

Mrs K Medler
8 The Turn
Hevingham
NORWICH
NR10 5QP

RD/113 571 889

7 April 2014

Dear Mrs Medler

Hainford Parish Council

I'm sorry to hear of the problems the parishioners of Hainford have experienced. We are aware of issues with the foul sewers in this catchment, which is mainly due to the saturated ground and high water table.

During periods of prolonged heavy rainfall, the water table may rise and has the potential to cause infiltration through displaced joints in the sewer pipes; the age of the asset can cause this. Anglian Water will have adopted these assets, and they may not meet modern construction standards. Surface water systems illegally connected onto the foul sewer network can further exacerbate the problem. This can have a significant effect on the capacity of the system and pumping station functionality regardless of the size of the catchment.

We would thoroughly endorse and support any assistance the Parish Council may be able to provide with regard to these surface water connections, and our Keep It Clear Campaign which advises customers of the effects of fats, oils and grease (FOG) being deposited into the sewer network.

New Homes At Stratton Strawless

Our Planning & Equivalence team would have assessed the impact of the new development of homes at Stratton Strawless. Any comments or concerns that they had would have been available to view at the local planning offices.

Whilst I appreciate the concerns with regard to this development, any additional flows directed into the Hainford catchment would consist of foul sewerage only, as the builders connect all new surface water systems to soakaways or other sustainable urban drainage systems.

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Future Planning

We've recently reviewed all of our proposed flood alleviation projects as part of our business planning for the five years to 2020. This review took into account the cost to deliver each scheme, the benefit each scheme would bring, and feedback from our customer engagement forums on the best way to spend the money we have.

Unfortunately, we do not believe we will have the funds to carry out a scheme in Hainford that would protect the affected properties from flooding. I know this will be disappointing, and I know how devastating any kind of flooding is. However, it's important to keep any bill rises to a minimum at a time when household budgets are under pressure. For this reason, we have to target investment at projects that bring the most benefit to the most people.

However, should any future schemes be proposed, it's important that our database holds an accurate record of all the incidents such as blockages and flooding issues in this catchment. For this reason, I'd request that the parishioners always contact Anglian Water for any incidents they experience. Whilst I can't give any assurances that this information alone will guarantee funding, it can be influential information that will be considered as part of any decision making process.

We do try to keep any works at the pumping station to a minimum, and will continue to do so, but unfortunately, during emergencies we often undertake these works at short notice without the ability to advise residents of any potential inconvenience.

We're here to help

I appreciate that this may not fully resolve the concerns you have, but can assure you and the parishioners that we will attend to any incidents in Hainford seven days a week and free of charge. Even if the fault is located on pipework that does not belong to Anglian Water, our technicians can advise of the best course of remedial action.

If we can be of further assistance, please write to the above address or telephone on 08457 145 145 where we'll be happy to help.

Yours sincerely

Justin Arnold
Customer Liaison Manager

Enclosure: Complaint Leaflet