

We hand delivered this letter to  
you on 10 March 2011

Dear Customer

## **Kerswell Green Sewage Treatment – updated planning application**

As you may be aware, the existing sewage treatment works servicing seven properties at Kerswell Green is a simple septic tank, which requires emptying on a daily basis to avoid effluent polluting the field drainage ditch to which the outfall pipe discharges. The facility is subject to ongoing complaints and is not an environmentally friendly way of dealing with sewage. Consent to construct a new Sewage Pumping Station on land at Kerswell Green was gained in July 2009.

The original scheme included approximately 2km (around 1 mile) of rising main to link the new works with Kempsey Sewage Treatment Works. Since then a specialist Hydraulic Analysis report has recommended changes to the design of the new rising main to eliminate risks of air locking and pipe blockages.

Consequently, the project has been re-evaluated and a revised proposal is currently being prepared for submission to Worcestershire Planning Authority. The new solution recommends a small package treatment plant on the newly acquired land to the South of the existing Severn Trent Water site.



### **Key changes to the scheme**

- The construction scheme itself will not affect services to your property.
- However we know some customers had a number of concerns about the original scheme so we have put together a list of Q&As (attached to this letter) to try and answer any questions you may have.
- You are also very welcome to get in touch if you would like to talk to us.

### **How you can comment on the planning application**

Once the planning application has been submitted to Worcestershire County Council you will be consulted as neighbours of the site, either directly or via a site notice. If you have any queries regarding the planning application please contact our Planning Agent, James Glynn of Entec UK on 01743 342000.

### **Who can I contact if I have any queries about these works?**

Costain MWH is carrying out the work on behalf of Severn Trent Water. Costain's Community Liaison Manager can be contacted on 07739 634 017 or by e-mail: [jacqui.bolsover@costain.com](mailto:jacqui.bolsover@costain.com)

If your inquiry is about your water supply or sewerage services, please call our Customer Operations Service Centre on 0800 783 4444.

## Special requirements

If you have any specific issues that will need an adapted service while this work is being carried out please call **0800 783 4444**.

## Protecting and looking after yourself

We do not call on customers without notice. Look out for bogus callers who say they are calling about the water or drains.

Why not get your own password with us and protect your home? **It's free and easy - just call 08457 500 500.**

You can also register any requirement you have to receive an adapted service by calling the same number - **08457 500 500**.

## Water and sewerage service and emergencies

If you have an issue with your water supply or sewerage service, including an emergency, then call us on **0800 783 4444** – it's a 24 hour service.

(Remember, we do not cover private plumbing inside the home.)

## General disruption

We plan and carry out work in a way that is designed to have the least impact on you, your daily routine and your local environment. If you have any issues about the work before, during or after it takes place let us know. Speak to those on site during the work as they will do all they can to advise you. Alternatively, call us on **0800 783 4444**.

## Water services interruptions

If we need to turn the water off, we will give you advance warning so you can plan ahead. If it takes longer than the time we advise, you are entitled to a Guaranteed Standards of Service payment (GSS). It's £20 for domestic customers and £50 for business customers. If we take longer than advised we will credit the account of the person who pays the water charges for your address.

## Why water is precious

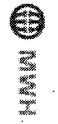
- Did you know that the average person in England and Wales uses almost 50% more water than 25 years ago? This is partly because of power showers and other water-using appliances.
- By 2050, climate change could reduce the amount of water available by between 10% - 15%.
- Some forecasts suggest that the UK's population may increase by up to a further 20 million people by 2050. This will seriously stretch remaining water resources.

## What are we doing to make an impact?

- We are planning to renew 130km of old and damaged water mains between 2010 - 2015.
- We repair, on average, 115 leaks on existing water mains every day.
- We are investing £2.5billion in our network between 2010 - 2015. At the same time, our combined water and sewerage charges are the lowest in the country.

## What you can do to make an impact

- If every one of our customers turned the tap off when brushing their teeth, it would stop us having to take 18 megalitres (nearly four million gallons) from the environment every day.
- Visit [www.stwater.co.uk](http://www.stwater.co.uk) and get more information on how to save water, save energy, save money and help the environment.



