



It's everyone's water

West Berkshire Council Scrutiny Commission - 17th October

Agenda

- Winter Learning
- Network improvement update
- Financial Position
- Investment Update



Winter 2024/25 Preparation

Learnings

- Customer frustration due to incorrect text message sent during flooding events. This has now been addressed through a design change on our system this will be implemented from Oct 2024. This allows us to close a job down following with a more specific contact update being sent to the customer where we know there is hydraulic overload.
- Blockages in the network when it is hydraulically overloaded. These can be very difficult to identify but we have identified areas of improvement with our contractor Lanes and learnings have been shared across our engineers on the front line
- Location of new filter unit site in East Garston, this has now been addressed and new location will be close to East Garston Pump Station
- Our aim will be for our customer representatives to be more available in the areas impacted by sewer flooding. This will however be dependent on the extent of flooding in both West Berks and the wider Thames Valley area.
- We are analysing data from sewer depth monitors, highlighting keys areas to understand how and where groundwater impacts us the most. We are also doing on-site investigation and following this up with lining and sealing activity in several areas. We are working to improve the availability of sewer depth monitors although these are in a harsh environment and can be impacted when sewers are overloaded. We are also working to install aerials to improve signal quality.
- Collaboratively working with Lead Local Flood Authority and Environment Agency to understand groundwater impact and ways to address flooding.

Proactive Stakeholder & Customer Engagement

Regular (usually Bi-annual) Flood Forum & Parish Council meetings

- Multi-agency attendance (TW, West Berks Council, EA, Councillors, Village Flood Wardens and a small number of residents)
- We attend regular Flood Forums where they exist and Parish Council meetings when TW representation is required.
- We provide multi-agency updates based on time of year – investigations carried out, funding obtained, rehab work completed, winter preparation, and mitigation

Customer Updates in areas impacted by sewer flooding

- We send winter preparation customer letters in key areas impacted by groundwater flooding, including notification of filter unit deployment these are delivered either by Customer Reps or Royal Mail (Nov 23, Oct 24)
- Mitigation letters to thank customers for their patience and understanding where tankers, filter unit and overpumps were in place
- Update letters on situation due to prolonged wet weather period (Jan 24)
- Sewer Abuse Letter or BIDBI leaflets are delivered as part of any blockage investigations where unflushables are the root cause and when we deployed the filter unit (Dec 2023)
- Updates provided to Parish Councils and Flood Forums through the Summer on local activity in areas where work has been carried out
- East Shefford Catchment drop-in session held on 25 September

Environment Agency

- Updates given to EA at TW Local Ops Liaison Quarterly meeting and TW/EA Ops Overview meetings
- Monthly meetings held between Local Waste Ops team and Local EA officer during winter period.

Reactive and proactive site meetings, emails and calls with many stakeholders in the catchment

What we delivered in 2023

- **Hampstead Norreys** - Starting work to seal 2k of High-Risk sewers and manholes in. As part of this project, we'll also be sealing 78 manholes and installing 23 low leak covers, which also curb surface water ingress.
- **Stanford Dingley** - will have 400m of 'leak tight' lining, and 15 manholes sealed. Work is due to commence this month (Oct).
- **Aldermaston** - Work due this month. 1.4kmm of 'leak tight' lining with seals in each manhole (16 manholes). This is phase 2, following other work last year.
- **Compton** – 420m of 'leak tight' lining and 31 manholes completed earlier in the year.
- **East Garston** – 21m of leak tight lining to laterals and 27m of leak tight lining to the main. 5 manholes sealed.



