



10th December 2018

Environmental Information Request Response

Ref: EIR/11/052

Dear Ms Ryland,

1. Background

I refer to your request for information under the Environmental Information Regulations 2004 ("the Regulations"), which reads as follows:

Dear Thames Water,

Please provide the following information with respect to the parish of Bramshott and Liphook:

1. in respect of all blockage call-outs in Bramshott and Liphook since 2010 state:

- The cause of the blockage*
- The solution to the blockage*
- Whether the blockage is part of a systemic problem*

2, with respect to the relevant treatment plant(s) serving the parish of Bramshott and Liphook state the :

- capacity of the plant, namely its maximum total hydraulic flow per day for fully treated water. This figure should not include partially treated water or screened water or untreated water discharged from plant when this capacity is exceeded. It should only include water that has been fully treated at the plant.*
- The hydraulic flow into the plant per day of water from the network it serves. Please break down the figures into maximum hydraulic flow, minimum hydraulic flow, and average hydraulic flow.*
- an accurate calculation of the operating status of the plant, namely its loading, comparing its maximum treatment capacity (not including partially treated or screened or untreated water) with the maximum and average hydraulic flow into the plant. Please give this figure as a percentage of maximum full treatment capacity (as indicated in question 1.)*

Yours faithfully,

Raine Ryland

2. Thames Water's response

348 blockage clearances were completed in Bramshott and Liphook between 1st January 2010 and 25 November 2018. Another 9 clearances were completed in the neighbouring villages of Conford, Passfield and Hook, which are part of the same drainage catchments as Bramshott and Liphook.

The tables below detail how many blockages were cleared in each year and the cause of the blockages.

Number of blockage clearances per year

Year	Bramshott	Liphook	Conford	Hook	Passfield	Total
2010	10	20				30
2011	14	11				25
2012	15	9			1	25
2013	16	14	1		1	32
2014	22	30			1	53
2015	23	31		1	1	56
2016	29	24			2	55
2017	14	33			1	48
2018	6	27				33
Total	149	199	1	1	7	357

Cause of blockages

	2010	2011	2012	2013	2014	2015	2016	2017	2018	Total
Paper/Rag	17	14	16	17	23	38	27	34	21	207
Fat/Grease	6	7	2	4	8	6	16	8	5	25
Roots		1	6	3	12	3	2	2	6	24
Defect	3	3			6	7	1	1	1	30
Debris	3			4	2		4			52
Silt	1						2			54
Unknown				1				2		53
Scale				1			1			47
3rd Party					1					33
Total	30	25	24	30	52	54	53	47	33	348

Bramshott and Liphook are served by Bordon Sewage Treatment Works (STW). The STW is currently in good working condition with no major assets out of service.

The maximum flow to full treatment for Bordon STW is 234 litres/second (l/s).

The most recently reported flow data from the Final Effluent flow meter from 16 October to 16 November was;

Maximum flow (11 November) - 299.996 l/s
Maximum daily flow (11 November) - 24,456 m3/d
Minimum flow – 41.11 l/s
Average flow – 109.56 l/s

As a percentage, the average flow is 46.82% of Full Flow to Treatment.

The information provided with this letter is taken from the information we hold on our records as at the date indicated. We cannot guarantee the accuracy of this information and it should not be relied on for any purpose.

Under the Regulations, Thames Water has a duty to individuals requesting information to make that information available on request and in the format requested, and must comply with this duty, unless one of the exceptions contained within the Regulations applies.

On this occasion, we have waived the fee chargeable to cover our costs for complying with your request however; we reserve the right to charge in accordance with the fees published on our website for any future requests. Please see the link below for our Interim Charging Scheme on our website: <https://corporate.thameswater.co.uk/About-us/Protecting-our-environment/Managing-our-impact/Environmental-information-regulations>

3. Further queries

Should you have any questions, please contact me by emailing eir.requests@thameswater.co.uk

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within six months of the date of receipt of this response and should be addressed to Environmental Information Requests Manager and emailed to eir.complaints@thameswater.co.uk

If you are dissatisfied with the outcome of the internal review, you can apply, without charge, to the Information Commissioner, who will consider whether Thames Water has complied with its obligations under the Regulations, and can require Thames Water to remedy any problems. You can find out more about how to do this, and about the Regulations in general, on the Information Commissioner's website at: www.ico.org.uk Complaints to the Information Commissioner can be made via the "report a concern" section of the Information Commissioner's website.

Yours sincerely,

EIR Officer