



08 Aug 2018

Environmental Information Request Response

Ref: EIR/06/038

Dear Ms Kroeger,

1. Background

I refer to your request for information under the Environmental Information Regulations 2004 ("the Regulations"), which reads as follows:

Dear Thames Water,

I wish to file an EIR request regarding the industrial oil spill on the River Lea in February 2018; I would like to request the following information:

- 1. Copies of all correspondence (including, but not limited to, emails, letters, notes of calls, minutes of meetings) between Thames Water and the Environment Agency as well as the Canal & River Trust in relation to the oil spill covering the period 11 February 2018 to present.*
- 2. Copies of any environmental reports put together related to this spill.*
- 3. A copy of Thames Water's Emergency Response Plan regarding oil spills.*

Yours faithfully,

Anna Kroeger

2. Thames Water's response

1. Copies of all correspondence (including, but not limited to, emails, letters, notes of calls, minutes of meetings) between Thames Water and the Environment Agency as well as the Canal and River Trust in relation to the oil spill cover the period 11 February to present.

For the purposes of this request and information collation, we have gathered data from 11 February 2018 to the date the EIR request was submitted, 08 June 2018.

We have attached a copy of the emails (in one document) between Thames Water's Pollution Desk and the Environment Agency, and Thames Waters Network Engineers and the Environment Agency. Please note personal details have been redacted in accordance with the Data Protection Act 2018. This is attached as Appendix A.

We have also attached a log of calls made between Thames Water's Pollution Desk and the Environment Agency. Please note we are not able to log calls made by mobile phones, therefore calls between Thames Water and the Environment Agency made via mobile phones have not been recorded. A log of calls made via the landline number is attached as Appendix B.

2. Copies of any environmental reports put together related to this oil spill.

The Water Quality Field Data related to this oil spill is attached as Appendix C.

3. A copy of Thames Water's Emergency Response Plan regarding oil spills.

We have no standard response plan specific to oil spills. We would attend an incident for oil spills if we are requested by the Environment Agency to support them as they require.

The information provided with this letter is taken from the information we hold on our records as at the date indicated. We cannot guarantee the accuracy of this information and it should not be relied on for any purpose.

Under the Regulations, Thames Water has a duty to individuals requesting information to make that information available on request and in the format requested, and must comply with this duty, unless one of the exceptions contained within the Regulations applies.

On this occasion, we have waived the fee chargeable to cover our costs for complying with your request however; we reserve the right to charge in accordance with the fees published on our website for any future requests. Please see the link below for our Interim Charging Scheme on our website: <https://corporate.thameswater.co.uk/About-us/Protecting-our-environment/Managing-our-impact/Environmental-information-regulations>

3. Further queries

Should you have any questions, please contact me by emailing eir.requests@thameswater.co.uk

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within six months of the date of receipt of this response and should be addressed to Environmental Information Requests Manager and emailed to eir.complaints@thameswater.co.uk

If you are dissatisfied with the outcome of the internal review, you can apply, without charge, to the Information Commissioner, who will consider whether Thames Water has complied with its obligations under the Regulations, and can require Thames Water to remedy any problems. You can find out more about how to do this, and about the Regulations in general, on the Information Commissioner's website at: www.ico.org.uk Complaints to the Information Commissioner can be made via the "report a concern" section of the Information Commissioner's website.

Yours sincerely,

EIR Officer