



# CCATCH SOUTHAMPTON ITCHEN

## Southern Water presentation

### 23 May 2013

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Area Permitting Coordinator

Environmental Regulation Team, Asset Management

## CCATCH – Southampton Itchen Community Group Meeting

### Extracts from 24th January 2013 CCATCH meeting report



- Q: To what extent are Southern Water responsible for Storm Water Drains.
- A: Southern Water would probably say that they manage the Storm Water Drain situation but do not accept liability for flooding as there are many contributing factors such as the state of the tide. In these situations it is hard to pin liability on any one organisation.
- Q: Big problem with aging infrastructure that cannot cope with new development e.g. the drain system from the new flats goes into the Victorian sewer, which is collapsing. In Oct. 2012 Priory Rd did flood because water backed up through the drains. Surely there is a need for pumps and non-returnable valves to be fitted in these situations.
- A: It was recognised that it was difficult to answer for Southern Water as they were not present. **Agreed to invite them to the next meeting.**
- Ask Southern Water if they have the height of the drains and find out at what height they would be over-whelmed.

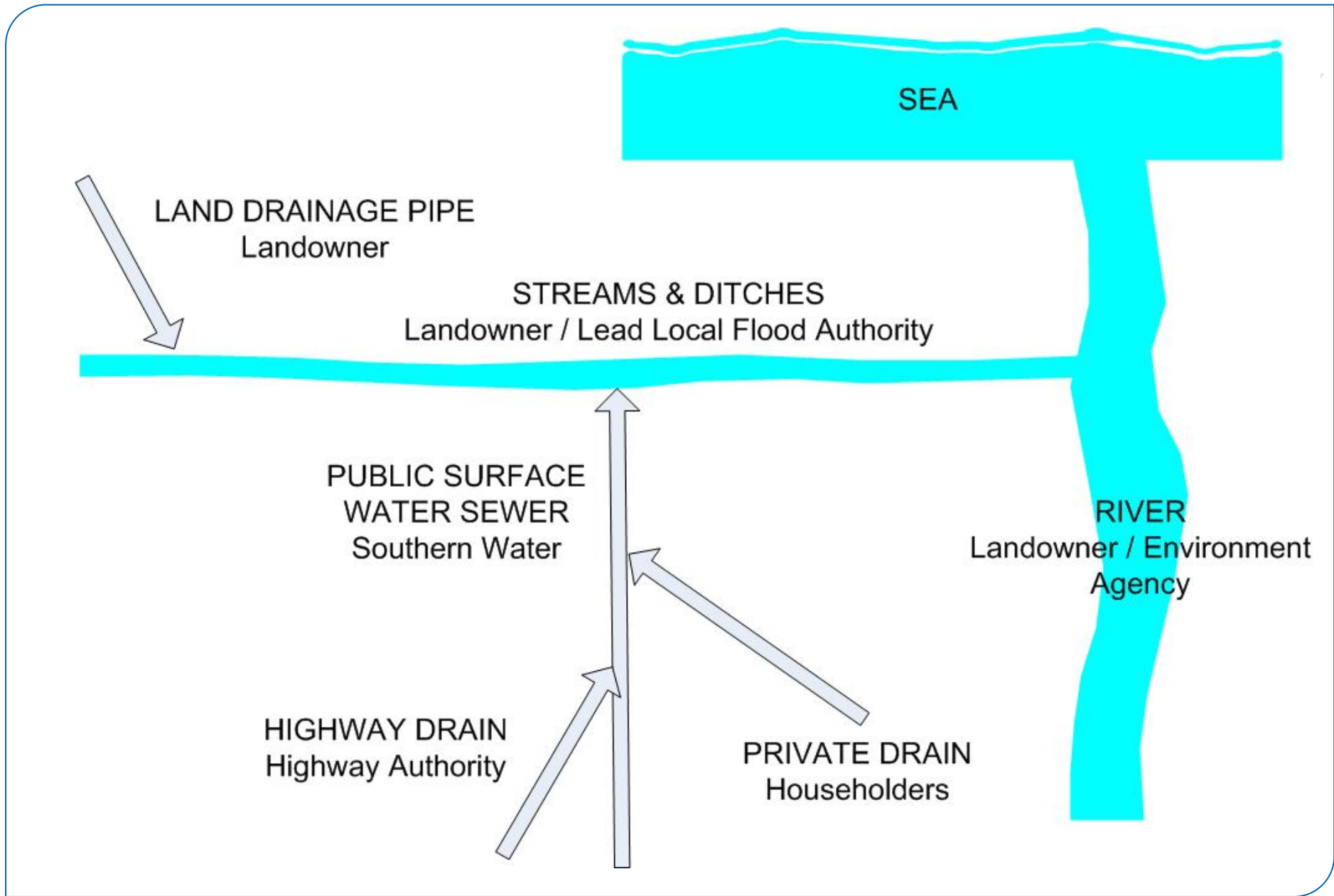


## Facts & figures (rounded)

- 4.5 million people
- 4,000 square miles
- 13,500 miles of sewer
- 2340 pumping stations
- 370 wastewater treatment works



- Extract from 24th January 2013 CCATCH meeting report:
  - Q: To what extent are Southern Water responsible for Storm Water Drains?
  
