

Good afternoon, I am writing with an update on our Eastbourne Wastewater Treatment Works (WTW).

I am pleased to report that the interim odour management system for the site is now fully operational once again, following some problems over the past week or so. Furthermore, work on the site's permanent odour management equipment can now continue, with this project due to be completed by early September. Together, these developments will help reduce the risk / impact of any smells that originate from the works going forward.

Of course, we fully appreciate the inconvenience and concern there's been for local residents who have experienced increased odours from our works and we would like to apologise to them, once more, for this. We understand the impact of this situation on local people, especially during the hot weather, and would like to thank them for their patience and understanding while our staff and specialist contractors have been working to fix the issue concerned as quickly as possible.

I know that a number of community representatives have been contacted by residents about this matter and I would be grateful for your assistance in directing people to contact us in the first instance via our main contact number for technical issues, which is tel. 0330 303 0368.

Also, a reminder that regular updates are being posted on our dedicated Eastbourne WTW web-page, which includes details of the £16 million investment we are making at the site to improve its performance over the longer term. This upgrade will help to further minimise the risk of odours in the future. The link to the web-page is as follows: <https://www.southernwater.co.uk/eastbourne>.

I trust the above has been informative and helpful, but, as ever, do let me know of any queries you may have.

With best regards

Joel

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