



Anne Milton MP
House of Commons
London
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Martin Baggs
Chief Executive Officer

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Wednesday 21 May 2014

Dear Mrs Milton

Alfold Flood Forum

Thank you for taking the time to write to me about the power failures at Clappers Meadow Pumping Station. I understand this has been a persistent problem and I appreciate how worrying this situation must have been for all involved. I hope the following information reassures you that this matter is being taken seriously.

As you know, we have had heavy and prolonged rainfall across the region, which affected our network and pumping stations. At Clappers Meadow Pumping Station, there have been 27 instances of power failures over the last 4 years, and the majority of these failures lasted less than 1 hour. The worst one, by far, was on the 23 to 25 December 2013 which took 38 hours to resolve. In light of this, we agree that a permanent generator installed on site would be the best way of resolving the issue.

With regards to tankers being sent to the sewage pumping station, we recognise the need to record this information however we have only been able to accurately capture this information on our systems since March 2013.

I am pleased to be able to inform you that we will be investing in a permanent standby generator at the pumping station. Our maintenance team is in the process of identifying the most suitable location for the generator. As a result of this, we are unable at the moment to provide a definite date for when this will be installed. Shazia Zeb in our Customer Resolution team will give you an update on our progress on 15 June 2014. In the meantime we will continue to respond to any incidents as quickly as possible. We advise all residents to report any issues to our 24 hour customer contact center on 0845 9200 800.

If you have any further questions or concerns, please do not hesitate to have a member of your office contact Shazia on 08456 410016, extension 69649. We are open from 8am and 5pm, Monday to Friday.

Yours sincerely

A handwritten signature in black ink, appearing to read "M. Baggs", written over the printed name and title.

Martin Baggs
Chief Executive Officer

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