



from
**Southern
Water** 

in partnership with



Ref: PRN 751167
Date: 21 November 2023
Tel: 0330 303 0368

Dear Customer,

Important information

We're improving the quality of water released into the environment. We're investing over £3.5m to improve how we treat wastewater at our treatment works in Slinfold Wastewater Treatment works.

We're treating wastewater to a higher standard, by reducing phosphorous.

How does this benefit me?

We're also increasing the treatment capacity of the works by adding an additional treatment process, which will improve the final effluent quality.

When will you do this work?

We're expecting to start work on site later this month when we will construct our compound and storage area before we start construction work. We anticipate we'll complete the work in March 2025

How will this affect me?

- You may notice increased activity and noise from the site and an increase in traffic movements.
- Our team will work hard to avoid deliveries during school drop-off and pick-up times when the roads are already busy.
- Our working hours will be 7.30am to 5.30pm, Monday to Friday. We do not intend to work at weekends or on bank holidays but may need to, to get the job done. We'll contact you if we do.
- All work will take place within our treatment works.

How to contact us

Please contact Matthew Thompson, Communication and Communities Lead, GTb, on 07810655423 or thompsonm@binnies.com, Monday to Friday, 9am to 5pm.

Alternatively, please call Southern Water, out of hours, on 0330 3030 368. Just tell us you're calling about Capital Projects, with Project Reference Number (PRN) 751167, so we can help you more quickly. Or you can email us at capitalcomms@southernwater.co.uk.

We would like to thank you for your support and patience whilst we undertake this essential work.

Yours faithfully,



Robin Woodward
Project Manager

Using your information: 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



