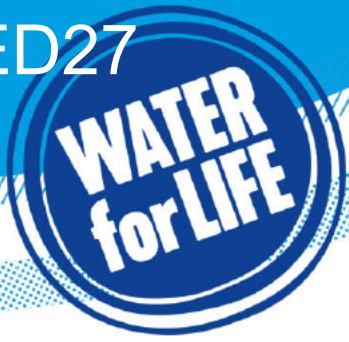


ED27



 Our ref
PRN770088
 Date
28 March 2025
 Tel
0330 303 0368

Hello,

We're making strides to manage wastewater more effectively in your area.

We really appreciate your patience whilst we convert the treatment works in Gratton Close and Saddlers Close, Sutton Scotney, into pumping stations.

We're happy to report that we've made substantial progress at both sites. We're updating you with a summary of the latest situation and our plans for the near future.

This follows our first stage of work in 2024 when we installed new sewer rising main pipes between the two pumping stations and the treatment works. These will transport wastewater under pressure to our treatment works in Harestock.

How's the work progressing?

Our work is very advanced at both sites:

- At **Gratton Close**, we've completed a good deal of the heavier construction work including mechanical work. We're currently constructing access into and around the site.
- We expect to put the pumping station into service by the end of March. We do however have further work before the site is fully operational. We anticipate that we'll complete all the construction in May 2025.
- At **Saddlers Close**, we'll make the site operational in April/May 2025, which will reduce the use of tankers near you. Other general construction work will continue until August 2025.

 **In an emergency**
0330 303 0368
Lines open 24hr,
calls charged at
local rate.

 **Billing and account enquiries**
0330 303 0277
Monday to Friday, 8am–7pm and
Saturdays 8:30am–2pm.
Calls charged at local rate.

 **Report a leak**
0800 820 999
Lines open 24hr.

**Scan the code to view
our incident map**



Southern Water, Southern House, Yeoman Road, Worthing BN13 3NX
southernwater.co.uk

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- We've relocated the above ground storage tank onto a highway verge. This allows us to manage wastewater flows whilst we work at the site. We'll remove this as soon as construction is complete

Sign up for updates by text or email.

Scan the QR code below or go to www.southernwater.co.uk/works-or-issues-in-my-area/ Major investment work is marked on the interactive map with a green pound sign.

You can sign up for updates about this project by clicking on the green pound sign in your area. This will take you to an information page about the project, where you can subscribe for email updates or texts. The full terms of use are available before you sign up and there are ways to unsubscribe.



How to contact us

Please contact [REDACTED] Clancy Customer Liaison, on [REDACTED] or email [REDACTED] Monday to Friday, 9am to 5pm.

Alternatively, please call Southern Water, out of hours, on 0330 303 0368. Just tell them you're calling about Capital Projects, with Project Reference Number (PRN) 770008, so they can help you more quickly. Or you can email us at capitalcomms@southernwater.co.uk.

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

Yours faithfully,

[REDACTED]

Project Manager
Southern Water

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