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Anglian Water
Customer Services
PO Box 770
Lincoln
LN5 7WX

14th September 2010

Dear Sirs

I am writing to you regarding the continuing problems with the Kettleburgh Terminal Pumping Station and the detrimental effect that they are having on my property, business and well-being.

As you are well aware, the Kettleburgh Pumping Station has been a constant source of problems for many years but since the closure of the emergency overflow (EO) the situation has become impossible to live with. I have made numerous phone calls regarding sewage overflow and also brought the matter to the attention of the Planning Inspectorate at the appeal hearing but, to date, absolutely nothing has been done by Anglian Water to try and rectify the situation.

The pumps at the station were never maintained properly and, as a result, were constantly failing. Prior to the EO closure this resulted in the inconvenience of tankers coming back and forth at all hours of the day and night, the pollution and smell of raw sewage in the drainage ditch bordering our property. The lane that is used to access the pumping station belongs to The Chequers Inn, with Anglian Water having access rights, and the increased number of tankers has caused considerable damage to the surface of the lane resulting in one of the drain covers at the entrance becoming in imminent danger of collapse.

However, since the EO closure, the situation has changed drastically, in as much, that our garden has effectively become the emergency overflow, which is totally unacceptable. From the time of closure in August 2008, every time the overflow alarm is triggered it means that our property will be flooded with raw sewage before the tankers can arrive. When the closure first came into effect the pumps were still failing which resulted in undiluted sewage flooding onto our property and, as I was unaware that Anglian Water had a "Clean-Up Crew", it fell to myself to clear up this highly unpleasant and hazardous mess. Since the pumps have been upgraded our situation has not improved because during heavy rainfall the pumps are unable to cope with the increased levels flowing into the pumping station and, consequently, we now end up with a "lake" of sewage on our property and on occasions this is accompanied by a fountain of sewage coming out of the drain.

The continuing sewage overflow onto our property is not just an inconvenience, it has had a severe impact on our business due to the fact that the drain where the sewage emerges from is attached to our 4 Star Guest Accommodation and the land that it runs onto is the Guest Car Park. This has resulted in a loss of trade, loss of goodwill, loss of repeat bookings, compensation to guests by way of not charging for their stay and compensation for damage to footwear, clothing and car interiors. Due to the external layout of our accommodation, it is not obvious when you walk down the steps to the car park that the water is actually sewage overflow, therefore, many of our guests have been standing in the sewage before realising what it is.

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