- Southern Water response:
  - Refer to Flood & Water Management Act (2010)
  - Different areas of responsibility
  - Shared responsibility



# Flood & Water Management Act (2010)



- All Risk Management Authorities have a duty to cooperate
  - LLFA (Lead Local Flood Authority) – county council
  - Southern Water
  - Environment Agency
  - District Council
  
- LLFA are the lead
  - Powers to investigate flooding
  - Powers to direct RMAs

# Your water

[Water meters](#) | [Water efficiency](#) | [Emergencies: What to do](#) | [Water resources](#) | [About your water](#) | [Leaks](#) | [Product discounts](#)

You are here: [Home](#) > [Your water](#) > [Emergencies: What to do](#)

**Facts about flooding**  
Regular calls

## Facts about flooding

View our series of films explaining the different types of flooding, coastal, river, localised and groundwater and how they occur.



[Facts about flooding](#)



[Coastal flooding](#)



[River flooding](#)



[Localised flooding](#)



[Groundwater flooding](#)

Alternatively, take a look at these [links](#) for ordering advice and information about coping with flooding:

- [Our Floodcare scheme](#)
- [Flooding advice](#)

## Need help?

Type your question here...

- Customer often a sk...
- I have a water meter but my bill is higher than I expected
- Can I pay my bill online?
- I have no water / low water pressure
- How much do you charge for metered water?

## Related links

- Bag it and bin it
- Fat, oil and grease
- Sewer ownership changes
- Surface water drainage



Pouring fat, oil and grease down the sink can lead to blocked sewers





■ Extract from 24th January 2013 CCATCH meeting report:

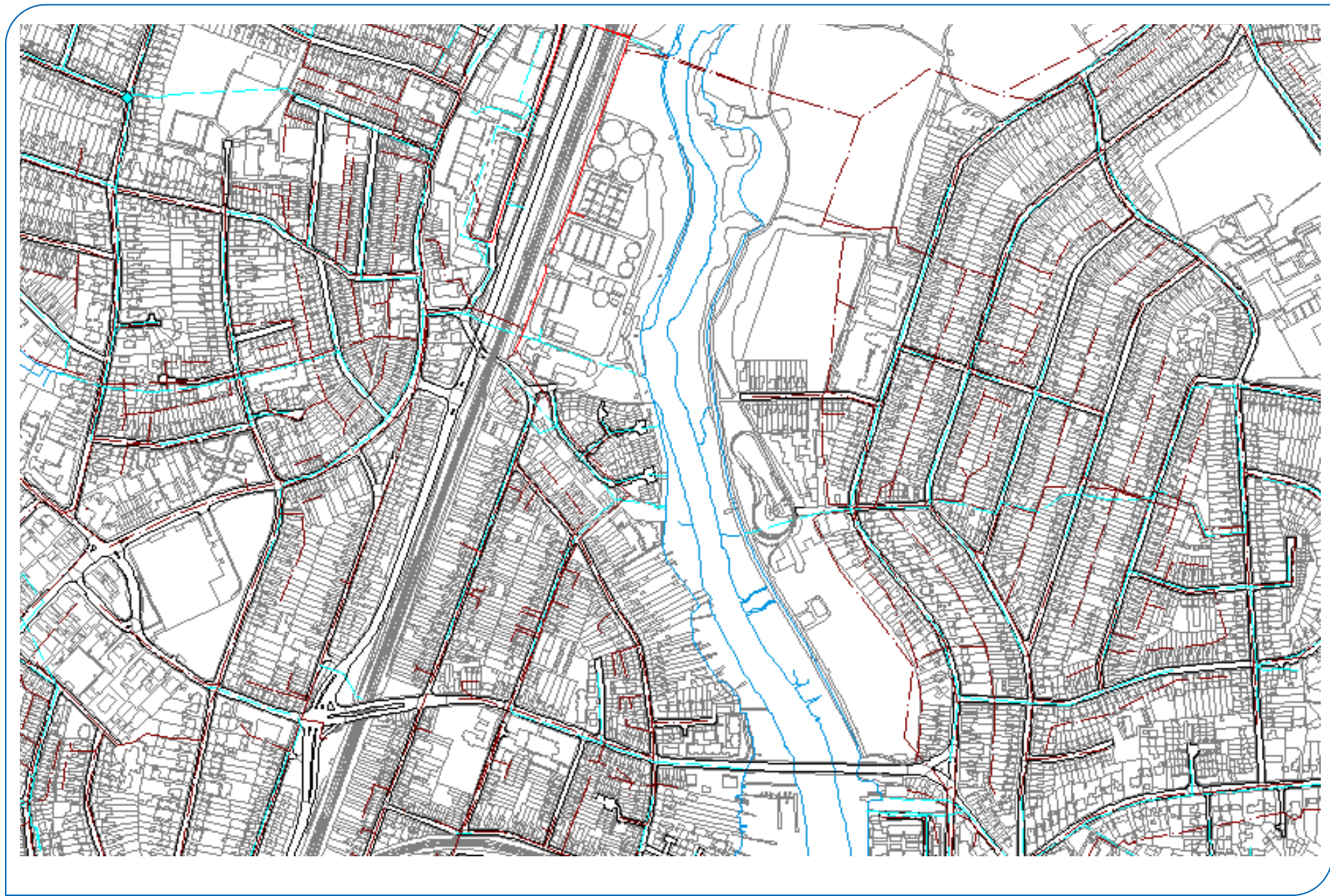
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■ Southern Water response:

