

Tuesday 16 April 2024

Dear Customer,

Completion of environmental protection project on Victory Field, Bradford on Avon

Further to our previous letter to you last year regarding Wessex Water's £2 million investment to help enhance protection of the environment in Bradford on Avon, I am pleased to inform you that construction work has been completed on schedule.

This work, which got under way last September, saw a new storm storage tank built below ground in the north-east corner of Victory Field and a mechanical screen installed to prevent any larger solid material from discharging back to the environment.

The tank, with more than 160,000 litres of additional storage, will help reduce instances of the combined sewer within Pound Lane, that transfers both wastewater and rainwater to a nearby water recycling centre for treatment, from overflowing to the River Avon during heavy rainfall.

The additional storage means waste water can be returned to the sewer for treatment after a storm has receded.

Overflows are a relief valve to protect homes from flooding automatically discharging into rivers and the sea if there is too much rainfall in the system. This scheme is part of Wessex Water's £3 million a month investment to reduce how often they operate.

We apologise for any inconvenience caused and would like to thank local customers and businesses for your co-operation, patience and understanding while this essential work was carried out.

What happens now?

The section of stone wall that was removed on Pound Lane to allow us to get to and from the work site has been rebuilt. Wessex Water have provided the funding for the reinstatement of that section of Victory Field, which will be overseen by Bradford on Avon Town Council. The perimeter fence will remain in place while their reinstatement work takes place.

Whilst the main construction work has finished, contractors will return to commission the new system once the reinstatement has been completed.

What should you do?

You don't need to do anything but if you have any further questions about our work, please call **0345 600 4 600** or visit [wessexwater.co.uk/contact-us](https://www.wessexwater.co.uk/contact-us).

If you are a **business or other non-household property** you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water bill.

Anything else you need to know?

To help keep sewers in good condition, we advise you to only flush the three Ps – paper, poo and pee – to prevent causing a sewer blockage. Cooking fat and waste should be wiped from pots, pans and plates before washing and disposed of in the bin, or solidified in the fridge and scraped into your food waste recycling. More advice can be found at [wessexwater.co.uk/stoptheblock](https://www.wessexwater.co.uk/stoptheblock)

You can also read more about our we're investing to reduce the impact storm overflows have on rivers, the sea and the environment at [wessexwater.co.uk/overflows](https://www.wessexwater.co.uk/overflows).

Need some extra support?

We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter, or setting up a password for when we visit. You can register for Priority Services on our website at [wessexwater.co.uk/priorityservices](https://www.wessexwater.co.uk/priorityservices) or call us on **0345 600 4 600**.

Yours faithfully



Alex Aulds

Wessex Water