



Tim Loughton MP

tim.loughton.mp@parliament.uk

Your ref: 22216338
Our ref: 8001878036
Date: 29 July 2020

Dear Tim

Re: Reports of Unpleasant Odours

Thank you for taking the time to write to me on 21 July 2020 about the reports you received regarding an unpleasant odour in East Worthing. I am sorry to hear that a number of your constituencies have been affected by this matter. To make you aware, I also received a report of this issue from Councillor Keith Bickers, and he will also be sent the following information.

Unpleasant odour

Our Field Performance Manager was contacted to investigate the issue. He explained that the odour was emitting from our settlement tanks, located near the site gate at our Wastewater Treatment Works. The cause was a build-up of sludge in one of the tanks.

Corrective action

On 21 July a tanker arrived at the site to remove the sludge from the settlement tanks, for work to begin on 22 July 2020. The works carried on until 24 July, where our operatives continued using the tanker to wash down the sludge from the top of the tanks. On 25 July we received an update from neighbouring residents that the odour had now dissipated from the surrounding area.

Please accept my sincerest apologies for any inconvenience and distress caused to the local residents whilst this matter was rectified.

Contact details

If you have any further questions or concerns, please contact myself or the Directors' Review Team using the email address sm_complaintssupport@southernwater.co.uk.

Yours sincerely,

Ian McAulay
Chief Executive Officer