Sustainable Water Resources for the Future

Values and Challenges

Consultation Document for the Environment Agency's
WATER RESOURCES STRATEGIES

THE ANGLIAN REGION PERSPECTIVE

November 1999

INTRODUCTION

The Anglian Region is the driest and lowest lying in Britain.

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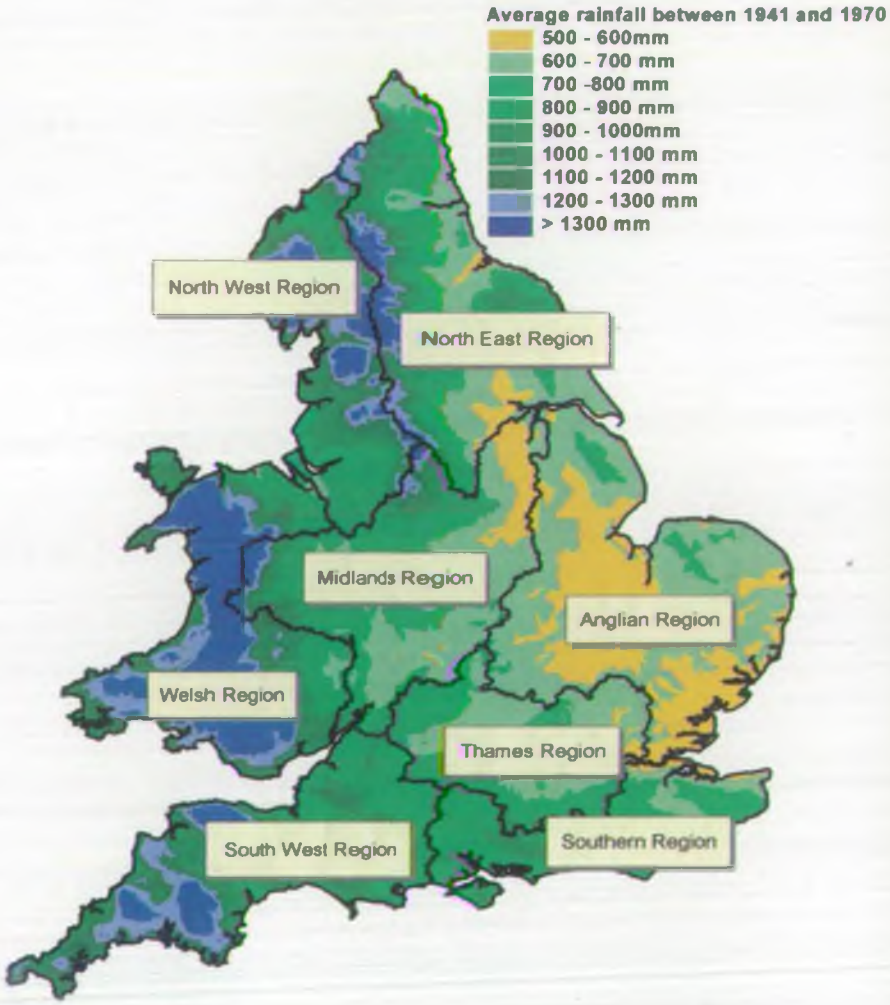
It has the fastest growing population and the fastest rising water demands, particularly for public water supply and irrigation. Over six million people live in this part of the country. The region has a unique water environment, which is a precious asset nationally and internationally. Some of the most severe droughts on record have occurred in the last decade. Public water supplies have remained secure with few restrictions due to a comprehensive network of transfer and storage of water. The drought of 1995-96 focussed public and government attention on ensuring that the needs of both the environment and society are met. It is the role of the Environment Agency to manage water resources to meet these needs. We are now updating and revising our national and regional water resources strategies. We plan to publish these in December 2000. The aim of this consultation exercise is to gather the views and opinions from stakeholders at an early stage as we work and develop our strategies.

ENVIRONMENT AGENCY

THE ISSUES

Our national consultation document "Sustainable Water Resources for the Future" seeks views on a range of issues which are particular challenges for the Environment Agency.

In this booklet we have summarised the main implications of each of the 13 national issues for the Anglian Region. Please read these additional notes in conjunction with the national document; they are not intended to stand alone, instead they are designed to help you form a view on what are difficult issues. Where appropriate, we have also proposed additional questions to aid you in forming views. All of the issues set out in the national document are important; however we do feel that six of these issues are especially important in highlighting the pressures in this region. We have highlighted these key issues and have given more background information on them. We now look forward to hearing from you.



How to Respond

Please feel free to respond to all the points raised, or to focus on a few issues of particular interest. Please do not feel restricted to comment on the specific questions asked and raise additional points if you wish. If your response is aimed primarily at how the Agency manages water resources at a national level, please send your response in writing to:

Dr Giles Phillips, Head of Water Resources, Environment Agency, PO Box 217, Patchway, Bristol, BS32 4XB.

