

Mrs Clark

NM/SJ/901 160 186

Since the appeal hearing we have been considering the previous works and the alternative methods that were suggested to reduce the level of surface water entering the system from the connected catchment. We have now determined a methodology to try to reduce and limit the level of surface water connections to the foul sewerage system. It is therefore intended to start implementing some of these measures over the coming months. We would welcome the assistance and support of the Parish Council in seeking alternative methods of surface water disposal from properties in the catchment.

Consequently representatives of Anglian Water will be in contact with you shortly to arrange for a mutually convenient means of starting a wider debate with residents on the issue of surface water disposal from properties. It may be that our attendance at a future Parish Council meeting would be helpful to both parties as a first step to a joint approach. In which case a list of dates for the remainder of 2010 would be helpful.

I hope I have explained things clearly for you and answered your queries. If our customer services staff can be of further assistance please call 01522 341 418 and we would be happy to help.

Yours sincerely



Nigel Minter  
Customer Response Manager

Enclosed: concerning your recent complaint leaflet