

**From the Chief Executive**

Sir Bernard Jenkin MP  
House of Commons  
London  
SW1A 0AA

13 February 2024

Dear Sir Bernard

**Local Meeting 2/2/2024: Langham WRC and sewerage network**

Thank you for getting in touch following the recent meeting in Langham, which I know several Anglian Water colleagues attended.

I'm told that it was, once again, a well chaired session with the Parish Council very organised to ensure that residents had their opportunity to raise issues and ask questions – which our team were happy to take, and if not able to answer on the day, pledged to update the Parish Chair afterwards.

I can very much sympathise with the frustration that some residents, the Parish Council and, indeed, yourself feel about how long these issues are taking to be resolved.

I can reassure you that we are taking these concerns seriously. Investigations into the flooding and the unfortunate burst rising main are continuing, but these are very different issues.

The repeat failure on the rising main has, regrettably, caused some flooding on six separate occasions since January 2022, as was discussed at the meeting, I'm told. Our maintenance team has recently installed some variable speed drives on the pumps to reduce start-up and shut-down pressure. This should result in fewer 'shock waves' traversing the rising main and lessen the likelihood of future bursts. This is a tried and tested method to improve the efficiency of our existing assets, without the need for the large scale disruption of a full replacement. That said, our teams continue to monitor the performance of the pumps and rising main and may well propose a replacement scheme in future.

With regards to the Water Recycling Centre compliance and excessive flows, the infiltration investigations do continue, and I have asked the team to accelerate these as much as possible. As was mentioned during the meeting, the next step is to undertake a detailed CCTV survey of the catchment and install further flow monitors, this time focussing on the shallower sewers which look like they may be impacted by groundwater inundation from an exceptionally high water table.

This type of investigation works takes time, as in order to verify the model and data, we must wait for at least three storm events, but I'm hopeful the team will progress this over the coming months.

I have asked the team to share a detailed plan and timeline as soon as they can and will make sure you, and the Parish Council are kept informed.

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Your ref:

Finally, looking ahead, it is encouraging to see such a well engaged community who are willing to work with us on these challenges, and we do appreciate the patience and understanding of everyone involved. I know that we have a good relationship and regular contact with the Parish Council. This will be important to maintain as we look to help the community manage the surface water as we uncover any locations of ingress, from groundwater or surface run-off, into our foul system. This water will need to be safely directed back into the environment, so local knowledge of ditches, riparian ownership and highways gullies will be crucial.

Once again, thank you for sharing your thoughts and concerns. We are doing all we can to help improve the situation for Langham residents and take our customer and environmental responsibilities very seriously.

Yours sincerely

A handwritten signature in blue ink that reads "Peter Simpson". The signature is written in a cursive, flowing style.

Peter Simpson