

Dear Mr Reid

Thank you for your letter dated 12 August 2019 addressed to our Chairman, Sir John Parker, regarding Tregonigie Woodland in Falmouth. As the senior manager responsible for this area of the business, I have been passed your letter for review.

I completely understand your concerns about the quality of the water in the stream and I'm sorry that you haven't been provided with an update since March 2019. I appreciate that not getting an update on the situation has been very frustrating and I apologise for this poor communication.

Please find below updates on the points you raised in your letter:

1. Results of the investigation by Waste Water in 2018 relating to grey water discharges into the stream.

A misconnection survey was undertaken by OnSpot Surveys Ltd to identify properties that had connected foul waste in to the surface water network.

This survey identified 10 residential properties, 3 industrial units and 3 suspected residential properties of having potentially misconnected foul drainage. This was followed up with 'house to house' inspections in early March 2019.

The misconnections were mainly sink or washing machine connections and no toilet connections were identified. These misconnections are being addressed using the Water UK / EA Good Practice Guidance (Jan 2009). Following these investigations correspondence has been sent to the relevant properties to progress the removal of these misconnections.

Other sources of contamination were also identified such as animal waste.

In addition to the misconnections surveys the condition of the dual manholes (a single chamber shared between the foul and surface water systems) in the area were also reviewed. I can confirm that a project completed in 2011, had already sealed and addressed the 5 dual manholes remaining in the area. There are no further dual manholes in this catchment area.

2. Progress on the reinforcement of the sewage system in Falmouth due in 2019/20.

Pell Frischmann produced a report on behalf of South West Water (SWW) summarising the investigations to date and provided a proposal for the reinforcement

of the sewerage network in November 2018. The improvements completed to date include:

- installation of a flow control device at the upstream bifurcation chamber in Tregonigie Woods to balance flows and optimise sewer storage;
- reactivation of bifurcation connecting the north and south trunk sewers in Tregonigie Woods;
- installation of long term flow monitoring to provide advanced notification of problems on the sewer network; and
- saline infiltration reduction in the Penryn catchment

Based on this report a further scheme is being progressed at Swanvale Pumping Station this financial year 2019/2020 to increase sewage capacity and reduce flooding risk in the East Rise area of Falmouth. Beyond this, SWW will continue the development of the Integrated Urban Drainage Model for Falmouth which will help target specific interventions where required, including infiltration reduction and surface water separation.

3. Possible blocked drain near Shelburne Road end of the Woods.

The only record we have for a blocked drain/manhole surcharge in Shelburne Road is in December 2015. The network survey was completed in February 2016 and a repair was made in May 2016 to the affected manhole.

4. Repair to the path near manhole near Shelburne Road end of the Woods.

SWW did not commit to the repair of the footpath at the end of Faukener Road, as it was outside of the scope of the Enforcement Undertaking offer we made to the EA in response to the pollution events in 2016. We agreed to investigate if it was possible to separately fund the repair and Cormack Solutions provided costs for the same. Regrettably, there are no funds available at this time for this work.

5. Recent pollution event where dogs became ill after visiting the Woodlands

As you have confirmed already the EA responded to this event as follows:

The big problem for the stream is the long term duration pollution coming from the surface water drainage in the industrial and residential estates in the catchment. Raising awareness in the local and business community about the connection between surface water drainage and the watercourses is essential to prevent these incidents and your community groups are ideally placed to do this, with the support of the EA and other organisations such as Natural England and the Wildlife Trust as well as local authorities.

We believe the recent spate of sick dogs was caused by one or more of these short duration incidents but we have been unable to identify the source or pollutant.

Unfortunately we have no further information we can add in respect of this issue.

6. Investigation into the sewage overflow into a storm drain in the Woodlands that occurred on 23/24 March 2019.

This report was investigated and a defect on the gravity sewer at a dual manhole was identified. A temporary repair completed on the 26 March 2019. This repair was re-

inspected on the 14 May 2019 and was still effective. The permanent repair was completed on 5 April 2019. The conclusions of the investigation and repair timescales were reported back to the Environment Agency.

7. Possible blocked/damaged drain in the Nursery area of the Woodland (near the new pond) where the ground is permanently flooded, even in dry spells.

We are not aware of any reported issues and we would need a more specific location. The only asset we believe is in the area identified as being near the new pond is a surface water outfall.

I trust this provides you with the information you require. I will ensure that you are kept up to date with any further updates as they occur. Claire Moates, Escalations and Stakeholder Manager, will update you as soon as new information becomes available. . If you wish to speak with Claire she can be contacted on 01392 443569 between the hours of 8am and 6pm on Mondays and Wednesdays and 9.30am to 2.30pm on Tuesdays and Thursdays.

Yours sincerely

Anna Hopwood

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Waste Water Operations Manager