If your response is aimed primarily at how the Agency manages water resources in the Anglian Region, please send your response in writing to:

Graham Wilson, Water Resources Manager, Environment Agency, Kingfisher House, Goldhay Way, Orton Goldhay, Peterborough, PE2 5ZR

KEY ISSUE
A. WHAT ENVIRONMENT SHOULD WE PROTECT?

The Anglian Region has a valuable and unique water environment, possessing many nationally and internationally important sites such as wetlands, the Broads National Park, chalk rivers and coastal sites important for overwintering birds.

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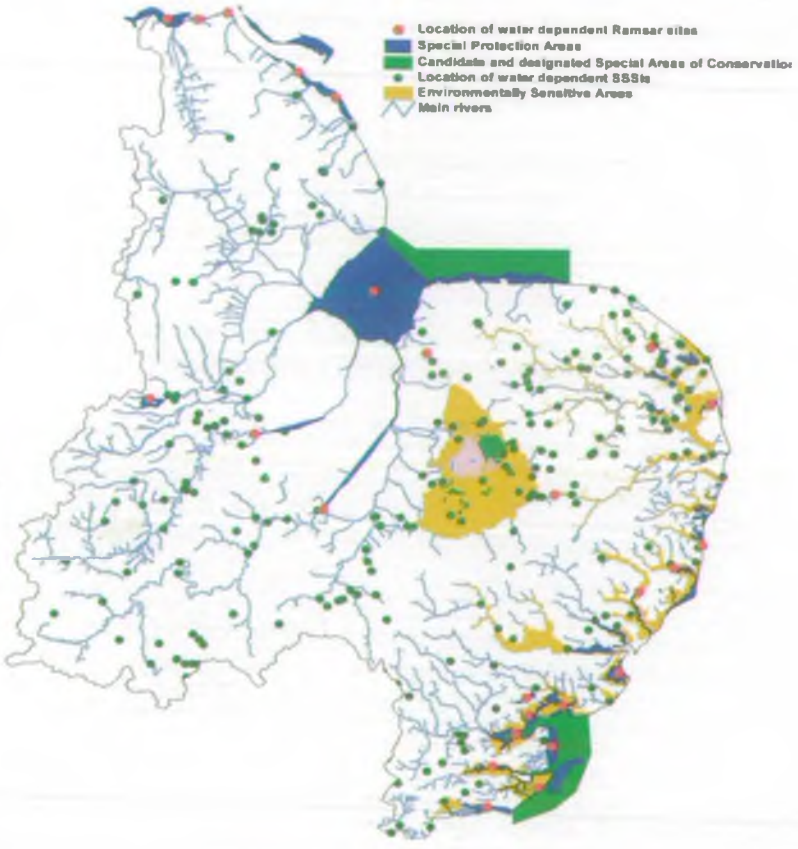
Water in the wider environment is vital to overall biodiversity and sustaining the environment for both wildlife and people.



Environmentally important sites within Anglian Region

Our limited water resources are also heavily utilised for public water supply, agriculture and industry. Increasing development pressures and demands for water can have a significant effect on the environment by changing river flow patterns and groundwater levels.

Since our last regional strategy was published in 1994 progress has been made on restoring sites damaged by abstraction – such as Redgrave and Lopham Fen and River Hiz. Further work is planned to investigate problems and restore more sites.

Existing environmental legislation focuses our attention on those aspects of the natural environment most precious to the UK and European community (of which there are many sites in the Anglian Region). However, across many parts of our Region, we have to make decisions on a routine basis about the impacts of water abstraction in the wider water environment. If future development is to be sustainable in Anglian Region, water resources may not be sufficient to meet all demands as well as protecting the environment. To ensure that resources continue to be managed in an open and equitable manner, the Agency will need to be clear what environment we are aiming to protect in the future; it is the aspirations of society and the industry as a whole which will influence future legislation.

QUESTIONS

KEY ISSUE

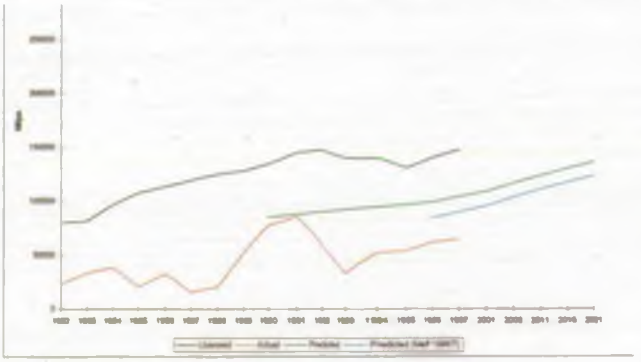
B. HOW SHOULD WE RESPOND TO CLIMATE CHANGE?

The most recent predictions for the impact of climate change in the Anglian Region have implications both for sea level rise and the water resources of the Region.

