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23 December 2020

Dunsfold Resident Action Group Update

Dear Customer,

On the 10 December 2019 Thames Water had given a presentation to residents of Dunsfold regarding our investigations within the area and at the end of the presentation we had asked for an open question time. Thames Water had been given an action list to work through, please find below the questions that were raised at the time with our feedback.

Q. Resident has lived here for 20 years why has it become a problem in the last year?

A. This has only just been reported to us. Previous pollutions have never been identified or reported

Q. Has there always been alarms in the pumping Station (SPS)?

A. Yes, we have always had alarms in the SPS

Q. How much growth is still available in the Dunsfold catchment?

A. The sewers within a catchment are spread over a wide area and as a result the capacity in them is location specific. When Thames Water are consulted on a development seeking planning permission an assessment is made to see if it will cause detriment at the point of connection and downstream in the receiving sewer network. If detriment is forecast infrastructure upgrades will be planned and constructed ahead of need to ensure there is no increase in flood risk caused by new development.

It should be noted that Thames Water are not statutory consultees and we are not consulted on every development. We do not have the powers to block development; our responsibility is to work with the lead local flood authority and developers to ensure flood risk does not increase as a result of new development within an area.

Q. How do you calculate volume of usage per house? How much do you allow per house (4 bed), and how much do you allow for rainwater?

A. TW are not legally allowed to decline developers access to our sewers.

We estimate volume of water usage on a per person basis. This is called the Per Capita Consumption (P.C.C.) This is currently 140l per person per day in the Cranleigh wastewater catchment. We also use average occupancy rates provided by the local authority to estimate the number of people within a property. In Waverly this is 2.4. So, we calculate per property usage as 140 litres per person per day x an average occupancy rate of 2.4 = 336l/d

We push for new developments to follow the surface water drainage hierarchy, the hierarchy being: 1st Soakaways; 2nd Watercourses; 3rd sewers. Like with many of the properties within Dunsfold, rainwater from new developments will primarily discharge into soakaways which are not connected to the sewer network.

Q. Dunsfold park – pumped to Cranleigh – can it cope with the capacity?

A. TW will continue to work with the catchment and apply a multi-agency approach.

Q. Waverly LA – 100 new houses in Dunsfold to be built. Would like Thames Water to write a letter to state that the catchment is unable to cope regarding the capacity of the sewer network?

A. This would not be the process as the developer needs to inform the LA how they will deal with the wastewater.

99% of the time the network copes in Dunsfold.

Where is the infiltration coming in from – this is the main issue. Some properties have drain water going into sewers – causes major issues.

Illegal connections are a big issue. Can be new extensions, driveways and the lack of soakaways.

Q. Another common source the network is not watertight, roots from trees etc... If there are additional areas that need lining?

A. We will consider this in addition to what has already been lined and support the slowdown of infiltration. We are in the process of arranging a large-scale CCTV of 1000 metres at Hascombe Village

Q. We are on clay, so soakaways don't work. Should we be requesting developers to add in rainwater storage etc...?

A. Grey water facilities etc. developers are being asked to do this. They need to think of more innovative ways of dealing with the issue

Q. Missing the point that there is a problem with the Hascombe to Dunsfold line. Have any surveys happened on this line? It can't just be a few roots causing the issues. Is Surface

water at Hascombe being pumped to Dunsfold? Hascombe SPS is at the lowest point and water pools here.

A. Initially focussed in the village of Dunsfold – TW to investigate Hascombe- We are in the process of arranging a large-scale CCTV of Hascombe village - TBC

Q. When was the SPS last upgraded?

A. This station would have been built for the local authority with 2 vertical 'line-shaft pumps. The station was upgraded in 2014 when as part of the upgrade the line-shaft pumps, drive shafts and electric motors were replaced with 'dry-well submersible' pumps. Whilst the pumps fitted would have had the same output as the ones replaced, they were more efficient (use less energy) and are much easier to work on, to replace and as a result the station became more resilient. I think work would have been completed around Oct 2014.

Since then, both pumps have been replaced again in 2019 with latest version that are again more efficient. An in-line flowmeter was also fitted in 2019 that allows us to remotely tell how much the pumps are pumping, and we have used this to confirm that the station is operating as designed

Q. 3 Years ago squirting sewerage into the air – was this because you increase the pressure in the pipe from the SPS?

A. This may not be due to increasing the pressure, it could also be wear and tear etc. Pipework can get weakened over the years.

Q. Cranleigh Sewage treatment station will get backed up due to the extra properties. Has their capacity been increased over the years? Can it cope with the extra 2000 plus houses?

