

From the Chief Executive

Mr K Simmons
Chairman
Eydon Parish Council

By email to: keith.simmons@eydon-village.co.uk

23rd February 2023

Dear Mr Simmons

Many thanks for your letter on behalf of the Parish Council of Eydon.

I'd like to first acknowledge that the number of burst mains we have had and interruptions to supply to your area, particularly last year in the record temperatures, is not what we aim to deliver for our customers. We are committed to improving the supply of water in your area and initial work has already started on the replacement of the main feeding the village. We have committed this work into our capital programme for the year April 2023 – March 2024.

The previous scheme of installing a tanker injection point for the area, and valving to prevent water in the village running back downhill should a burst occur, has allowed this plan to be enacted but I recognise that we need to do more for our customers in Eydon – and we are.

I apologise for the mistake in our correspondence, and indeed my own letter concerning the provision of a second supply to the village. This was based on an internal misunderstanding and should not have happened. No scheme for a second water main feed to the village has been approved. In regard to Anglian Water's Single Supply Resilience performance commitment, this is about whether a zone can be fed by more than one Water Treatment Works, rather than if an area is fed by more than one pipe. For Eydon, the network is connected to Grafham WTW, Wing WTW and Morcott WTW so would already meet this commitment. That's not to say that we will never add connections to the system for moving water around, but right now our priority is to replace the pipe that is known to be causing problems.

The approved scheme for Eydon is to replace the water supply pipe that is currently in use feeding the village. At the moment, this is approximately 2.5 miles of water main. I do note your comments about the section after the tanker injection point and I believe Pete Holland commented on this in the public meeting – we would not join a newly installed water main to a main in very poor condition. When the detailed engineering work is progressed, the specific connection point will be determined, and I assure you that this will be taken into account.

Your letter references wider infrastructure challenges in the area after we have replaced this main. I know Pete referenced this to the Parish Council before the public meeting. We have been reviewing

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Your ref:

the surrounding network to Eydon and are in the process of working up additional investment cases that go much further than Eydon village. Already approved is investment in control upgrade at Thorpe Lodge Water Booster which feeds the mains that go to Eydon and will help with calming the network in the area, reducing the impact of bursts. We are also in progress with installing air valves in strategic locations to further reduce the risk of bursts across this area. We will be communicating with the areas that will be impacted by this work and I will make sure the Parish Council is sighted on these details as they progress.

The tankers that we deploy for injecting water into mains are specified to be able to put enough pressure into the main to reach all customers in that area. The effectiveness of injecting water from our tankers into any distribution system can vary and is dependent on how empty the mains have become at the time of injection. This is dependent on factors that impact drain down times, such as the position of the burst main (high point or low point) and the time the burst occurs, peak or low demand. It is also impacted by our response time, which in turn is dependent on the number of concurrent burst mains. So there will be circumstances that mean that even with tanker injection, some customers will not see a return to usable flow and pressure during an event, or until such a time the mains can be refilled, especially those customers furthest or highest from the injection points. Our team will look into the response plan for Eydon to see if there are changes we can make to where we tanker into in order to help ensure all customers receive water should a burst main occur. I know that our local manager, Trevor Cox, and his whole team, and indeed our Operational Management Centre, are very aware of the experience you've had and are sensitive to making sure we do all we can.

The wording of our customer promise is indeed under review and we anticipate this being published by the end of March. The wording will better reflect our operational activities when we are managing burst water mains and recognise that this can, at times, mean intermittent impacts on customers. We intend to make this much clearer and easier for all our customers. I know that Pete has committed to updating the Parish Council with this as soon as it is available, within a few weeks.

On request, Pete has been reviewing the gesture of goodwill offer following the public meeting. I also accept that a mistake was made with our communication to the residents of Eydon and that false expectations were given incorrectly. On that basis, we will increase the goodwill gesture to £9,000 which is almost three times our original offer, and will hopefully help to cover the short fall from the village missing its fete last summer.

I hope I have been able to assure you that I am committed to improving the water supply to the residents of Eydon. As the mains replacement scheme progresses, we will keep the Parish Council up to speed and will be happy to meet again or come to future public meetings as required.

Yours sincerely



Peter Simpson