The most recent predictions for the impact of climate change in the Anglian Region have implications both for sea level rise and the water resources of the Region. Rainfall in the Region is likely to increase during the winter, whilst summer rainfall is predicted to decrease. The result of this could see higher river flows in the winter months with little change or even increases to groundwater recharge. River catchments whose flow is predominantly from groundwater will be affected differently from rivers founded on impermeable clay soils.

Average responses also mask the impact of more severe variability in the climate. Storms could become more frequent and violent, and droughts more severe. Warmer and drier summers would lead to increased demands for water both at home and at work. In Anglian Region, high demands are already placed on water resources during the summer for agricultural irrigation; around half of the country's demand for irrigation water is concentrated in the Anglian Region. Increasing temperatures, windspeed and soil moisture deficit during the summer will lead to increased demands for agricultural irrigation. The development and integration of the public water supply infrastructure means that this industry is better placed to cope with drought; this is less so in the case of private abstractors.

The key issues for Anglian Region relate to increased pressure on the environment during hotter drier summers. A combination of higher temperature and lower river flows is likely to stress the water environment. These effects could then be worsened by increased demands for water particularly for public water supply and irrigation. The Agency will also need to plan clearly for the effects of climate change, since a significant proportion of the abstraction licences supported by its river transfer schemes are for irrigation and public water supply. During recent droughts, some of these transfer schemes have been operated close to full capacity to satisfy demands for water.



Anglian Region: Comparison of licensed, actual and predicted irrigation volume 1982-2021.

In addition to the questions set out in the national document, we also need to ask other questions in this Region:

B7) It is very likely that the predicted increased demands for spray irrigation during summer periods can't be met from summer resources. Can we offset this increased demand for water during the summer months by increased winter storage?

B8) How should we protect the environment in this Region in the context of potential loss of coastal sites, should we allocate more water for inland sites to replace potential loss of coastal sites?

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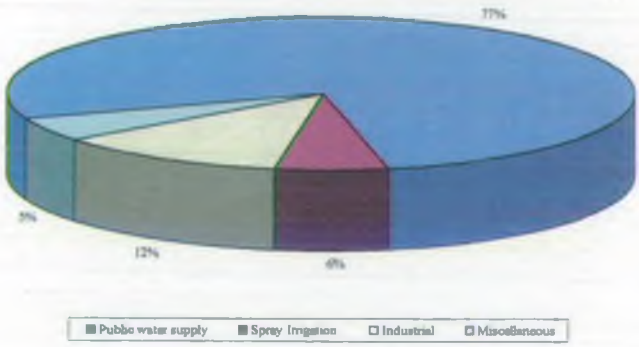
KEY ISSUE

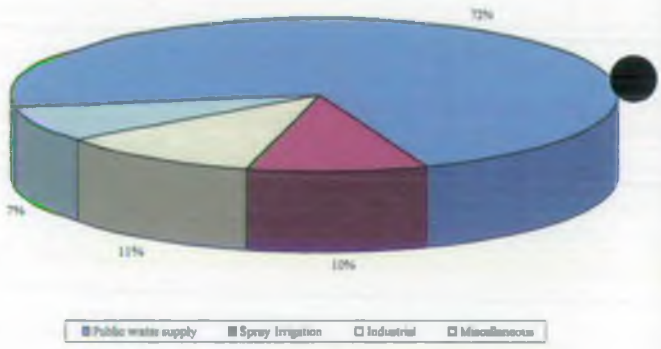
C. SHOULD WE PRIORITISE ACCESS TO WATER RESOURCES?

There are few areas in Anglian Region where resources are not limited, especially during the summer months.

There are few areas in Anglian Region where resources are not limited, especially during the summer months. In many areas the Agency has to strive to seek a fair allocation between competing demands for water without compromising the environment. The Agency seeks to maintain a balance through operating



Actual abstraction



Licensed abstraction

agreements and working closely with abstractors and other organisations in an open and fair manner. Annual average abstraction in the Anglian Region in the 1990's has ranged from 2052 Megalitres/day in 1993 to 2594 Megalitres/day in 1998.

The current national legislation requires the Agency to have "particular regard" for the needs of public water supply. In some rural areas of the Region, agriculture is the mainstay of the economy and the Agency must be mindful of its own duties and those of the Regional Economic Development Agencies to promote the rural economy. There are intricate issues involved in the questions posed in the national document, which have important implications for the Region. Current abstraction in this Region is less than 60% of licensed abstraction. A situation where the economic value of water is fully recognised may well mean higher quantities of water being abstracted (even though licensed abstraction would not increase). When forming a view on this issue, we must also be mindful of the 'in river needs' such as navigation and recreation as well as the needs of the environment.

C6) When forming a view on the questions asked on this issue in the national document, do you feel there are particular priorities driven by the situation in this Region, and if so how do you feel the Agency can control this, for example by using market forces?