- Funded to maintain network to present standard with no overall deterioration in service
- Risk management – frequency v. consequences
- Pumps and non-return valves introduce additional risks and maintenance needs



- Extract from 24th January 2013 CCATCH meeting report:
  - Ask Southern Water if they have the height of the drains and find out at what height they would be overwhelmed.
  
- Southern Water response:
  - Data is available
  - Computer modelling gives indication of risk
  - Verification required
  - For investment, practical confirmation of problems is required
  - The local drainage network ...



# Contact us

Do it online By email Call us

You are here: [Contact us](#)

## Do it online

Many enquiries can be quickly and easily completed using one of our online forms.

### Your account

- Tell us you're moving
- Update your personal information
- Request a payment card

### Your bill and payments

- Set up Direct Debit (Domestic)
- Sign-up for Direct Debit (Business)
- Amend your existing Direct Debit
- Apply for a water meter
- Submit your meter reading

### Other forms

- Notify us of a bereavement
- Request a copy of your bill
- Telling agent/landlord change of tenant
- Surface water rebate

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Customers often ask...

- I have a water meter but my bill is higher than I expected
- Can I pay my bill online?
- I have no water / low water pressure
- How much do you charge for metered water?

## Report a leak

If you spot a water leak, please call our 24 hour freephone Leakline:

**0800 820 999**

## Emergencies

For water supply or wastewater emergencies, blocked drains or possible pollution, call:

**0845 278 0845**

Extract from web site – online enquiry page

# Contact us

[Do it online](#) [Have an enquiry](#) [Have a complaint](#) [Call us](#) [Have a complaint](#)

You are here: [Contact Us](#)

## Call us

You can contact us by phone using the numbers below, but with about four million customers, our call centre can sometimes be quite busy. Why not use one of our [online forms](#) or [email us](#) instead?

### Our automated telephone service

This is available 24 hours a day, seven days a week for you to pay your bill, change address, set up a Direct Debit, apply for a payment card, request a copy of your bill or tell us you have paid.

**0845 270 1508**

### Payment enquiries

Lines are open from 8am-8pm, Monday to Friday, and from 8am-5pm on Saturdays. We're closed on Sundays and Bank Holidays.

**0845 272 0845**

### Technical enquiries

Lines are open 24 hours a day for emergencies, otherwise from 8am-7pm, Monday to Friday, and from 8am-1pm on Saturdays.

**0845 278 0845**

## Need help?

Type your question here...

- Customers often ask...
- [I have a water meter but my bill is higher than I expected](#)
- [Can I pay my bill online?](#)
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- [How much do you charge for metered water?](#)

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## Minicom

A minicom service is available for the deaf or hard of hearing



Extract from web site – phone enquiry page

# Your wastewater

You are here: [Home](#) > [Your wastewater](#) > [Sewer ownership](#)

## Sewer ownership changes

[Problems in private drains](#)

[Our reactive sewer team](#)

## Problems in private drains

In this section we detail how we will deal with problems in private drains, the service we supply to attempt to clear the drain and our charging policy.

- [The initial call](#)
- [Visiting a customer's home](#)
- [Our charging policy](#)
- [Options when work is needed on private drains](#)
- [Local drainage contractors](#)
- [Our contractor and private drains work](#)

## Need help?

Type your question here...

Customers often ask...

[What should I do about a blocked sewer / drain?](#)

[If I have a blockage in the sewerage system, how can I tell if it is a public or private pipe?](#)

[Which drains are my responsibility?](#)

[There is a nasty smell coming from the drains](#)

## Related links

[Facts about flooding](#)

[Bag 11 and bin 11](#)

[Our reactive sewer team](#)

[Sewer ownership changes](#)

## Emergencies

For water supply or wastewater emergencies, blocked drains or possible pollution, call:

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Extract from web site – more information