

Members to NOTE

This is some correspondence received from a resident of the Forty which CTC reported this to Wiltshire and Thames water on 27th September 2024. Response received from WC but CTC chasing Thames Water.

From: resident

Sent: 26 September 2024 14:31

To: CTC admin; Cllr Mark Clarke <; Area Highways Engineer <

Subject: Sewage overflow The Forty Cricklade

This photo indicates the residue of the sewage overflow again in The Forty. Each of those small white pieces are the residue of the toilet paper that is left behind where the adjacent drain cover allows it to spill out.

This happens nearly every time that our area experiences heavy rain.

Surely this is not acceptable?

The large lake that was there, along with the toilet waste has subsided but the public health issues remains.

Vehicles drive through the spillage and spread it further.

Pedestrians and their pets have to wade through it.

In a civilised society, surely this is not acceptable?

More houses could be built along this road. The existing sewer cannot cope.

What can be done?

I look forward to hearing from you all as included within this message.

Response from WC - From: Area Highways Engineer **Sent:** 27 September 2024 15:02

To: resident Cc: Emma Wheeler <CTC admin; Cllr Mark Clarke <

Subject: RE: Sewage overflow The Forty Cricklade

Foul Sewerage surcharging is a matter for Thames Water. They have total responsibility to prevent such events occurring and cleaning up following surcharges.

Usually their assets only become inundated with surface water when there is high levels of ground water. It may be that they have an issue elsewhere which is causing this cover to surcharge foul water onto The Forty.

They need to be made aware of this, you can report these incidents from their Web-site.

[Thames Water - Report a problem - Where's the problem?](https://www.thameswater.co.uk/help/report-a-problem-where-the-problem?)

<https://www.thameswater.co.uk/help/report-a-problem#/view-and-report-problems>

