was to clean the surface.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

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 letter, please contact me. Please remember to quote reference number 767316 in any future communications.

Yours sincerely

*K Jackson*

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