A. The Sewage Treatment Works (STW) is being upgraded over the next couple of years. Cranleigh STW is currently compliant and will remain compliant in the future. The impact of development upstream of the STW will be addressed by the study and upgrades being completed by Thames Water Developer Services over the next couple of years.

Q. With Gratton Chase being built 42 Units, with the SPS at capacity how will these units and more to come be dealt with within the sewer network?

A. Developers have a right to connect to the sewerage network. Thames Water are not statutory consultees in the planning process. We are reliant on the local planning authority putting conditions on new development if required. There is an infrastructure charge which Developers must pay on every new property which connects to the sewerage network. Thames Water then use this money to investigate detriment caused by development and construct upgrades to the network as required. Within Cranleigh there is a study starting in the next couple of months. The outcomes of this will determine if any upgrades are required due to development.

Speaking specifically about Gratton Chase the peak foul flows from this development when it is fully built and occupied will equate to 0.3l/s which is a small amount of the pumping station capacity. The main driver for the incapacity within this catchment is surface water ingress not foul flows. However, the impact of developments like Gratton Chase will be assessed in the Cranleigh Study.

Our Asset Management and Developer Services are will be carrying out a Design Review in January- We will be able to advise in February.

Q. Nugent Close SPS in Roy's Daughters garden- (22 houses). Wrong pumps installed initially (TW) Thames Water taken over recently. Son in law did not have any feedback .TW surveyed the drains, despite requesting feedback and being promised nothing materialised

A. Nugent SPS prior to 2016 this was private. In 2017 we had made some minor modifications. There had been a recent pump issue that occurred due to a float not correctly being positioned. This SPS has no outstanding works from our point of view.

Q. Could TW push back harder on new developments if we as TW have concerns. Previous proposals were approved.?

A. Developers have a right to connect, Thames Water cannot stop development. If there are imminent concerns regarding network capacity due to a development a phasing condition can be sought by Thames Water, this doesn't stop development but would ask the Local Planning Authority to impose a condition on the development to ensure it is built out at a rate where Thames Water can construct upgrades to the network if required ahead of need.

Thames Water are responsible for constructing upgrades to the sewerage network to ensure no detriment to network performance due to development. There is a study happening in the Cranleigh Catchment next year.

Dunsfold developments - This information will be available on the Local Planning Authorities planning website for each new development.

Q If the developments result in a pollution are TW legally responsible? We need you to support our cause.

A Any pollution would be investigated the point it happened. Week commencing 10 Feb 2019 a pollution had happened, this was the cause of mass fat and rag, the local community need to actively get involved in eradicating this. TW can deliver BIDBI (Bin it don't block it) leaflets to the area.

Q Can we get a LA rep who deals with the new developments to the next meeting? Waverley to attend.

A. Thames Water are not a statutory consultee and are expected to provide waste and water connections, any discussion about planning and development would have to be with the Council directly. Unfortunately, there is a misconception around Thames Water infrastructure being able to prevent or block development.

Q Can we arrange for Developer Services to be present at next meeting?

A. We can certainly address any questions that you may have for our Developer Services to answer.

Q. Our decision to spending, investigations over the next 5 years?

A. Operationally we continue to investigate the cause of the overload of the system and once we have identified the cause we will communicate next steps.

Monitors were installed previously at various locations to pick up the flow rates, unfortunately this has not proven to be successful due to 4G signal – Therefore we are focusing our investigations on the network in Hascombe.

We have installed manhole covers outside of the pumping station at Hascombe.

We will be installing a new chamber behind the SPS at The Common.

May I suggest in February for the next Dunsfold Parish Meeting, TW can request for a member from our Asset Management to join the next call to discuss in further detail

Q. TW have recently attended to tanker onsite, why and location?

A. Thames Water have a SPS located at The Common- In severe heavy downpours of rain, depending on the levels our wet well alarms will set off an alarm, this is to notify the levels are too high. Our Waste Control Operational Centre will automatically schedule for tankers to attend to prevent flooding and pollutions to properties.

We had attended on the 21 December as an emergency, however, today has confirmed this related to a blockage which was cleared whilst onsite today. We are happy to provide BIDBI leaflet drop as a gentle reminder of the detrimental impact of the misuse of our sewers.

We understand that where the tankers are deployed is causing concerns and disruption with residents, we are reviewing our options on tankering to minimise disturbance but currently we have no other option than to tanker from the current location to mitigate polluting the environment, and to ensure residents can continue to use their facilities.

Please may I ask if you have any further questions, please send this to me to address. I will keep you updated on our investigations and the tankering processes.

Kind regards

Carley Mason

Thames Water Utilities