

## Havant Borough Council – responses to unanswered questions

- What time did the alarm go off? What alarm was received and what others does the site have?

We are unable to answer this question, while the Environment Agency's investigation is still under way but will gladly discuss this detail when the investigation is concluded.

- How many visits a year does Stoke WPS get and how does this compare with the other WPSs on Hayling Island?

Over the past year Stoke WPS has had 17 planned visits and 68 reactive ones. This is typical for a pumping station of this type.

-How quickly did the tankers arrive?

We are unable to answer this question, while the Environment Agency's investigation is still under way but will gladly discuss this detail when the investigation is concluded.

- Osprey Drive has a regular flow of tankers, is this to cope with lack of capacity?

We have a wastewater pumping station (Mengham WPS) on the corner of Osprey Drive. There have been no tankers called to Mengham WPS this year. There has only been one call from a customer in Osprey Drive in the last 23 months, which was related to a private blockage.

- How many tankers have been required on Hayling Island over the past year and for what?

There have been a total of 73 tankers and related activity over the past year.

Seven of these were planned activities. 66 were reactive, 34 of which were related to the Stoke WPS pollution response.

- What are our plans for customer engagement in the future in light of the incident?

Our local Operational Manager is maintaining regular contact and meetings with the Save Our Island Group and other individual customers to encourage free exchange of information and progress updates. Alongside this, we are working with Havant Borough Council to join forces on a communications campaign about sewer blockages.

- Who owns the ditch next to Stoke WPS? Who is responsible for keeping it clear?

Part of the ditch from the harbour to the rear of 164 Havant Road is mapped as an Environment Agency Main River. From there onwards, upstream we believe it is of Riparian ownership but Hampshire Highways may also have some responsibility for the culvert that carries the ditch underneath Havant Road. We have reported to Highways that the culvert requires de-silting to encourage better flows.

- What type of seal is on manhole 9701?

There is no seal on manhole 9701. This chamber contains two non-return valves to protect properties from internal flooding.

- Who's responsible for the other manhole that a customer found in a field?

Southern Water

- Do we have a time line of the power issue at Budds?

We are unable to answer this question, while the Environment Agency's investigation is still under way but will gladly discuss this detail when the investigation is concluded.