What we have delivered Summer 2024

- **Hampstead Norreys** – 1.08km of 'leak tight' lining (606m lined and a further 475m of existing lined sewer have now been end sealed). 64 manholes sealed internally and installed 22 'low leak' covers.
- **Eastbury** - 420m of 'leak tight' lining and 11 manholes sealed
- **East Garston** - 60m of 'leak tight' lining and 3 manholes sealed
- **Great Shefford** - 64m of 'leak tight' lining and 3 manholes sealed.
- **Walton Way, Newbury** 190m 'leak tight' lining

We are still investing

- **Upper Lambourn** 1.25km of 'leak tight' lining and 19 manholes to seal and 14 leak tight covers.
- **Walton Way, Newbury (Phase 2)** 90m of leak tight lining
- **Pike St, Newbury** 102m of leak tight lining
- **Weston, Great Shefford** Approx. 490m leak tight lining, full network investigations still ongoing. Main sewer mapped, currently mapping and investigating unmapped S105 sewers



Key messages – Draft Determination

- We submitted an ambitious business plan based on customer feedback. Customers asked us to focus on delivering safe and resilient water supplies and address concerns over our overall performance including customer service and dealing with wastewater.
- We are planning to deliver a considerable increase in investment in our infrastructure, with total expenditure of £20.7bn in our core plan plus £3bn through deliverability mechanisms. Our plan in response to the draft determination contains more than ever before and increases the £18.7bn we asked for in October 23
- Having considered the draft determination (DD) that Ofwat set out in response to our plan, both our own and independent analysis shows the DD makes our plan neither financeable or investible and therefore, not deliverable
- In responding to the DD we have considered Ofwat's feedback carefully and responded with constructive proposals to address the issues raised, updating our plan to reflect ambitious goals, while offering changes that would give us the opportunity to secure the necessary investment so that our ambitious plan can be delivered for our customers
- Whilst we welcome some of Ofwat's DD we have also identified a number of adjustments that could be made within the framework it proposes, that would enable the delivery of our plan for customers and the environment

Key messages – Draft Determination

- These would see increased totex funding and changes to achieve a fairer balance of risk and return which would unlock our ability attract investment needed to deliver our plan and improve financial resilience
- Our plans will result in an increase in customer bills. By 2030 customers will be paying an extra £18.99 per month. This is not because customers are being asked to pay twice but to make up for years of focusing on keeping bills low. In parallel we are increasing our support to those customers struggling to pay, increasing nearly 70% the number of customers who benefit from this support to 647,000 (receiving an average discount of more than half their bill). This represents one in ten households.
- Across the past three regulatory periods we will have spent over £2.7bn more than our allowances.
- We will continue to work constructively with Ofwat as we work towards securing a final determination that is investable, financeable and deliverable.
- Despite our near-term challenges relating to financial resilience, our essential services continue – we will continue to deliver 2.6 billion litres of water and remove 5.1 billion litres of wastewater for our 16 million customers each day.

Proposed West Berks Clean Water Investment

The key investment focus in the next investment period is about maximising the current production reliable outputs wherever possible and resilience of treatment works to failure events from deteriorating source water quality, particularly in more severe weather conditions.

The following schemes are currently planned for delivery within the investment period of 2024-2029

1. Bishops Green Borehole upgrade works (Newbury) – £1.2m
2. Arborfield / Shinfield / Reading network growth upgrade works - £4.8m
3. Emmer Green Service Reservoir upgrades (Reading) - £3m
4. Snelsmore Tower upgrades (Newbury) - £2.8m
5. Bath Road, Reading – 12" main replacement - £1.8m
6. Ufton Nervet additional Contact tank cell and flood plan investment, Iron plant refurbishment and run to waste improvements - £4M
7. Pangbourne treatment works upgrades to improve operation during drought periods - £2M,
8. Fobney treatment works study and upgrades to meet future demand (Reading) - £7M

Total – c £26.6m

Further schemes are also currently in development for the investment periods beyond 2029.

