

## **Formal response from Anglian Water to questions posed at Fritwell Parish Meeting November 2023**

- 1. Can you summarise the results and consequent actions taken resulting from the infiltration investigation that took place over the last few years?**

The ten monitors that we installed across the Fritwell network identified areas of surface water infiltration. On East Street we found four road gullies connected to our network which contribute significant amounts of surface water to our network. We have attempted to contact Highways and the LLFA about this multiple times, but with no success. At the meeting it was agreed that the Parish Council would kindly contact Highways on our behalf and provide a contact at Highways that we can work with on this issue.

On North Street we identified a number of leaks on the drinking water supply, we have passed this information over to Thames Water as they are the water provider for the area. We have also tried to contact a resident at the end of North Street who has surface water run off connected to our foul network.

- 2. The constant traffic residents endure along East Street with Tankers removing excess water is unacceptable. We understand that this has ceased, but is this for the long-term?**

During normal operation of the water recycling centre (WRC), tanker movements are low frequency. If we experience asset failure we are required to utilise tankers more, unfortunately due to the emergency nature of such failures, we cannot foresee the increase in tanker movements. We do endeavour to keep tankering to a minimum and our maintenance teams carry out proactive maintenance on all of our equipment and look to identify and fix potential issues before they occur. However, despite our best efforts this is not always possible.

- 3. We understand that Anglian Water have accepted Cala S104 plan for the Fewcott Road development and will transfer responsibility for managing the pumping station and associated drainage to Anglian. Do the liabilities for successful management of the SUDS and SWALE and other water management provisions get transferred to Anglian Water? If there is water ingress to nearby properties because of this 28-house development (particularly houses adjoining in Hodgson's close) do residents seek redress from Anglian Water?**

Surface water from the development is being discharged into a ditch and therefore is not impacting our assets. We have an Adoption Diversion agreement with Carla Homes. Our pre-development team are working through the legal agreement with Carla Homes, but we can confirm that there is no intention for Anglian Water to adopt any of the basins or SuDs features, purely the piped network. The agreement also includes the diversion of the existing surface water sewer so that it remains accessible and not built over. The discharge location will remain the same.

If nearby properties experience water ingress, the residents would need to contact the developer as Anglian Water is not liable.

**4. Fritwell Stw (Anglian Water). Permit number: AW1NF2895: In 2022, this sewer storm overflow spilled 30 times for a total of 270.25 hours, discharging into the Padbury Brook River Great Ouse. Is this under control? Were residents and local farmers informed about these discharges? What plans do Anglian have to prevent this from occurring again?**

All of our storm overflows and treatment works discharges, including that at Fritwell WRC, are permitted by the Environment Agency. Fritwell WRC is compliant with its permit conditions. We are however, carrying out mitigation works in the network to reduce the amount of flow that the works receives.

During heavy rainfall our sewers can become overloaded with far more water than they were made to cope with. As part of their design, they have safety release valves known as storm overflows. These help to protect homes and businesses from flooding by releasing water into rivers and the sea when the pipes are full. This means they operate after heavy rainfall, so we know the vast majority of what comes out of storm overflows is rainwater. We recognise, however, that storm overflows are no longer the right solution when sewers become overloaded with rainwater. Through [Get River Positive](#) we are committed to making sure that our storm overflows and water recycling centres do not harm rivers and we are investing to meet this commitment. We are directly investing over £200m into tackling storm overflows between 2020-2025 (as part of our £811 million Water Industry National Environment Programme), and we propose to invest £1 billion into addressing them between 2025-2030. Along with the rest of our business plan, this is subject to approval from Ofwat.

We report the number and duration of storm overflows spills to the Environment Agency. We also share this information on our [Storm Overflow map](#), send it to the Rivers Trust and publish it on our website [annual return reports](#). We have no obligation to inform local residents and farmers about discharges, but we are very excited about the upcoming release of our new customer map which will show live storm overflow information in near real time.

**5. There has been a 41% increase in the number of properties in Fritwell since 1995 (239 to 338). We are led to understand that the waste treatment plant is old and parts to maintain it are unavailable. Residents want to know when there is going to be a long term and sustainable waste treatment and surplus water management solution for Fritwell.**

We continuously proactively repair and replace our assets as required, and can source the parts that we need to complete the repairs. Therefore the age of the WRC does not affect its performance. Our Growth and Planning team constantly review populations and make investment recommendations for growth and development and we proceed with these where necessary.

**6. Do some of these issues lie with Oxford County Council, if yes, please let us know how we can help you with OCC.**

As above, we do require collaboration with the Highways department in Oxfordshire County Council for the removal of the road gullies on East Street from our network and would appreciate the Parish Council helping to find the best contact within Highways for us to liaise with.

**7. What is the capacity of the water recycling centre?**

The WRC is currently treating flows equivalent to 570 people and there is still capacity to treat more flows as the site is compliant with its permits. But as above, our teams constantly review populations and planned development to make recommendations based on these if needed.