

## NAVIGATION ADVISORY NOTICE



### ALL RIVERS & ANGLIAN WATERWAYS

**DATE:** 24 December 2024 – 31 March 2025

**LOCATION:** New online water pollution reporting tool

**DETAILS:** The Environment Agency is inviting you to help test a new online service to report suspected water pollution in England.

#### Using the service

Use the link and code below to report suspected water pollution.

Link: [Sign in - Report an environmental problem – GOV.UK.](#)

Access code: **WPAT01AA**

If copying and pasting the code, make sure you do not include any spaces.

You can leave feedback at any time using the link available on every page, or at the end of the online form. This helps us make the service better. If you have technical problem using the service, please [report them online](#).

#### Your details

You need to enter some personal details to use the service. This is so we can contact you if something goes wrong. We may also contact you to ask you about your thoughts on the service, and how we can make things better.

#### About the service

The service is currently in "beta." This means it is only available with an access code and at certain times, Monday to Friday between 09:00 and 17:00. This is so we can test the service and make improvements before making it available to everyone.

You should only use the online service to report suspected water pollution. For all other environmental problems, please use the telephone hotline, 0800 80 70 60 (24-hour service). You do not need to report water pollution using both the online form and the hotline.

If you do not wish to participate, please ignore this email. For further information, please contact the Environment Agency on 03708 506506 between 9am and 5pm Monday to Friday and ask for the Waterways team.

**Katherine Briscoombe**

**Waterways Manager**

**24 December 2024**

customer service line  
03708 506 506

incident hotline  
0800 80 70 60

floodline  
0345 988 1188

[www.gov.uk/government/organisations/environment-agency/](http://www.gov.uk/government/organisations/environment-agency/) [www.visitanglianwaterways.org](http://www.visitanglianwaterways.org)