

Loxwood Parish Council
c/o Foxways
Pinkhurst Lane
Horsham
RH13 0QR

Your Ref: 22076075
Our Ref: 8001711910
Date: 23 August 2019
Contact: 0330 303 1271
Ext: 18989

Dear Jane Bromley

Re: Sewage infrastructure

I'm contacting you at the request of the Consumer Council for Water. They've passed your concerns about developments and capacity in the Loxwood area.

Loxwood Nursery site

The site at The Nursery hasn't been adopted by Southern Water, and is entirely the responsibility of the developer. They informed us a maintenance contract would be set up with a 3rd party contractor. If they're failing to tanker away waste as agreed, you would need to contact them to ensure they're aware of the issue. The balance tanks are only a temporary solution, which Southern Water would only adopt provided it is constructed to an adoptable standard. The currently installed set up will require modification to enable this adoption to take place. If it is not brought up to an adoptable standard it will remain private and the responsibility of a management company or the developer. If Southern Water construct a scheme, the temporary solution could be removed.

2020 - 2025 Business Plan

Consideration of new development is key within our business plan proposals. Investment is usually triggered by modelled impact on serviceability or resilience. Network investment is only designed to maintain existing levels of serviceability due to the regulations on network reinforcement. Any further enhancements must be, fully or partially, funded from alternative sources. Where possible, we use existing network and treatment works headroom to accommodate growth, with minimal impact on serviceability targets. We will invest to reduce risk against the following key measures:

- Not increasing the number of internal flooding incidents in customers properties due to hydraulic limitations
- Protecting the environment for our customers by not increasing the number of pollution incidents due to hydraulic limitations
- Protecting the environment for our customers by maintaining DWF Compliance at wastewater treatment works

Development north of Loxwood Parish

We are currently working in collaboration with our colleagues within Thames Water. Thames Water are undertaking a catchment assessment for the area, and as part of this investigation Southern Water are sharing the drainage area plan for Loxwood. The Thames assessment is currently on going and we will continue to support this approach, with Thames Water agreeing to share the outputs of their investigation with stakeholders upon conclusion.

Customer engagement

Southern Water encourage and welcome feedback from the Parish Council and customers especially should there be concern in relation to the condition of our apparatus. In these instances we would appreciate the location of the '*cracked inspection chambers*', to allow us to investigate and repair.

Flood prevention

We'll continue to work with developers with regards to reducing the risk of flooding, and advise them accordingly on their own mitigation plans. When we permit a connection to our network, we often agree mitigating arrangements, for example, the balance tanks at the Nursery site.

We've also completed a Drainage Area Plan for the Loxwood wastewater catchment area. This DAP has investigated hydraulic issues within the catchment, including assessment of structural and operation matters combined with impact of growth within the wastewater catchment. Analysis of catchment flows has been undertaken with consideration to the impact of infiltration within the sewerage network and receiving wastewater treatment works.

We are working collaboratively with Thames Water, including sharing the hydraulic model for Loxwood, to aid wider area assessments. This includes the flows from Clappers Meadow wastewater pumping station. Thames Water are intending to share the outcome of the analysis upon completion.

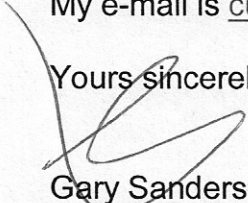
Planning applications

To clarify, Southern Water don't have the ability to grant or deny permission for new developments to connect to our network. There is a right to connect under Section 106 of the Water Industry Act. The responsibility for planning new developments lies with the local planning authority. Additionally, we don't monitor the connection dates, or number of properties connected.

My details

If you would like me to clarify anything, I'm very happy to talk with you. Please call me on 0330 303 1271 extension 18989, I'm available Monday to Friday, 8am to 4pm. I'll be happy to call you back immediately, if you would like us to pay for the cost of the call. My e-mail is customerservices@southernwater.co.uk.

