



**The message below is from Southern Water and is about a month of maintenance work on the waterworks at Langney Point commencing on Monday 8 July. SW offer drop-in sessions at the mobile customer unit in the waterworks car park (luckily) this Tuesday and Thursday (see below).**

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I am writing to update you on essential maintenance work at our Eastbourne Wastewater Treatment Works (WTW), which is due to start on **Monday 8 July 2019** and which will take around four weeks to complete. We will be sending local residents a letter to make them aware of this news and also invite them to attend one of the drop-in briefing sessions we will be holding next week, the week commencing 24 June 2019, where people can come and talk to our staff face to face.

In line with best practice, the above work is part of an ongoing programme of maintenance to ensure our Eastbourne facility is working effectively and efficiently. It will see a 'deep clean' carried out on a large concrete tank that is used to filter out road grit and fat from the wastewater that is coming into the site for treatment - the tank is located underground, as is most of the works. Importantly, this is in addition to the £16 million upgrade scheme at the works, which is due to be completed by the end of 2019. This project has already seen key treatment equipment at Eastbourne WTW renewed or refurbished, with the final phase of improvements already underway.

### **Our planned approach**

A detailed plan for the tank maintenance work has been developed, with a range of measures in place to keep any impact on local residents (for example, from noise or smells) to as little as possible.

For operational reasons, we need to carry out the tank cleaning mainly overnight (4pm to 6am working period, Monday to Friday), with any weekend work that's necessary taking place during the day (8am to 6pm working window). The four week schedule in which we have planned to complete the entire job may need to be extended somewhat if there is any delay. For example, heavy rain will mean the tank cleaning will need to be suspended in the interests of safety, as flows entering Eastbourne WTW will be increased.

We will be using tanker lorries to do the tank cleaning, with these vehicles stationed inside the works' main building, behind closed doors, to keep any noise or odours inside.

So that our staff and contractors can work safely underground, as a precaution, we will need to station rescue teams at emergency exit points around the works. Every effort will be made to keep any openings, such as doors or manholes, closed as far as possible, helping to minimise odours in particular. However, there may be a need for these openings to be fully accessible at times. We will also need to have vehicles in place to supply air to our team working inside the works. However, these units will be parked inside the site compound, with sound proofing barriers in place to keep any noise largely confined.

### **Keeping everyone informed**

As well as sending people living near the works an update letter, similar to this briefing note, we will be staging drop-in sessions at the times / dates below, where residents can come and learn more and ask questions directly to our customer team. The team will be based in our mobile customer unit in the car park immediately next to (east of) the works, just off Prince William Parade....

- 3pm-7pm, Tuesday 25 June 2019
- 3pm-7pm, Thursday 27 June 2019.

Of course, we will work to make sure you and local residents are kept fully informed throughout the maintenance work - such as via additional letter drops, updates on our Eastbourne WTW web page (see [www.southernwater.co.uk/eastbourne](http://www.southernwater.co.uk/eastbourne)) and via our social media channels, including Twitter and facebook.

As always, customers should raise any concerns or queries with us via our 24-hour contact centre number of tel. 0330 303 0368.

**Southern Water**

[www.southernwater.co.uk/](http://www.southernwater.co.uk/)

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