



Josh Babarinde MP
josh.babarinde.mp@parliament.uk

Your ref: 22789006
Our ref: 3000030190
Date: 19 September 2024
Contact: 0330 303 1271

Dear Josh,

Re: Eastbourne Wastewater Treatment Works

Thank you for your recent contact received on 16 August 2024, about the concerns of your constituents, who have advised of an odour emitting from our treatment works in Eastbourne. I am sorry that there has been a foul smell recently and the local community has suffered. I appreciate you contacting us, so we can provide an explanation.

Odours emanating from our wastewater treatment works

I appreciate how unpleasant it can be to have odour from a treatment works, however, due to the high number of properties the treatment works deal with, there will always be some amount of odour. Despite all the mitigation, we are unlikely to eliminate 100% of nuisance odours from the sites, especially during prolonged periods of dry weather.

We have been continuously working alongside our specialist contractors to help minimise any disruption or upset with our customers; this work is still ongoing. We are also working with our contractors on a full restoration and upgrade project for future proofing.

The recent issues that have impacted odours

We are currently experiencing some issues with the air scrubber system on site, we are working hard to fix these issues as quickly and safely as possible. To help minimise any unwanted odours we will at times, run a separate smaller odour management system that simply sprays a non-invasive, non-harmful perfume into the environment.

We are permitted and consented to use a variety of chemicals to treat sewage and reduce odour from the site. This is an absolute necessity, to ensure the quality of final effluent and reduce odour complaints. This product is not harmful and is widely used across a lot of different industries.

Moving forward with the upgrades to our site

Unfortunately, due to the sheer scale of the air scrubber system on this site, the refurbishment project could take several years to complete, this also needs to include any other ad-hoc failures/issues whilst work is being carried out. Details and updates of improvements in the area can be found on our website [here](#).

Contact Details

For any future constituent casework, please write to our dedicated inbox stakeholderteam@southernwater.co.uk, and for anything else please contact our Head of Public Affairs, Chris Vinson, on 07858 309905 and at chris.vinson@southernwater.co.uk

Yours sincerely,



John Penicud
Managing Director – Wastewater

southernwater.co.uk



We use the information you give us to resolve your queries and provide you with water and wastewater services. We also collect feedback to help us improve our services. To find out more please visit southernwater.co.uk/privacy