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KEY ISSUE

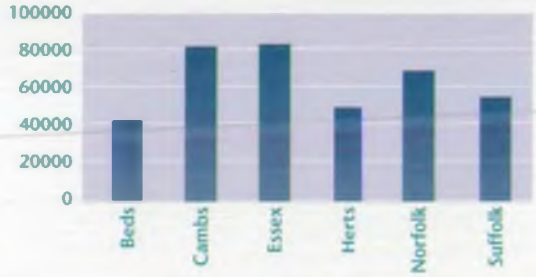
D. SHOULD WATER RESOURCES BE A CONSIDERATION IN THE PLANNING SYSTEM?

The recent public examinations of Regional Planning Guidance for the South East and East Anglia have highlighted the water resources issues raised by continuing development in this Region.

Water availability has often been taken for granted, and as a consequence local demand for water exceeds local water availability in many parts of Anglian Region. An example is the county of Essex. To bridge this gap historically we have seen the development of water transfer schemes such as the Ely Ouse-Essex scheme. This transfers water up to 148 km to the south from the Great Ouse in Norfolk to Abberton and Hanningfield reservoirs in Essex. In addition to these water transfer schemes, there has been an extension of the public water supply infrastructure to allow large interbasin transfers of raw and treated water such as Rutland, Pitsford and Grafham Water (The Ruthamford System).

Water companies have been required to forecast future demands (incorporating measures to reduce demand) and supplies for their company areas for the next 25 years in water resource plans, which have been audited by the Agency. This process has included projections for population growth and associated development based largely on the draft county structure plan estimates. However, these figures should be treated with some caution at this stage given the higher figures coming forward in the Regional Planning Guidance process. There are a number of areas in the Region where even with careful demand management and water efficiency measures, some new resource developments are likely to be needed. New resource developments, which the companies have proposed in their plans, include:

- An extension to Wing water treatment works (Rutland Water) by Anglian Water Services.
- Uprating Covenham water treatment works incorporating effluent reuse (Anglian Water Services).
- Uprating Alton water treatment works incorporating effluent reuse (Anglian Water Services).
- Groundwater recharge, effluent recycling scheme and raising Abberton Reservoir (Essex & Suffolk Water).



Projections for no. of new houses required in East of England for period up to 2016. (Source: Draft Regional Planning Guidance)

The Agency has also been required to review and address some of its water transfer schemes in the Region to ensure that water supplies are secure. These include:

- A time limited variation of the Agency's licensed abstraction from the River Ouse at Denver as part of the Ely Ouse Essex water transfer scheme.
- Review of the Agency's daily licensed abstraction from the River Trent at Torksey (Midlands Region) as part of the Trent Witham Ancholme water transfer scheme. Peak daily abstraction during peak summer periods has grown substantially in recent years and this trend is set to remain.

The Agency advises regional planning bodies and local authorities on location and timing limitations arising from water resources issues. Planning authorities need to consider many other factors in the Town and Country planning process when deciding upon the location of new development.

The recent public examinations of Regional Planning Guidance for the South East and East Anglia have highlighted the water resources issues raised by continuing development in this region. Concerns have been raised, both about the potential impact on the environment, and the security of supply of public water supplies if housing development continues at projected rates in this region.

D5) What role do you feel water resources should have in planning new development in Anglian Region?

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D6) Do you feel that the need for a water company to import water into a resource zone serving a community signals that it is no longer sustainable?

KEY ISSUE

E. WHAT ARE THE MAIN DEPENDENCIES BETWEEN RURAL LAND-USE AND WATER RESOURCES?

During the summer months, the greatest peak demands for water resources in Anglian Region are often for spray irrigation.

There has been a particular focus on abstraction for public water supply in recent years, highlighted during notable drought periods such as 1995-96. The actions set out by Government over the last three-four years have applied to the water industry in the Anglian Region, however, a significant demand made on water resources in the Region comes from rural based land-use and industries. The Anglian Region contains some of the most fertile soils in England and Wales, and combined with a favourable climate, makes this Region of national importance for crop production. During the summer months, the greatest peak demands for water resources in Anglian Region are often for spray irrigation. Moreover the scale of this abstraction has risen dramatically in the last decade in response to market forces, customer expectations and greater emphasis on the quality of crops.

The lack of available resources in the summer means that across most of the Region, the Agency only issues new abstraction licences for winter abstraction and storage for summer use, and in limited locations from groundwater. This has a direct influence on the economic viability of many farms (inability to irrigate, capital required to construct large winter storage reservoirs). Similarly, limited resources during drier summer periods often means that the Agency has to implement restrictions on spray irrigators to ensure that the water environment is not adversely affected. Although we try to work closely and plan such restrictions with farmers, this can often have a direct influence on crop production. Maintaining water in the environment is also important to aspects of the rural economy such as tourism, navigation and recreation.

E5) Do you feel that there is a need for irrigation water to have a special priority in agricultural areas in this Region?

