



Important Information



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 316 9800

Our phones are staffed 24/7

19 February 2020

Our ref: BB973571

Lambourn

Hello

You may have already seen our tanker vehicles in the area. These are needed because we've been experiencing high flows of ground water entering our foul sewer network. For us to help alleviate flooding and pollution in the area, we're using the tanker vehicles to help manage this excess water.

Our work so far

Historically and now, we've experienced infiltration of groundwater into our foul water network in Lambourn. This winter we have seen increased levels of consistent rainfall in the Lambourn area, this has led to very high groundwater levels. To explain further, the current ground water level is within inches of the surface.

As the sewers are sitting below the current level of the water table the groundwater will force its way into both the private foul drains and our foul sewers, this is called infiltration.

Our sewers are only designed for "normal" domestic foul waste and are therefore not designed to cope with this additional flow of groundwater. These additional flows shouldn't be entering our sewer and therefore in times of wet weather, and when groundwater levels has risen significantly after longer periods of rain, we may experience flooding in the Lambourn area.

Historically we have looked for places where the groundwater can get in and have taken steps to stop this. We have sealed over 80 manholes and sealed over 8.5 km of our sewers with, leak tight liners in Lambourn and the surrounding area.

Further information on the investigations and work we have completed, can be found in our Drainage Strategy (DS) document for Lambourn, which is on our website under East Shefford Drainage Strategy.

<https://corporate.thameswater.co.uk/about-us/investing-in-our-network/Drainage-strategies/Latest-reports>

These strategies are designed to reduce the unaccounted-for flow entering our network. Unaccounted for flow, including groundwater infiltration, can result in problems with flooding, restricted toilet use and potentially pollution.

The steps taken to stop groundwater entering our sewers will have helped to reduce infiltration in the area, however, as you know, high groundwater levels in the Lambourn valley is part of the natural cycle in Chalk catchments. Therefore, although we have done work, the groundwater may still enter the sewer system. We are continuing to carry out investigations to understand where this may be happening. Once we identify these points of interest, we may then decide to carry out further work such as lining or sealing further manholes.

Additionally, please be assured, even though we know the ground levels are high, we are still investigating the network to ensure there are no other contributing operational issues, which we may be able to resolve.

We know our tankers can be noisy and this can appear amplified at night times. As the network is currently being overwhelmed with excess water throughout the day and night, we continue to use tankers at all times to protect our customers and the environment by ensure the flows continue to be managed.

Along with our investigations, if our investigations

We're sorry for any inconvenience caused due to the increased traffic or noise and we thank you for your patience.

Please be assured your drinking water will **not** be affected.

Contacting us

Should you have any further questions in the meantime or wish to discuss further, please call our 24-hour customer centre on **0800 316 9800** quoting your address and reference number **BB973571**.

Yours faithfully

Bell Kelly

Customer Liaison - Thames Valley Customer Field Services