

**Document 3**  
Anglian Water  
Customer Services  
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Kettleburgh Parish Council  
The Old Brewhouse  
The Street  
Kettleburgh  
Woodbridge  
Suffolk IP13 7JT

11 February 2009

Dear Sirs

**Main Drainage in Kettleburgh Suffolk?  
Planning and Development Issues**

I wrote to you about this time last year regarding planning and development issues in regard to current and future foul sewer and sewerage service in Kettleburgh (copy enclosed). To date I have not received a reply or even an acknowledgment to my letter.

It may well now be the case that Suffolk Coastal District Council's 'Local Development Framework' shall reduce the pressure on Kettleburgh and surrounding villages in regard to future development but I would still appreciate a response to my original enquiry.

In the final paragraph of my previous letter I stated "I am particularly concerned at the apparent frailty of the pumping station located adjacent to the junction between 'The Street' and the Brandeston/Easton Road which I understand serves both Brandeston and Kettleburgh" (and Cretingham?). The situation regarding this pumping station has only deteriorated in the last twelve months. Every time we have more than a little rain the automated system fails and we have tankers attending day and night, with their attendant noise and light pollution together with unpleasant odours, pumping out what has become a simple storage tank. In recent days this has been particularly annoying with tankers attending, that it would appear have not been employed before, that struggle to reverse down the access lane causing traffic disruption and the potential for an accident on a difficult bend at the road junction.

I fail to understand how Anglian Water can afford to hire these tankers on such a regular basis but not be able to make the automated system more reliable. The system as it is currently operated would not constitute 'main drainage' in anybody's book let alone a service provider's. Over recent years the system appears to have been operated on a 'make do and mend basis' and this is just not good enough. I do not know the details of this installation but my understanding is that there are two pumps which I assume are rated at 100% duty each and presumably are run alternately to share the load, the non-running pump then available to run in parallel to cope with true storm conditions. I am given to understand that the actuality is that there is normally only one pump available and that this is unreliable.

I would appreciate a full report on the design, operation and maintenance of this system and details of how Anglian Water intends to improve its reliability.

Yours sincerely

TE Jessop CEng, CEnv, MICE

Chairman, Kettleburgh Parish Council