

FURTHER INVESTIGATIONS

into sewer flooding

We have carried out an initial investigation into the flooding you experienced and identified that we now need to complete a more detailed investigation to find the exact cause of the flooding. This work will also allow us to find ways to reduce the risk of further flooding.

This leaflet tells you how we investigate the flooding in more detail, and what we will do once we know what caused the flooding.

WHY IS FURTHER INVESTIGATION NEEDED?

We sometimes need to carry out more detailed investigations if:

- Our camera survey did not identify the cause of the flooding.
- Our sewerage team want to make sure that there are no other factors which may have contributed to the flooding.

If this is the case, we will arrange for a more detailed investigation to be carried out. This investigation allows us to look at all properties that have been affected by the flooding and will confirm if the sewer pipe is large enough for the flows entering it. We will also identify if there are any other problems in the area which may have contributed to the flooding problem.

WHAT HAPPENS NEXT?

Where other causes are identified our sewerage team will assess the work which needs to be completed. If we know exactly what repairs need to be done, arrangements will be made for one of our crews to return to carry out the work.

If we find that the sewers are not large enough, we will contact you and your retailer where necessary to discuss what our next steps will be.

DELIVERING A SOLUTION TO REDUCE YOUR RISK OF FLOODING

Firstly we will create a computer model of the sewerage network to establish how our sewers operate during normal rainfall and exceptional storms. We will also consider a number of different solutions to reduce the risk of flooding and protect your property.

Once we have identified the best way to resolve the flooding, a detailed plan of the work will then be produced and a start date booked within our works programme.

We will contact you and your retailer where necessary to provide all of the information about the work that we will be carrying out and discuss how the work will affect you. We will try and make sure that we keep any inconvenience and disruption to a minimum.

Although only a small number of properties are affected, there are circumstances when we may not be able to carry out work to resolve flooding problems. If you are affected, we will explain the reasons for our decision.

If the inside of your property was flooded, we will talk to you about possible temporary flooding protection measures which we may be able to fit at our expense to contain flooding to the outside areas and prevent it entering the inside of your property.

If your property has been placed on our internal sewer flooding register, it will be removed once works are complete.

We hope that this leaflet has given you useful information and the reassurance that we are committed to reducing the risk of sewer flooding occurring at your property.

If you have any queries, please contact your Case Advisor or our Contact Centre on **0345 717 1100**.

For billing queries, please contact your retailer directly.

www.nwl.co.uk

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