

FAQ:

Q. When are supplies likely to be restored?

A. Unfortunately no date has yet been given to us by our supplier, although we remain in close contact with them to obtain updates as soon as these become available. At this stage, we are hopeful that new units will be readily available towards the end of this year

Q. What if I am building an Anglian Water pumping station as part of an S185 sewer diversion or S30 sewer requisition application?

A. Sites where a telemetry link with Anglian Water's monitoring system is essential at construction stage will be prioritised. We will proactively engage with you where these sites are identified

Q. Can other telemetry solutions be considered until standard units become available?

A. Anglian Water's monitoring system depends on a specific unit and configuration being used in order to maintain effective 24/7 communication with the pumping station. We are exploring other technologies which may be compatible and will update you of any progress in this field accordingly

Q. Can I install temporary telemetry to monitor the pump station in the meantime?

A. Yes, many pump station contractors offer temporary monitoring services.

Q. I have a pump station which is nearing the vesting stage and does not have telemetry installed.

A. Please contact developertelemetry@anglianwater.co.uk and let us know, we will prioritise a solution.

Q. Where can I find out more about the telemetry process in general?

A. Please take a look at our [ten steps to telemetry guide](#) for more information

For further enquiries please contact developertelemetry@anglianwater.co.uk