E6) Do you feel that the Agency should play a more proactive role in ensuring the best use of resources for irrigation and other uses before new resources are developed (as has happened when dealing with public water supplies)?

QUESTIONS

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F. IS WATER UNDERVALUED?

The value put on water depends significantly upon financial as well as environmental considerations.

The principle mechanism for recognising the economic value of water in the freshwater environment is through the Agency's abstraction licence charging system. In Anglian Region the cost of a cubic metre of water licensed to be abstracted ranges from a fraction of 1 pence for winter abstraction to around 8 pence for summer irrigation from supported rivers. Apart from spray irrigation, this licence charging system is based on the quantity of water licensed for abstraction as opposed to what is actually abstracted.

F5) Do you feel that the environmental savings encouraged of water abstractors is reflected in the current abstraction licensing mechanism?

For consumers who are supplied water from the mains in the Anglian Region, the value put on water depends significantly upon financial as well as environmental considerations. Those consumers with a metered supply will be more likely to value their water: savings result in financial as well as environmental gains, particularly in this dry Region. The average annual household bills (water only) for the companies in Anglian Region range from 97p to £1.48 for every cubic metre of water supplied.

F6) How far should we go in encouraging charging by metering to help manage demands in Anglian Region? Are there situations where this may be of critical importance?

F7) Do you feel that the Agency should encourage and embrace economic incentives, which will reflect the value of water to the agricultural community, particularly in those catchments supported by Agency transfer schemes?

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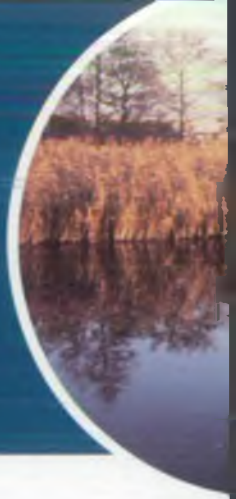
G. ARE CUSTOMER RESTRICTIONS AN APPROPRIATE AND EFFECTIVE WAY OF SAVING WATER?



Despite some of the driest summers this century during the 1990's, public water supply restrictions have not been a common event in this Region.

Despite some of the driest summers this century during the 1990's, public water supply restrictions have not been a common event in this region. In recent years, restrictions have only been imposed in those areas where public supplies were most stressed. For example the hosepipe ban in force by Essex and Suffolk Water from June 1997 to May 1998. Droughts are a regular feature of our summers in Anglian Region, and the supply systems are designed to cope with this. Problems are more likely to arise when longer sequences of winter droughts occur and our reservoirs and groundwaters are not refilled.

However, there have been severe stresses on the water environment during recent droughts, and at times farmers have been restricted from abstracting water from our rivers and groundwater for irrigation. This has led to a situation where food crops cannot be watered whilst hosepipes or sprinklers can still be legitimately used on lawns in nearby residential areas. On the other hand, hosepipe bans may also stop householders watering their own vegetable plots effectively.

G7) When droughts occur, should all abstractors and water users share in reducing their demands on the water environment regardless of whether they use mains water or direct abstraction?

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H. IS OUR INDIVIDUAL USE OF WATER SUSTAINABLE?

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Figures from the Anglian Region water companies suggest that in 1997/98 per capita consumption ranged from 116 to 157 litres/head/day for households with a metered supply compared to a range nationally of 116 to 198 litres/head/day. The water companies have indicated how they see individual use of water changing in the future in their water company plans. This includes the influence of future household size, appliance ownership and garden size. There are a number of initiatives and projects being undertaken across the country to establish a better understanding of individual use of water in the home. A good example in Anglian Region is the Watersmart Water Efficient Homes joint project between Essex and Suffolk Water, Building Research Establishment, Bovis Homes and Plume Housing Association at Heybridge near Maldon in Essex. This project involves intensive monitoring of water use in a new development of 37 houses, looking at the effects on demand of incorporating water efficient appliances and 'grey water' recycling. This type of work will provide a very useful insight into individual use of water, and could provide a foundation for helping people make more sustainable use of water in future.

H3) In forming a view on questions H1-H2 asked in the national document, how do you feel we should reconcile an increasing aspiration for water and ensuring that the environment is protected in this dry region, and what should be the role of the Agency in this arena?

H4) Do you feel that the Agency should play a more influential role in the education and promotion of the efficient use of water (e.g. set benchmark per capita consumption (pcc), sustainable use of water for each water company area) or do you feel that this should be left for water companies /OFWAT, or the consumer to decide?

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1. WATER EFFICIENCY – SHOULD THE AGENCY SET TARGETS FOR ALL WATER USERS?

Much of the work undertaken by private and mains water consumers on improving water efficiency has been to reap financial as well as environmental rewards.

Water efficiency is currently recognised by metered consumers on the public water supply, since they pay for what they use. Also to a limited extent the Agency's two-part tariff scheme provides some financial incentive when charging spray irrigation abstractors.

