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**Our ref: COM-238014-Q8H6Y1 CRM:0263100002217**

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22 January 2024 at 17:16

**Our ref: COM-238014-Q8H6Y1**

Good evening Helen &amp; Jon,

Thank you for your patience whilst I've been liaising with the relevant teams regarding the further concerns you've raised and for the further email you sent on 15 January 2024.

For ease, I've placed the points you raised in bold with our response below:

**You acknowledge that the number of spills in times of rainfall – 'incidents' – exceeds the current expected level. What is the 'current expected level'? To date, by how much is that number exceeded?**

We have consent from the Environment Agency which allows the sewage pumping station (SPS) to spill to the watercourse when the agreed pumping rate is exceeded by the incoming flows. This could happen sporadically throughout the year or not at all, depending on storm events experienced in the area.

**We understand that you have a legal obligation to install 'event duration monitoring' by the 31 December 2023. Has that been installed? This requires water companies to monitor and maintain records on such spills, but we would like to know when Severn Trent started to keep such records on the performance of the pumping station? Since the flooding of the brook has been a long-standing issue, please make such records for the last 5 years available to the Council.**

To access these records, you would need to make an 'Environmental Information Request'. More information on EIR's can be found on our website- <https://www.stwater.co.uk/about-us/environment/environmental-information-regulations/>

**How many tankers were deployed in 2023? On how many occasions?**

We've had to implement tankers to the site on several occasions during rainfall. These have been deployed to reduce the impact to the environment whilst we await the capital scheme to fully resolve the issue. Tankers have been deployed on 18 occasions to Stretton-On-Dunsmore SPS, with up to 4 tankers being deployed at any one time. The tankers have had to be on site continuously for several days during periods of prolonged heavy rainfall.

**You say work to resolve the issue is due to commence in Spring 2024. While that is encouraging, please provide the Council with the date of commencement as soon as it is known, such details of the work as you are prepared to share with the Council and the anticipated duration of the work.**

The work will impact residents in and around the area. When this occurs, we would undertake a consultation process with our customers to ensure they are aware of any impact of the works. We will of course keep you updated as and when we are able.

**The Rugby Local Plan, which was agreed 5 years ago, provides for the building of nearly 100 additional properties in Stretton on Dunsmore. Outline planning permission is now in place for 2 developments in our village. We are advised that Severn Trent were approached for comment and did not raise any issues. The Council is concerned that if the existing system is unable to cope with the current level of effluent from the village a further 100 homes is likely to cause even more problems. Please confirm that any planned works will take into account the proposed expansion to the village.**

When a new application is made for development our Asset Protection Team will assess the impact this may have on the existing sewerage network. This has been completed taking account of existing flows into the network and the additional load from any new development. Any new development will only discharge foul water to the system, which in a pumped system such as Stretton should be controlled by the pumping rate. In addition, we're undertaking infiltration surveys to understand any ingress of water from other sources which will be removed if found. This will help with any additional flows into the pump station.

**The tankers have caused extensive damage to the approach track – from the junction of Finacre Lane and Church Hill - and Cutthroat Lane, the road to the pumping station, such that parts are dangerous for walkers. I would remind you that Cutthroat Lane, being the track from Finacre Lane to the first gate and just beyond, is a Public Right of Way and should be maintained in a condition suitable for its purpose. Please confirm that any remedial work will include satisfactory repairs to the track and road. That should also include the standing area outside the station – across which a Right of Way exists.**

I believe work to repair the track may already have taken place. If not then I can assure you that this is imminent. We will of course make good any areas that are disturbed during construction of the scheme.

I hope the above addresses any concerns you raised. Please let me know should you require anything further.

Kind regards,

Natasha  
High Priority Written Complaints  
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Customer Care  
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