

RESPONSES BY THAMES WATER TO QUESTIONS SUBMITTED

Question 1:

For any sewage plant such as Little Marlow, it would be useful if Thames Water (TW) could set up a process such that anyone interested could register to receive notifications by email or text message when storm discharging is occurring.

Can TW implement a process to do this?

Response:

We have been able to implement such mechanisms for other areas in the catchment of the Chess in previous years. However, we have set up the interactive Electronic Discharge Map which offers real time data for customer to view. Therefore, this would be easier quicker and more efficient for anyone to view before setting up some form of text alert system. Please find a link here: <https://www.thameswater.co.uk/edm-map>.

We set up that arrangement for the Chess as we had not developed the EDM map for catchments at the time. We try to do our best to keep river users informed about the current state of their river which also pertains to why we've made the EDM map public and live that also can give inform the public before they decide to use the watercourse.

Question 2:

As a local resident and kayaker, I am interested in knowing when the Little Marlow sewage works is pumping out sewage, not just storm water.

Can TW add some monitoring to detect when this is occurring and notify the public in riverside communities such as Bourne End and others downstream when this occurs? There have been recent incidences of dogs becoming ill after swimming in the river and it's unacceptable that pollution can occur without the public being notified when it happens?

Response:

For clarity's sake Little Marlow STW deposits treated effluent back into the water course 24 hours per day. In cases of extreme rainfall, storm discharges can be made-up of untreated effluent and rainwater. This due to ground and rain water making its way into the network, therefore, stormwater and sewage is a mix and is heavily diluted when deposited into the water course from the storm tanks when the works are unable to cope with the increased flow.

To refer to my previous statement, we have made the Electronic Discharge Map public which aims to give river users real time updates when the sewage treatment works is in storm and for how long for. Therefore, if you wish to use the river on that day you may want to check the EDM map before using the river.

If you feel like there have been recent incidents of dogs becoming ill after swimming in the water courses, we would like to encourage you to report these to Thames Water and the Environment Agency.

We would highly encourage anyone who feel that feels that they've been affected this way to contact Thames Water with the date and time and the nature of the incident. And to do the same with the Environment Agency.