From: CUSTOMER.FEEDBACK@THAMESWATER.CO.UK
<CUSTOMER.FEEDBACK@THAMESWATER.CO.UK>
Sent: Thursday, January 20, 2022 1:32 pm
To: David Watson (Cllr)
Subject: [EXTERNAL] Thames Water Our Ref: 33482831 Little Marlow Sewage Treatment Works

Thames Water Customer Relations Customer Service PO Box 436 Swindon SN38 1TU

Telephone: 0800 0093666 Fax: 01793 424291 Email: Customer.Feedback@thameswater.co.uk

19 January 2022

Our Ref: 33482831

# Little Marlow Sewage Treatment Works

#### Dear Councillor David Watson

I'm writing in response to your email dated **14 January 2021**. Thank you for providing us with the letter which was distributed by the MP. I've read through this letter and am aware of the current situation relating to the Little Marlow Sewage Treatment Works (STW). I trust this email will answer the questions you've raised about this site.

### What work are we doing to improve the Little Marlow STW?

Little Marlow STW underwent a significant upgrade 2004 when High Wycombe STW was closed and diverted to Little Marlow. The site has capacity and therefore there are no future plans to upgrade Little Marlow in relation to growth in this or our next financial period, up to 2030.

A review is currently on-going to identify investment to improve resilience at Little Marlow STW which will identify items that can further reduce future pollution risk at the site. Outputs from this will be fed into our business plan for prioritisation as part of our price review submission to Ofwat. Our draft plan is due to them by October 2023.

What are we currently doing at the STW and how we plan to continue any ongoing works?

At present, all of our assets at Little Marlow STW are in service and the site performance is stable. We continue to undertake the day to day operations and maintenance on site in-line with the manufacturers recommendations.

We will continue to take the appropriate measures on site to ensure the STW is working to the required levels.

## Is Little Marlow sitting within the environmental permit?

Little Marlow is performing well, within the discharge permit and remains stable. The site performed well during the wet weather period in the run up to and throughout the Christmas period. We have no concerns about performance at present.

I trust this email answers your concerns. However, if you have any questions, please call me on **0800 009 4995**. I'm in the office between **9am** and **4:30pm** this week. If I'm unavailable when you call, then you can either leave a message for me or one of my colleagues will be happy to help.

Best regards

Jake Morley

#### Local Government Lead – North Thames Valley

To view Our Complaints Procedure (OCP) please go to thameswater.co.uk/complaints

Visit us online www.thameswater.co.uk , follow us on twitter www.twitter.com/thameswater or find us on www.facebook.com/thameswater. We're happy to help you 24/7.

Thames Water Limited (company number 2366623) and Thames Water Utilities Limited (company number 2366661) are companies registered in England and Wales, both are registered at Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB. This email is confidential and is intended only for the use of the person it was sent to. Any views or opinions in this email are those of the author and don't necessarily represent those of Thames Water Limited or its subsidiaries. If you aren't the intended recipient of this email, please don't copy, use, forward or disclose its contents to any other person – please destroy and delete the message and any attachments from your system.