# Kerswell Green Sewage Treatment Questions and Answers

## General Questions

Top Line	Why is the scheme necessary?	
1	What are you doing and why?	<ul style="list-style-type: none"><li>• The existing sewage treatment plant is a communal septic tank. In the late 1990's the poor quality final effluent from the site was found to be causing pollution in the receiving watercourse.</li><li>• The outfall pipe was sealed and for the last ten years the tank has been emptied by tanker on a daily basis.</li><li>• The current process creates odour problems, is causing significant wear and tear on the shared stone access track and attracts numerous complaints.</li><li>• Planning permission was awarded in 2009 for construction of a sewage pumping station on land to the South of Kerswell Green. The original scheme included 2km (approx. 1 mile) of rising main to link the new works to Kempsey Sewage Treatment Works (STW). This would have required chemical dosing and ongoing pumping of waste.</li><li>• The preferred option now is to develop a package sewage treatment plant on the same site as the consented pumping station. Waste will be treated and discharged through the existing outfall pipe rather than being chemically treated and pumped to Kempsey STW</li><li>• This solution is both cost effective and an environmentally friendly way of dealing with effluent.</li></ul>
2	What will the work involve?	<ul style="list-style-type: none"><li>• Installation of a Rotating Biological Contactor (RBC) package sewage treatment plant, the majority of which will be below ground level</li></ul>

		<ul style="list-style-type: none"> <li>• Construction of a small cabinet to house the RBC control panel</li> <li>• Construction of a site access from (road name) and access roads within the site (including turning head)</li> <li>• Decommissioning of the existing septic tank and changes to existing manholes to utilise as part of the new works.</li> </ul>
3	How much will it cost?	<ul style="list-style-type: none"> <li>• The scheme is valued at just under £0.5million, the cost of which will be met from Severn Trent's capital budget</li> </ul>
4	Who has approved the scheme?	<ul style="list-style-type: none"> <li>• An amended planning application will be submitted to the planning authority, Worcestershire County Council (WCC) early in the New Year.</li> </ul>
5	Can I see the plans?	<ul style="list-style-type: none"> <li>• Yes. You can view and comment on planning applications by visiting <a href="http://www.worcestershire.gov.uk">www.worcestershire.gov.uk</a> environment and planning pages.</li> <li>• If you prefer we can visit you with copies of the plans and drawings and explain these to you in more detail. Please see the covering letter for how to get in touch.</li> </ul>
6	Is the local Council involved?	<ul style="list-style-type: none"> <li>• Yes. We are continuing to work closely with WCC and with Kempsey and Severn Stoke Parish Councils.</li> </ul>
7	Severn Trent Water press office contact	<ul style="list-style-type: none"> <li>• 02477 715 640</li> <li>• Out of hours press office 0845 602 0659</li> </ul>

### Environment

1	Are there any health risks associated with this kind of treatment plant?	<ul style="list-style-type: none"> <li>• As a sealed unit, the RBC does not have open process tanks associated with larger sewage works. This prevents unintentional access to raw sewage. This also eliminates odour and noise issues.</li> </ul>
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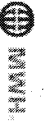
		<ul style="list-style-type: none"> <li>The quality of the effluent after treatment will be well within Environment Agency standards for discharge into receiving watercourses.</li> </ul>
2	To where will treated effluent be discharged?	<ul style="list-style-type: none"> <li>The treated effluent will be discharged to the consented discharge point associated with the old septic tank (currently unused)</li> <li>The RBC will be periodically emptied of any sewage sludge and rags by tanker and transported to a nearby full scale sewage works for treatment.</li> </ul>
3	Will the new treatment plant increase the risk of flooding in the area?	<ul style="list-style-type: none"> <li>No. The RBC will have contingency within it to retain sewage during peak flow periods.</li> <li>The RBC will only be connected to domestic sewage pipes and therefore will not be inundated by high rainfall on adjacent land.</li> </ul>
4	How noisy will the new treatment plant be?	<ul style="list-style-type: none"> <li>The new treatment plant is compact – the whole cycle of treatment takes place within one small structure and does not generate noise or odour.</li> </ul>
5	What will the visual impact of the new treatment plant be? Is it going to be an eyesore?	<ul style="list-style-type: none"> <li>The whole unit will be covered and protrude no more than approx. 0.5metre (just over 1.5 feet) from the ground.</li> <li>There will also be a control kiosk to house the treatment plant controls. Typically these are 3m x 1m x 2m high (approx. 10ft x 3ft x 6ft high)</li> <li>Both structures will be green to blend in with surrounding countryside</li> </ul>
6	What will happen if the treatment plant breaks down or stops working?	<ul style="list-style-type: none"> <li>An automatic alarm signal will be sent to Severn Trent Water control centre ensuring that an operator attends immediately to fix any problems.</li> </ul>
7	I'm concerned about the electrical devices and the impact they may have on health and equipment	<ul style="list-style-type: none"> <li>The telemetry that links the control panel back to Severn Trent Centre is a standard telephone line and works just the same as a 'landline' in a house.</li> </ul>
8	How often will Severn Trent visit the site and what type of vehicles can we expect to see coming and going from the new plant?	<ul style="list-style-type: none"> <li>The RBC will be periodically emptied of any sewage sludge and rags by tanker for transportation to a nearby full scale sewage works for treatment. We approximate four visits per year will be required.</li> </ul>
9	Will noise levels increase at my property during construction? If so, by how much?	<ul style="list-style-type: none"> <li>There will inevitably be some noise during the construction phase of the scheme.</li> </ul>

