

Northumbrian Water email response received on 14th April 2021 with correspondence between Melsonby Parish Council and Northumbrian Water (NW) to date. This is an item for discussion at the PC meeting on 19th May 2021. A suggestion of a meeting is to be confirmed.

14th April 2021

Good Afternoon Ms Pears

I'm writing to you on behalf of my colleague Mr Derek Haston. He is currently out of the office and I am contacting you to provide an update in his absence. My name is Tim Shobo and I am a Case Specialist for Northumbrian Water.

Further to Mr Haston's email on 12 March, we have completed further investigations into our network. With the assistance of the Local Authority, we have undertaken a full camera survey of our combined surface water and sewerage network in the Melsonby area. We identified a buildup of debris which was causing a 35% obstruction within the network but I can confirm this has been removed.

We also identified some defects, such as fissures and pipework displacements that require further attention. We are arranging a full repair but at the moment, I am unable to give an exact date of when this will be completed; we are aiming to resolve this within 30 working days. Please be assured, the defects identified will not cause any flooding and local residents will not see any disruption to their services, whilst the repairs are being completed.

I will continue to monitor the situation and provide a further update by no later than 31 May, to let you know our progression. I will also notify Mr Haston of my correspondence to you upon his return.

If you do need to reach us, please do not hesitate to contact us on 0300 456 0682 or by email at care@nwl.co.uk

Kind Regards

Tim Shobo
Case Specialist
Customer Care Team

Customer focused · Results driven · Ethical · Creative · One team

Response to Northumbrian Water on 20th April 2021

Dear Tim,

Thank you for the update, this has been shared with the Parish Council and they have raised the following questions and concerns:

The report does not answer the question about how the system will cope when the new properties are built.

Given that there was 35% debris causing the flooding the extra houses will clearly increase the risk of the debris occurring. More importantly it is a 13.5% increase in the number of properties within the village being served by the current system.

The Parish Council initially raised this investigation as they wanted to ensure that the risk of flooding and damage to properties does not increase. Given the number above how can the relevant planners and utilities say there is no extra risk?

The Parish Council requires guarantees that future regular monitoring will be in place to prevent a future build-up of debris, regardless of the new development?

Response from NW on 6th May 2021

6 May 2021

Good Afternoon Ms Pears

Thank you for your recent email.

The buildup of debris can happen on any part of our network and is not necessarily influenced by how many properties are connected to it. As the network is open, there is potential for debris to be placed inside that shouldn't be in there, such as wipes. I do understand your concerns, as we too don't want to see any debris obstructing the network. To help tackle this, we will continue to monitor our network and will complete a six-monthly cleanse, to ensure that a buildup does not occur. If needed, this timescale can be changed according to what we identify.

We don't believe the new development will cause an increased risk of hydraulic incapacity on our network. When developments are designed, the sewerage and surface water flows are calculated by the developer, to ensure our network can cope. The new development will have its own surface water flows, which will not feed into our sewerage network. This means our sewerage network will only be accepting low levels of foul flows from the development.

If it is beneficial, we are happy to attend another parish council meeting to discuss the situation further. If you would like me to arrange this, I would be grateful if you could let me know any indicative dates you have so this can be arranged.

Kind Regards

Tim Shobo
Case Specialist
Customer Care Team

Customer focused · Results driven · Ethical · Creative · One team