

## Water Treatment Works Update

Following the numerous complaints from local residents Southern Water did agree to write to them about the work that they are carrying out at the Treatment Works.

In case you have not received the letter from them we are reproducing it below for your information.

If you have not yet received this letter, please do let us know via our email address [sovereign.conservatives@gmail.com](mailto:sovereign.conservatives@gmail.com).

*Cllr. Penny di Cara*

*Cllr. Gordon Jenkins*

*Cllr. Paul Metcalfe MBE*



**Date:** 1 October 2018  
**Contact:** 0330 303 0368  
**Fax:** 01903 691435

Dear Sir / Madam,

### **Re: Important update on Eastbourne Wastewater Treatment Works**

We recently held a number of customer briefing sessions at our Eastbourne Wastewater Treatment Works (WTW), principally to update residents on our ongoing efforts to minimise odours from the site. Importantly, the meetings also provided the opportunity for people to discuss their concerns face to face and provide us with their feedback on how we can best improve the way we communicate with customers in particular. We appreciate that a number of people were not able to attend the briefings, so I am writing to let you know the outcome of our discussions and set out how you can get in touch with us moving forward.

### **Making improvements**

Our £16 million upgrade project at the works is progressing well, with the improvements to the treatment processes that this will deliver expected to lead to a noticeable reduction in smells over the longer term.

We have also spent more than £250,000 since the late summer to make Eastbourne WTW's odour management equipment more efficient and effective. This follows unexpected problems with the system, which uses chemicals to clean the air that passes out of the works via its ventilation network. Regrettably, there have been additional unforeseen technical complications during the above repairs, which have meant you have noticed some smells from the site recently.

We are pleased to report that the odour management system is now back working at full capacity. Of course, we would like to apologise to you, and everyone else locally who has been affected, for the disruption and concern that has been caused. We also fully recognise how important it is to make sure we keep you and the local community updated on what is going on.

### Keeping up to date

Local residents who attended our recent briefing sessions clearly told us that we need to make a big improvement in communicating with them and other customers. We have taken this feedback on board and are now finalising a clear plan to make sure we are letting people know the latest news in a timely and effective way. Equally, our plan is also focused on making it easy for you to get in touch with us.

The key points from our enhanced communications plan are as follows:

- If you notice a smell that you think stems from the works, or another problem, please call us on tel. 0330 303 0368 to tell us about it. This number is staffed 24-hours a day, seven days a week and will mean that your concerns are formally recorded, enabling us to look into them and report back to you. We can also carry out analysis of the queries we are receiving from customers to help shape how we are tackling the issue at hand. Please make sure to ask the call agent who takes your call for a reference number. You can then quote this if you need to call us on another occasion
- We will provide you with more frequent and fully current updates - for example, by calling, texting or emailing you to let you know there is a problem we are working on. We would also welcome your suggestions on how we can use community newsletters, websites etc. to share information widely
- We want to provide you with a dedicated and ongoing point of contact, who can work to keep you updated, for example, via regular phone calls, emails, letters or face to face briefing sessions, depending on what suits you. They can also liaise with you to gather more detail on odour issues affecting you, such as the information captured in the odour 'diaries' we know some people are keeping. We will confirm further details on this as soon as we can,

I trust the above has been helpful and informative. I would also like to reassure you that we remain fully committed to minimising any odours from Eastbourne WTW as far as possible, both now and into the future,

Yours faithfully,

Iain McEwan,  
Wastewater Area Operational Manager,  
Southern Water.