		<ul style="list-style-type: none"> <li>• If necessary, we will install noise barriers around plant to minimise noise levels generated from the construction works.</li> </ul>
10	How will you dispose of unwanted materials during construction?	<ul style="list-style-type: none"> <li>• We are planning to use excavated material generated from construction as a general fill beneath the new site roadway and to form a new landscaping bund in the south western part of the site to screen the site from the public highway.</li> <li>• There won't be any surplus material requiring disposal off site, therefore lorry movements during construction will be minimised.</li> </ul>
11	Will our services be interrupted during any part of the construction?	<ul style="list-style-type: none"> <li>• No.</li> </ul>
12	How much dust will be generated during construction?	<ul style="list-style-type: none"> <li>• Construction activities inevitably create some dust and noise. We will have measures in place to minimise this as far as we can. Where necessary we will use dust suppression and wheel washes to ensure lorries and vehicles do not take muck off the construction site.</li> </ul>
13	Will there be new planting? If so, where will it go and what type?	<ul style="list-style-type: none"> <li>• The existing hedgerow and trees along the Northern boundary will be retained.</li> <li>• We will need to remove the hedge along the Western Boundary to facilitate a new access and construction.</li> <li>• New hedging of same or similar species to existing hedges will be planted along the South Eastern boundary of the site</li> <li>• The whole site will be surrounded by a post and rail fence and new timber gates will be erected across the site entrance.</li> </ul>
14	Are there any archaeological constraints on the site?	<ul style="list-style-type: none"> <li>• We will monitor the removal of top-soil as part of an archaeological assessment of the site as required by WCC</li> </ul>
15	What measures have you taken to deal with sensitive environments?	<ul style="list-style-type: none"> <li>• An ecological assessment was carried out by ADAS on behalf of Severn Trent Water in 2009.</li> <li>• We will ensure that during construction the environment is treated with respect and will strive to minimise any disruption to habitats.</li> <li>• We will not interrupt birds and animals during their breeding seasons</li> <li>• We will monitor the environmental impacts of our works on an ongoing basis and</li> </ul>

16	Are any protected species affected?	<ul style="list-style-type: none"> <li>• modify our working methods accordingly</li> <li>• An environmental survey indicated there are no protected species on the site. We will have ecologists to monitor this on an ongoing basis</li> </ul>
17	Are there any beneficial effects of the scheme on the environment?	<ul style="list-style-type: none"> <li>• The scheme provides an environmentally friendly way of discharging treated effluent</li> </ul>
18	What will happen to the decommissioned septic tank and outfall pipe?	<ul style="list-style-type: none"> <li>• The existing septic tank will be demolished once the new treatment plant has been commissioned and the area returned to common land.</li> </ul>
19	What other consultation have you had with the Council?	<ul style="list-style-type: none"> <li>• The scope of the proposed works has been subject to a previous planning application submission to Worcestershire County Council (WCC). The level of mitigation and detail of design associated with that submission was previously agreed with a number of consultees within WCC.</li> </ul>