Much of the work undertaken by private and mains water consumers on improving water efficiency has been to reap financial as well as environmental rewards. There are many more consumers who could benefit from advice and education on the savings, which can be made by improving water efficiency, both financially and environmentally.

There are numerous ways in which water companies can work, both through their own actions and in partnership with others, to manage demand. This can include leakage control, education and promotion of water conservation to both industrial and domestic customers and metering, particularly to manage the discretionary use of water. There is scope for joint initiatives with housing and commercial developers and with appliance manufacturers to produce, market and install water efficient devices to new buildings.

Controlling leakage is an important part of efficient water use and this is covered separately in Issue K.

Individual consumers also have a role to play, since even within the regulatory framework it is the cumulative effect of many personal decisions that can make the difference to future public supply demands.

15) Although there are some incentives for saving water at present, do you see a role for the Agency in providing clearer financial and environmental incentives? Since this issue will revolve very much around financial aspects, is there a need for all the key parties who regulate and make use of the water environment to reach a consensus on valuing the environment against which standards can be set.

16) Should this Region, as the driest in the country, take a leading role in promoting water efficiency in all sectors of the economy and what stance should the Agency take to ensure water efficiency by all water users when considering applications for an abstraction licence?

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J. HOW MIGHT COMPETITION IN THE WATER INDUSTRY AFFECT SUSTAINABLE WATER RESOURCES MANAGEMENT?

The national consultation document has set out the key elements that will be presented through the Competition Act.

The national consultation document has set out the key elements that will be presented through the Competition Act. Anglian Region currently has five main water companies providing public supplies. We have already experienced one of the first examples of limited large use competition with the granting of an Inset appointment to Anglian Water Services to supply Buxted Chickens in Suffolk. Water resources are limited in this region, and there are concerns that competition might result in more water being allocated for public supply, potentially reducing opportunities for other users to access it.

Customers may obtain lower prices through competition, but this could reduce incentives to use water efficiently, as well as make it harder for the Agency to check that demands are not double counted. However there might be ways in which competition could benefit the environment as well as the customer; for example if new suppliers offer incentives to save water.

J4) Do you feel that competition will make the role of managing water resources by the Agency more difficult in this region with its scarce resource?

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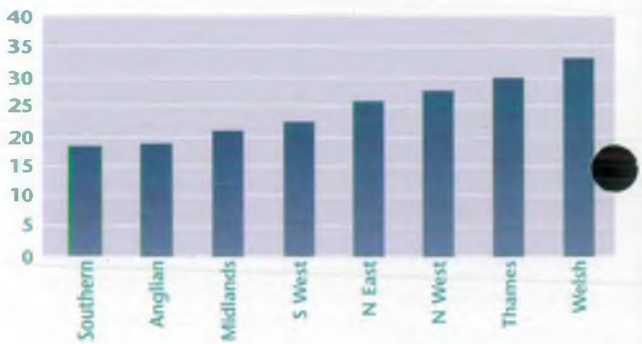
K. HOW FAR SHOULD LEAKAGE CONTROL BE PURSUED?

Water companies have a crucial role in tackling and reporting progress on this issue, both in leakage from their own pipes and those of customers.

Leakage is a complicated issue which can be expressed in a number of ways. Since this Region is the driest in the country and there is a high demand for resources, relatively greater strides have been taken by water companies in tackling leakage. The flatter terrain also helps lower leakage levels. The current levels of leakage in the Region's water companies range from around 84 to 148 litres per house per day. Three of the companies are in the top five performing companies in the country in providing a range of leakage measures. Expressed as a percentage, this Region has the second lowest level of leakage of the Agency's eight Regions across England and Wales. Leakage across the Agency's Regions ranges from just over 18% to 33% of distribution input.

Some of the water companies in this Region consider that leakage is already very close to the economic level many companies in the country are striving for. The water which companies plan to save in leakage control by 2009/10 will be in the order of 62 Ml/day*. This is enough to supply a city the size of Peterborough twice over.



Leakage as a % of Distribution Input for the Agency Regions (1997/98)

As the driest region in the country, it is recognised that the water companies have a crucial role in tackling and reporting progress on this issue, both in leakage from their own pipes and those of customers.

K4) When answering the questions set out in the national document, what priority do you feel tackling leakage should have compared with company plans for other measures to reduce demands – such as increased metering, tariffs to reduce demand or developing new resources?

K5) How far should leakage reduction be pursued where there is not a requirement to develop new resources, particularly where there is the potential for more water to be left in the environment?

(*excludes savings in leakage planned by Three Valleys Water)

QUESTIONS

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KEY ISSUE

L. SHOULD WATER RESOURCES BE DEVELOPED LOCALLY?

The transfer schemes and reservoirs in Anglian Region are strategically important as they facilitate the transfer of water across the Region, and to water companies in neighbouring Agency Regions .

