Correspondence Anglian Water -Local Resident Feb 2021

Response letter from Anglian Water

On 15 Feb 2021, at 15:30, Anglian Water Customer Services <CustService@anglianwater.co.uk> wrote:

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Dear Mr & Mrs Conway

Thank you for your email.

Firstly, I just want to reassure you that Anglian Water are giving this matter our serious attention to try and resolve the issues that you have been experiencing.

In regards to the pump performance and pumping limits sometimes it is not possible to just increase the pump flow rates as this in turn can cause more problems to the pumped main. It is our intention to investigate the best resolution here. As you have mentioned in your email the problems you experience are usually connected to wet weather (albeit on occasion this doesn’t need to be a severe event), this would indicate to us that in normal dry weather conditions the system and network operates as we would expect. I have asked the local Maintenance Manager if there is anything else we could look at in regards to monitoring the flow rates at the pumping station.

As you are aware we have already commenced some of our investigation works on the foul sewer network, this is to determine whether there are significant points of surface water infiltration that are contributing to the problems in Ashwellthorpe. We may look to extend these investigations if we feel it will help.

We hope to be able to resume these as soon as possible. I hope to be able to provide you with a further update as previously advised by 12th March, however, if for any reason there are any delays with this I will of course let you know beforehand.

If you have any questions in the meantime please don’t hesitate to get back in contact with my team. You can call us on 01522 341418 between 8-4 Monday to Friday or reply to this email.

Take care and stay safe.

**Kindest Regards**

**Chloe Gray**

Customer Relations Team

**Anglian Water Services Limited**

w: [www.anglianwater.co.uk](https://www.anglianwater.co.uk/)

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Service Problems? Check if we’re carrying out work [In Your Area](http://www.anglianwater.co.uk/yourarea)

**From:** Graham Conway
**Sent:** 01 February 2021 14:57
**To:** Anglian Water Customer Services <CustService@anglianwater.co.uk>; casework@ccwater.org.uk
**Cc:** nickdespon; j.milk; beverley.spratt
**Subject:** ZDG7-COMPEWB-13-01022021-592

Dear Diane,

Thank you for the information and progress update on the survey.

I will appreciate being informed of the findings from the survey that you are carrying out.

With respect to the pump performance and the statement

*"currently pumping approximately 3.5 litres per second. This is within the levels of the original design capacity for the rising main (pumped pipe)."*

I would just like to revisit the reason for our complaint and apply it to your statement.

On numerous occasions over the past 15 - 20 year and whenever there is a wet few days, notexclusively when there are extreme weather events, the main sewer in New Road  Ashwellthorpe is subjected to a significant increase in the amount of fluid that passes  through it which means that the "original design capacity of the rising main" and  the "3.5 Litres per minute" that  are pumped is inadequate for its prime purpose.

When this happens the sewer is overwhelmed and at first it causes the effluent to back flow down our sewer pipes in our houses.

After a long and extremely stressful battle with Anglian Water in 2015 we finally got you to begrudgingly agree after pressure from the CCW to fit a Non return valve to our sewer pipe to prevent this back wash coming up our drains and our down stairs toilet and shower.

Whilst this was (and still is) an improvement to our life style as we no longer suffer other people’s effluent emerging in our premises, it doesn't solve the issue and it also quickly prevents us from the usage of our toilets and bathing and washing machines dishwashers etc as they just fill up and fill the stack pipe. Over the years this has resulted in a build-up of calcium deposits in our sewer narrowing the aperture in our pipes and causes this to block. Expensive bills have then had to be paid to clear this as Anglian water wont take any responsibility in this matter as it is internal pipework to our property.

Since this NRV "upgrade" to our sewer we regularly get the water level in our toilet rise when we flush whenever there is a short period of wet weather. We call this in you send an engineer out to look at the pump and recommend a tanker comes to empty the sewer. This can take several days to happen and sometimes the water has abated by the time that this happens.

And with that as far as Anglian water are concerned, case is closed ONCE AGAIN!

BUT NOTHING HAS CHANGED been improved or even any plans submitted to rectify it in the future

Now that most of the residents around the pumping station have a NRV fitted, the man hole in the road in front of the pumping station regularly lifts and spews its filthy water and solids along the roadside and down into our gardens and Houses. Flooding our garages and gardens and now houses. The most recent events over the Christmas period which i admit were extreme, resulted in our garage being flooded AGAIN along with a few other residents and one in particular having his whole house inundated with foul water. Our pipes were blocked from 23rd Dec to the 29th this really is unacceptable.

I have had many discussions with your engineers that say it is due to 'Illegal' surface water entering the sewer. And that there is nothing they can do to stop this. And with that statement case is closed ONCE AGAIN!

For some strange reason Anglian water seem to think that this is a closed incident and move on every time the problem abates But NOTHING HAS BEEN RECTIFIED!!

The statement on the 3.5 Litres per second moved by the pumps being within the capability of the rising main whilst interesting to know, it indicates that the original design is now no longer valid and that other measures need to be taken.

*the words you use "within the original design capacity "* would also infer that there was some unused capacity to the maximum design Litres per minute that can be pumped and still remain "within the levels of the original design capacity. the quantity pumped needs to be increased in times of heavy rain.

It is therefore ESSENTIAL that the Pumping capacity is increased and that the supporting pipe infrastructure throughout the village is upgraded to cope.

I am constantly told by all the authorities that "OUR" problem is too small to be of significance to get funding.

I disagree and it is my Right and all the residents in New road and around the pumping station to get the same expected service  as people who you provide with a  working sewer system. What are we paying for ?

**Real Action is required,**