



From the Chief Executive

Mr N de Spon
Vice Chairman Ashwellthorpe PC
Crofton House
Norwich Road
Long Stratton
Norwich
NR15 2PG

**Anglian Water
Services Ltd**
Lancaster House
Lancaster Way
Ermine Business Park
Huntingdon
PE29 6XU

Tel 01480 323000

Our ref.
PS/AW/903913329

30 August 2018

Your ref.

Dear Mr de Spon

I am sorry to hear of the issues that residents in Ashwellthorpe have been experiencing. I know the upset and inconvenience flooding can cause and am sorry for the frustration this situation must be causing.

Flooding

We are aware of the surcharging of the foul sewers and have carried out surveys and site visits, including installing measures at some properties to minimise the flooding risk to residents where possible.

We have also carried out a full evaluation of the local pumping station to see if any additional capacity can be utilised.

As you correctly point out in your letter, this surcharge is caused by the misconnection of surface water systems into the foul only sewer which creates additional inflow that the infrastructure is not designed to accommodate. This can lead to loss of facilities, full manhole chambers or flooding.

We do not possess the legal right to inspect or disconnect any of these misconnected surface water systems, but we welcome the opportunity to advise residents of the potential benefits of redirecting these systems to soak-aways, water butts or other suitable assets. If residents would like us to assist in this matter we can arrange for our technicians to visit their property and undertake dye testing to confirm if there is any misconnection.

Currently there are no plans to upgrade or carry out further work on the sewer network.

Registered Office
Lancaster House, Lancaster Way
Ermine Business Park, Huntingdon
PE29 6XU
Registered in England
No. 2366656
an AWG Company

New developments

Our Developer Services and Planning Liaison Departments deal with requests for applications to connect to an existing sewer network. Whilst we are not a statutory consultee, developers will usually advise us of the number of properties being constructed and, should we have any concerns or issues these are then raised and any comments are available to view at the local planning offices.

It is worth noting that any new development must manage their surface water on site with sustainable urban drainage systems (SUDS) which can include attenuation tanks or lagoons together with soak-aways. We are always happy to advise developers of other sustainable means of surface water disposal through our Green Water Programme using rainwater harvesting etc. We liaise with the Lead Local Flood Authority in relation to surface water proposals to ensure sustainable development is delivered.

Thank you for bringing this to my attention.

If we can be of any further help, please call our Customer Relations Team on 01522 341418.

Yours sincerely



Peter Simpson

Attached: complaint leaflet