



Important Information

 thameswater.co.uk

 **0800 316 9800**
Our phones are staffed 24/7

10 May 2018

Aldbourn

Dear Customer,

As you may know, we recently installed an overpump at Whittonditch Road. This was installed to assist our pumps in managing the increased flows and prevent flooding.

I am writing to all residents to advise that we are now needing to attend on a regular basis to clear blockages from the overpump. This is because it is becoming blocked by inappropriate items such as paper and rag. This could have caused the overpump to stop working and then to back up and cause flooding.

What did we find?

These blockages were caused by rag, including wet wipes, kitchen/hand paper towels, which prevents the sewage flowing freely.

How can you help?

Sewers are only designed to take away water, toilet tissue and human waste – anything else belongs in the bin. With your help we can reduce and hopefully stop future blockages. Our 'Bin it- don't block it' leaflet gives more information, which I have also delivered with this letter.

To avoid blockages:

- **Do not flush wipes down the toilet, even if they are labelled as 'flushable'. They're made of plastic and won't break down like toilet tissue.**
- **Nappies and sanitary products belong in the bin, never down the toilet. They will clog pipes and cause blockages.**
- **Never pour fat or oil from cooking down the sink. Let it cool, pour it into a container and put it in the bin. Please remember: Bin it – don't block it.**

Find out more

If you would like any more information or would like to order some of our free fat traps to store your used cooking fat, please visit our website thameswater.co.uk/binit.

Thank you for your help to reduce future incidents, keep the pipes flowing and help us to provide an efficient sewage treatment process.

Yours sincerely

Denise Kinsella

Customer Liaison Manager

Thames Valley Customer Field Services

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The below illustration was taken recently, which demonstrates what we are clearing at the overpump to keep the sewer running freely.