Major elements of the regional water resource system

Many private abstractors such as industry, golf courses and farmers abstract water from rivers and underground aquifers close to where the water is needed. However, the growth of population centres and the rural economy in the Region has often been in areas where there are inadequate local water supplies. The increasing demands of society in this region have been met by a combination of:

- Large water transfer schemes operated by the Agency, which pump raw water and use existing rivers to move water east and south across the Region. The principal examples are the Trent Witham Ancholme scheme and the Ely Ouse-Essex transfer scheme. The Ely Ouse-Essex scheme has been described in Issue D, the Trent Witham Ancholme scheme transfers water from the River Trent in Nottinghamshire to the River's Witham and Ancholme in Lincolnshire by means of the Fossdyke Canal and pipeline.

- Development of strategically important storage reservoirs which are operated by the water companies. These are often filled and maintained by pumping water in from other catchments. Much of this water is then pumped to demand centres, which may be some distance from the reservoir.

L. SHOULD WATER RESOURCES BE DEVELOPED LOCALLY?

The abstraction and transfer of water has environmental costs, not only directly upon the water environment, but also in the energy requirements. Without this infrastructure however, the economic and human needs for water in many parts of the Region could not be met.

There have been instances where legitimate abstraction of water from local supplies has resulted in adverse effects upon the local environment (e.g. Redgrave and Lopham Fen). The direct effects of abstraction by local users in these cases provide a clear link for users between their water use and the health of the local environment. In many of these cases, this has led to a need to augment flows in rivers, or re-locate abstractions.

The transfer schemes and reservoirs in Anglian Region are strategically important as they facilitate the transfer of water to water companies in neighbouring Agency regions (Midlands and Thames Regions).

There are particular development pressures in the southern half of the Region predicted over the next two decades which could drive pressure for increased transfers of water.

QUESTIONS

L6) How do you feel the Agency should address the large predicted demands for irrigation in this Region?

L. SHOULD WATER RESOURCES BE DEVELOPED LOCALLY?

The major issues which the Agency must consider in planning water resources are the increased demands for public water supply and irrigation.

L6) How do you feel the Agency should address the large predicted demands for irrigation in this Region?

L7) There are already insufficient summer resources to allow the Agency to grant new licences. Do you feel that increasing the operational capacity of transfer schemes to cope with increased demands reflects a responsible and sustainable approach to managing resources, and how much priority should be given to this compared to encouraging efficient use of water and promoting winter storage from local supplies?

L8) Do you feel that the Agency should encourage cooperative winter storage projects to pool farmers' resources where a number of farmers may need winter storage?

Much of the expected demand for water for public water supply has been set out by water companies in their water resources plans. Those areas in the Region where new resources may be needed despite demand management are likely to be provided for by fully utilising the reliable yield of existing reservoirs (which are not local to demands), linking the mains system to neighbouring zones which have a surplus of resources, or by developing schemes to recycle and treat effluent to potable standards.

L7) Do you feel that increasing the operational capacity of transfer schemes to cope with increased demands reflects a responsible and sustainable approach to managing resources, and how much priority should be given to this compared to encouraging efficient use of water and promoting winter storage from local supplies?

L8) Do you feel that the Agency should promote cooperative winter storage projects to pool farmers' resources where a number of farmers may need winter storage?

M. HOW SHOULD WE WORK OUT WHICH WATER RESOURCE OPTIONS ARE MOST ACCEPTABLE?

The national document has set the basis of the "twin track approach" promoted by the Agency in balancing supplies and demands for water.

The national document has set the basis of the "twin track approach" promoted by the Agency in balancing supplies and demands for water. Deciding which options are most acceptable to this Region will apply mainly to future supply/demand imbalances for public water supply and irrigation. Of fundamental importance to the Agency's decision on which options shall be pursued and in which order, will be to ensure that the precautionary and sustainability principles are fulfilled.

M5) In forming a view on the four questions set out in the national document, do you have a view on the relative importance of the issues set out in this consultation when deciding which option is the most acceptable?

M6) Do you feel that developing new resources for water users should be the final resort, and do you feel that before this is done the Agency should ensure that all other aspects of water efficiency are addressed regardless of what use the water is being put to?

M7) Where new resources are required by abstractors in catchments supported by the Agency's transfer schemes, what position do you think the Agency should adopt to address this, should we try to reduce demand or increase the available resource?

M8) Do you feel that the Agency should use a hierarchy of the options/principles available for planning future water resources (some of which have been set out in the national document), and do you feel that the Agency is right to adopt and promote a 'twin track approach'?

This is a difficult issue on which to form a clear view, however we would welcome your views on both the general policy which you feel the Agency should approach when assessing water resources options across the country and how the Agency should tackle specific areas locally where new resources are likely to be needed.

E-QUESTIONS

M5) In forming a view on the four questions set out in the national document, do you have a view on the relative importance of the issues set out in this consultation when deciding which option is the most acceptable?

