

**BP Ref: 083753186483**

**11 August 2021**

Good morning Ms Pears

Thank you for the additional information you have provided on 3, 4 & 6 August. I contacted you this morning but I was unable to reach you; I hope you are well.

After reviewing your information, we did receive contact from the residents in your email and we attended the site on 27 July, to investigate the situation. When we reviewed our network, no significant issues were identified. Historically, there has been debris in our network and we arranged for a periodic cleanse, to help mitigate any flooding. To help us understand further if there are any underlying problems, we are arranging to complete a hydraulic study of our network. This will determine if there are any capacity problems and will also help us put any potential solutions in place. I regret to advise I am unable to give an exact date as to when this will be completed but we anticipate this can take up to 6 - 12 months.

When the hydraulic study is complete, it's assessed through our risk-based prioritisation process; this process takes multiple factors into consideration and allows us to understand its risk factor. Any solutions identified will require investment and the risk factor determines where in the priority system it will be placed.

I will monitor the situation and I will be back in contact as soon as I have been provided an update on the hydraulic study. If you need to contact me, I can be reached on 0300 456 0682 or by email at [care@nwl.co.uk](mailto:care@nwl.co.uk).

If you feel your complaint has not been handled satisfactorily, you do have the opportunity to have it independently reviewed by one of our customer care managers. I sent a copy of our complaint's procedure and 'Our Promise to You' leaflet on 28th May but I have attached them again, should you require them.

Kind regards

**Tim Shobo  
Case Specialist  
Customer Care Team**