

February 2018

Dear Customer

We're investing £16 million to upgrade Eastbourne wastewater treatment works and wanted to give you an update on progress.

The aim of the project is to give the site a thorough overhaul so the works can continue treating the area's wastewater well into the future. This will bring long-term environmental benefits and, overall, a more efficient treatment works.

We're making good progress - the current scheme is due to be completed in the first half of 2019. This should mean reduced odours, which we know are noticeable at times. However, by their very nature, treatment works can sometimes smell, so while we can't prevent them completely, we're confident there will be a noticeable improvement once our scheme completes.

If you'd like to see how the project is coming on, our webpage www.southernwater.co.uk/eastbourne is regularly updated with progress reports.

In addition, our delivery partners working on the scheme may also write to you separately about specific upcoming work.

If you have any questions about the project, please contact 0330 303 0368, quoting PRN 639110 or email capitalcomms@southernwater.co.uk.

Some additional repairs

You may also have noticed additional tanker lorries on site in recent weeks, which have been brought in to help deal with some separate operational issues. We're sorry if this has caused any disturbance. You may see more tankers in the coming months as we complete these repairs but we'll always try to tell you in advance, if time allows.

If you have any concerns about this work, please contact our customer contact centre on 0330 303 0368.

Community engagement

We're in contact with the Sovereign Harbour Residents' Association and your local ward councillors, who will be visiting our site soon and may update you afterwards.

I hope you find this information useful.

Kind regards

Andy Morris
Southern Water
Project Manager