Yours sincerely,



Gary Sanders
Customer Relations Case Manager

Encl: Our Complaints Leaflet

Loxwood Parish Council
c/o Foxways
Pinkhurst Lane
Horsham
RH13 0QR

Your Ref: 22076075
Our Ref: 8001711910
Date: 26 August 2019
Contact: 0330 303 1271
Ext: 18989

Dear Jane Bromley

Re: Sewage infrastructure

The Consumer Council for Water have asked for information on flood history in the Loxwood area to be shared with all parties. I've also received further updates on our plans since my last letter.

Since 1st January 2014 there have been 4 reports of internal flooding. One of these was found to be related to a blockage on the private drain. The other three incidents affected the same property. Two of these incidents were determined to be due to sewer blockage and occurred within 10 days of each other in 2015. The remaining flood incident was deemed not to be due to the public sewerage system and may have been surface water runoff. There have been 57 reported incidents of external flooding since 1st January 2014. 26 were due to blockages; 1 was due to a rising main burst; 3 were due to mechanical or electrical failure; 27 were due to hydraulic overload. The spread of incidents is:

2014 – 17

2015 – 17

2016 – 9

2017 – 2

2018 – 8

2019 - 7

During the period 2015-2020 a Drainage Area Plan for the catchment has been prepared. This identifies all risks in the catchment and potential options. These options are then prioritised on a cost benefit basis for delivery. We have identified that there is infiltration of groundwater in the sewerage system at time of high groundwater and we have included in our plans moving forward for this to be investigated in detail to

determine highest impacting locations and for defects allowing infiltration to be rectified. We plan to commence this infiltration reduction programme in 2020.

Southern Water prioritise investment on a needs and risk prioritised basis in order to deliver levels of service agreed in the Business Planning process. This broadly groups schemes into the following categories:

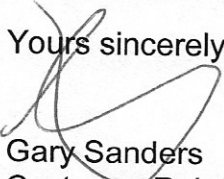
1. National Environment Programme – those schemes required to deliver in accordance with a change to legislation or where tighter discharge standards need to be met which deliver an improvement to receiving water quality
2. Base maintenance – schemes which are required to replace or refurbish existing assets and maintain the existing level of service provided
3. Enhancement – schemes which deliver an improvement to the level of service provided where that improvement is agreed by customers and the customer base is supportive of additional funds to deliver the improvement
4. Growth – where sewer reinforcement is required to allow new developments to be drained into the sewerage system and to allow the level of service provided to not reduce below industry standard threshold levels.

Our 2020-2025 Business Plan is yet to be approved by the Regulator. However, we anticipate that investment in some of these categories will be required. As mentioned previously an infiltration reduction scheme is planned from 2020. This will deliver against the Base Maintenance driver as the sewer structural condition will be improved. Depending on the level of infiltration reduced it will deliver against the growth driver by creating headroom in the catchment. The scheme may also deliver against the enhancement line as the headroom created may deliver a reduction in flood risk, again depending on the extent of reduction. The investment in developing our sewer network is prioritised on a needs basis and is triggered by the planning approval process. We consult with Local Planning Authorities on the local development plans for the area and consider the impact of new developments on the sewerage system as part of the Drainage Area Planning process. Once we know from discussing with planners and developers that development is certain in a given timeframe we identify the sewer reinforcement required and aim to deliver this in time for the development to connect to the network without causing an impact. Due to the volume of applications received and the relatively short term visibility these individual schemes are not known when putting the five year Business Plan together and are therefore not specifically stated. Part of the sewerage catchment receives flow from a Thames Water owned and operated pumping station. Southern Water has been in dialogue for a number of years about the rate of flow discharged and also the Thames Water plans with respect to this pumping station in light of new development in the Thames area. Depending on the timing of the development both in the Southern Water area and Thames Water area it could be that a jointly funded solution is required. Our discussions with Thames Water will continue with a view to delivering optimum investment.

My details

If you would like me to clarify anything, I'm very happy to talk with you. Please call me on 0330 303 1271 extension 18989, I'm available Monday to Friday, 8am to 4pm. I'll be happy to call you back immediately, if you would like us to pay for the cost of the call. My e-mail is customerservices@southernwater.co.uk.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Gary Sanders".

Gary Sanders
Customer Relations Case Manager