### Traffic Management

1	Will access to my property be affected during construction?	<ul style="list-style-type: none"> <li>• No, access to properties will be maintained at all times.</li> </ul>
2	Will access to my house for deliveries and collections be affected?	<ul style="list-style-type: none"> <li>• No. There is no requirement to divert traffic or close roads so collections and deliveries will continue unhindered.</li> </ul>
3	Will there be any road closures or diversions?	<ul style="list-style-type: none"> <li>• We will need to reduce the speed limit and put up temporary traffic lights on the main road at Kerswell Green while we create the access to the new site. We expect this will take a few weeks.</li> <li>• No. All footways and public rights of way are unaffected</li> </ul>
4	Will you need to close any footpaths or public rights of way?	<ul style="list-style-type: none"> <li>• Staff will park their cars on STW land, not on the public highway or on common land</li> </ul>
5	Where will site staff park their cars?	<ul style="list-style-type: none"> <li>• All construction traffic, staff and deliveries will be instructed to access the site from the south to avoid driving through the village.</li> </ul>
6	Where will construction traffic go?	



## Construction

1	Where will the construction site compound be?	<ul style="list-style-type: none"><li>The site compound will be contained within the area of land owned by Severn Trent Water</li></ul>
2	How will you minimise disturbance during construction?	<ul style="list-style-type: none"><li>Our hours of working will be between 8am and 6pm – Monday to Friday and 8am to 12noon on Saturday. We will not work on Sundays or on Public Holidays.</li><li>Approximately five months</li></ul>
3	How long will the scheme take to complete?	
4	What machinery will you be using?	<ul style="list-style-type: none"><li>Excavators up to approximately 21 tonne</li><li>Dumper trucks up to approximately 6 tonne</li><li>Occasional small mobile crane to lift RBC, etc.</li></ul>
5	Where will you store materials?	<ul style="list-style-type: none"><li>Within the boundaries of Severn Trent land.</li></ul>
6	Have you done this kind of thing before?	<ul style="list-style-type: none"><li>Yes. Costain is a highly experienced contractor. We work with a number of water companies around the United Kingdom</li></ul>
7	What will the new structure look like?	<ul style="list-style-type: none"><li>The whole unit will be covered and protrude no more than approx. 0.5metre (just over 1.5 feet) from the ground.</li><li>There will also be a control kiosk to house the treatment plant controls. Typically these are 3m x 1m x 2m high (approx. 10ft x 3ft x 6ft high)</li><li>Both structures will be green to blend in with surrounding countryside</li></ul>

## Community Liaison

1	Children may trespass on to site. How are you going to stop them?	<ul style="list-style-type: none"><li>The site will be locked at the end of each working day. All plant and equipment will be safely locked up or put away.</li><li>We will put up clear notices warning of the dangers of construction sites and, if necessary, we will visit local schools to talk to children about the dangers of construction sites.</li></ul>
2	How can we get in touch with you while the works are underway?	<ul style="list-style-type: none"><li>0800 783 4444 (Severn Trent Water customer service line)</li><li>Costain MHV (the construction company) will provide a local scheme</li></ul>



		<ul style="list-style-type: none"><li>information board with contact names and numbers.</li><li>Site staff wearing chequered armbands will also be able to answer your questions.</li></ul>
3	How many people will be working on the site?	<ul style="list-style-type: none"><li>We estimate up to six people will be working on site at any one time.</li></ul>
4	Can I have a job?	<ul style="list-style-type: none"><li>Wherever possible we do employ local labour.</li><li>We further contribute to the local economy with the use of locally sourced materials and supplies and use of local businesses and services</li></ul>
5	How will you keep us informed of progress?	<ul style="list-style-type: none"><li>You can ask Costain's Community Liaison Manager to keep you informed of developments (contact details on covering letter) or you can ask a member of the site team.</li><li>We will also provide information via the Severn Trent Water website: <a href="http://www.severntrent.co.uk">www.severntrent.co.uk</a></li></ul>
6	Can I have a job with Severn Trent Water?	<ul style="list-style-type: none"><li>For vacancies within Severn Trent Water please visit the website at: <a href="http://www.severntrent.co.uk">www.severntrent.co.uk</a> or e-mail: <a href="mailto:recruitment@severntrent.co.uk">recruitment@severntrent.co.uk</a></li></ul>