M6) Do you feel that developing new resources for water users should be the final resort, and do you feel that before this is done the Agency should ensure that all other aspects of water efficiency are addressed regardless of what use the water is being put to?

M7) When new resources are required by abstractors in catchments supported by the Agency's transfer schemes, what position do you think the Agency should adopt to address this, should we try to reduce demand or increase the available resource?

M8) Do you feel that the Agency should use a hierarchy of the options/principles available for planning future water resources (some of which have been set out in the national document), and do you feel that the Agency is right to adopt and promote a 'twin track approach'?

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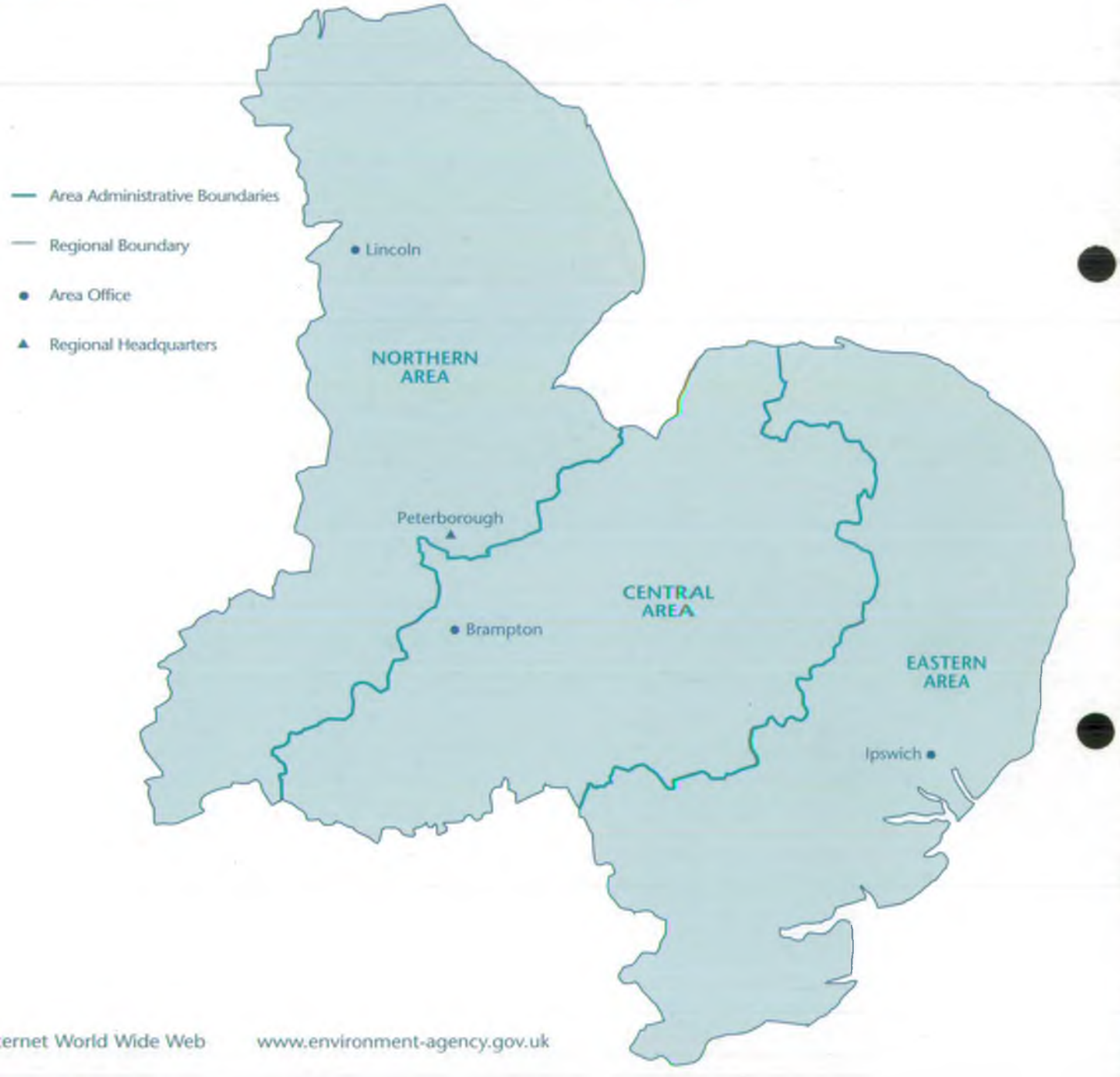

Internet World Wide Web www.environment-agency.gov.uk

For general enquiries please call your local Environment Agency office. If you are unsure who to contact, or which is your local office, please call our general enquiry line.

ENVIRONMENT AGENCY GENERAL ENQUIRY LINE
0645 333 111

The 24-hour emergency hotline number for reporting all environmental incidents relating to air, land and water.

ENVIRONMENT AGENCY EMERGENCY HOTLINE
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