

Dear Peter Simpson,

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

I am writing to ask what you can do to speed up the AW response to the dire situation in Langham, as a result of the foul sewer system being unable to cope with periods of heavy or prolonged rain. Peoples' homes and gardens are being regularly flooded and it is not acceptable that this problem should have been allowed to persist for so long.

This was the third public meeting arranged by the Langham Parish Council, which Grant Tuffs and an AW team also attended. I am very grateful to them for their attending, which at times was difficult and challenging for them.

Many local residents are feeling very frustrated that so little progress has been made since the first such meeting in January 2022. At that meeting, I then remarked how AW did not seem to have a plan to deal with the problem of surface water infiltration, which overloads the system, and causes sewerage to flow back and into peoples' houses and gardens. At the recent meeting, progress towards addressing this issue seems incredibly slow.

It is evident that AW has been fully aware of this problem for many years. At the last meeting, we were told that more monitoring and flow meters needed to be installed. This time, we have been told the same, albeit that the flow meters and monitoring is to be much more comprehensive and across the whole system. Many were bound to ask why this was not done before, particularly as we are now told that it will take six months or a year to install new flow meters, to gather the data and to take action as a result of this. We were assured that action would be taken as soon as evidence of where infiltration is taking place is available, but this might also require 100s of individual property surveys.

AW could not give any firm date or time periods in which this problem will be fixed. Please can you investigate this to see if you can establish some firmer timelines.

In the meantime, what can be done to alleviate the risk of flooding until there is a permanent resolution of the issues? Local people are able to anticipate when flooding is most likely to occur. In the event of high rainfall, what pre-emptive actions could be taken by AW to the sewerage network overflowing into peoples' properties? It seems likely to me that AW is under a legal obligation to act to prevent inevitable overflow of your system, or you could be vulnerable to legal challenge.

Please forgive a strongly worded letter, but the situation is both desperate and avoidable.

Yours,

Bernard