Proposed West Berks Wastewater Investment

The proposed investment up to 2030 - **~£320 million** in large capital schemes

Ongoing AMP7 Capital Investment

- Investment at 14 sewage treatment works to increase the treatment capacity
- Investment at 3 sewage treatment works to reduce the phosphorus and ammonia load being discharged
- Investment at London Road Pumping Station, Newbury
- Approx. **~£150 million** investment in AMP7 at STWs within West Berks

Proposed AMP8 Investment Measures to reduce sanitary load entering watercourses

- Investment to improve the quality of the fully treatment final effluent being discharged from our sewage treatment works
- This investment is part of the Water Industry National Environment Programme (WINEP)
- Approx. **~£30 million** investment proposed in West Berks

Proposed AMP8 Investment Reduction of discharges from storm overflows

- There is a 25-year storm overflow programme, looking to reduce discharges from storm overflows
- Proposed investment of **~£800 million** across Thames Water Estate
- Over **£140 million** potential investment proposed in West Berks to reduce storm overflow events, subject to Final Determination

AMP7 investment programme

West Berkshire Area

Improvement	STW Catchment	Total spend
Upgrade of the treatment works to increase full treatment capacity and to account for population growth	Aldermaston STW; Beenham STW; Briff Lane (Bucklebury); Burghfield STW; Compton STW; Chapel Row STW; Chieveley STW; East Shefford STW; Hampstead Norreys STW; Hungerford STW; Kintbury STW; Newbury STW, Pangbourne STW; Stratfield (Mortimer) STW;	£109,532,932
Measures to reduce Phosphorous concentration of the STW final effluent	Boxford STW; Burghfield STW; Chieveley STW	
Measures to reduce Ammonia concentration of the STW final effluent (WINEP)	Boxford STW	

Investment in AMP8

West Berkshire Area – subject to Final Outcome of Final Determination

Improvement	STW Catchment	Total Spend
Measures to reduce storm overflows	Bucklebury (Briff Lane) STW Burghfield STW Compton STW East Garston SPS East Shefford STW Hampstead Norreys STW Hampstead Marshall STW Hungerford STW Newbury STW Winterbourne STW	£142,411,929
Measures to improve quality of the STW final effluent	Chieveley STW; East Shefford STW Mortimer STW; Pangbourne STW	£24,726,900
Measures to reduce pollutions at our STWs	Newbury STW	£2,556,625

Investment in AMP8

Lambourn Valley, Newbury, Thatcham

Site Name	Investment description
East Shefford STW	Reduced Phosphorus permit limit
East Shefford STW	Storm Overflow investigation and scheme
East Garston SPS	Storm overflow investigation and scheme
London Road SPS (rising main)	Upgrades are proposed at London Road Pumping Station and the rising mains that discharge flow directly to Newbury STW.
Newbury STW	Storm overflow investigation and scheme
Newbury STW	Upgrade of the treatment works to increase full treatment capacity and to account for population growth
Newbury STW	Pollution Reduction

Permit changes to 2030

West Berkshire Area

Site Name	Original permit limit	Proposed permit limit
Boxford STW	AmmN – 45mg/l	AmmN – 44mg/l
Boxford STW	Phosphorus – no limit	Phosphorus – 0.5mg/l
Burghfield STW	Phosphorus – no limit	Phosphorus – 0.25mg/l
Chieveley STW	Phosphorus – 0.5mg/l	0.25mg/l
East Shefford STW	Phosphorus – 1.0mg/l	0.25mg/l
Stratfield Mortimer STW	Phosphorus – No limit	0.25mg/l
Pangbourne STW	BOD – 15mg/l	8.8mg/l

Appendix 1 - AMP7 permit changes

West Berkshire Area

Site Name	Original permit limit	Proposed permit limit
Boxford STW	AmmN – 45mg/l	AmmN – 44mg/l
Boxford STW	Phosphorus – no limit	Phosphorus – 0.5mg/l
Burghfield STW	Phosphorus – no limit	Phosphorus – 0.25mg/l
Chieveley STW	Phosphorus – 1mg/l	Phosphorus – 0.5mg/l

Appendix 2 - AMP8 Proposed permit changes

West Berkshire Area

Site Name	Current permit limit	Proposed permit limit
Chieveley STW	Phosphorus – 0.5mg/l	0.25mg/l
East Shefford STW	Phosphorus – 1.0mg/l	0.25mg/l
Stratfield Mortimer STW	Phosphorus – No limit	0.25mg/l
Pangbourne STW	BOD – 15mg/l	8.8mg/l