

IN-PERSON EVENTS | Involving. Informing. Inspiring

CIWEM Urban Drainage Group Annual Conference 2022

8 – 10 November 2022

Hilton Birmingham Metropole

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Silent Industry to Proactive Engagement – Working with Society’s Expectations

Keith Herbert, Clean Rivers and Seas Task Force



The water industry has historically being very good at being a quite supplier



Basis for our approach

1. The strength of opinion has largely been underestimated, sucking in everyone into the debate.
2. This is generally, a poorly understood, technical problem.
3. The vast majority of communications to the public foul sewer are not controlled by water companies.
4. Very few people remain antagonistic towards water companies when they fully understand the matter.

Storm Overflows are provocative and out of step with what our customers expect

BBC

Southern Water: Campaigners protest against sewage leaks

In a statement, Southern Water said it welcomed the chance to engage with protesters. Dorothy MacEdo, chair of Unite Community Sussex Coast...

2 days ago



SussexLive

Recap: Protesters surround Southern Water headquarters in Worthing

Southern Water issues response after repeated sewage dumps across East and West Sussex. Southern Water has responded after months of protests...

3 days ago



ENDS

Southern Water: Geldof backs payment campaign over sewage dumping

Singer and activist supports protest by Kent residents over continued discharges into sea

3 days ago



Bob Geldof told residents of Whitstable, Kent: 'Don't pay your water bills to Southern Water.' Photograph: Jo Hale/Redferns



Photo: Andrew Hastings/@imagedrum



SOS Ramsgate protesters Photo Steven Collis

NEWS

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Environment Bill passes following lengthy battle over sewage

10 November | Comments

We know this won't be an overnight fix, but customers' expectations don't match industry timescales

That is why we need to:

Educate



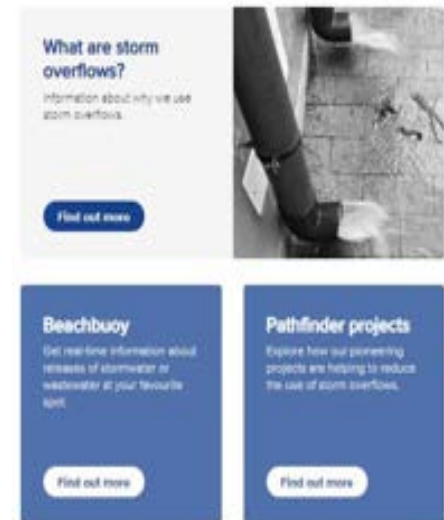
Build awareness of the challenges



Involve in the process



Be transparent



Clean Rivers and Seas Task Force

- The task force is a dedicated team that is central to Southern Water's drive towards significantly reducing the use of storm overflows by 2030, and managing catchment flows.
- The task force is responsible for delivering in six pathfinder projects over the next two years. The task force will seek to establish strong partnerships to ensure their success.
- In parallel, we will build and deliver a regional plan to reduce storm releases between now and 2030.
- Weblink - [Storm Overflows \(southernwater.co.uk\)](https://southernwater.co.uk/storm-overflows)



There are broadly 3 main types of intervention to reduce flooding and storm overflow use:

1. **Source control** (removing and slowing the flow of rain water)

Rainwater harvesting, Permeable paving, Green roofs, Soakaways (includes tree pits), Rain garden (swales), Planters

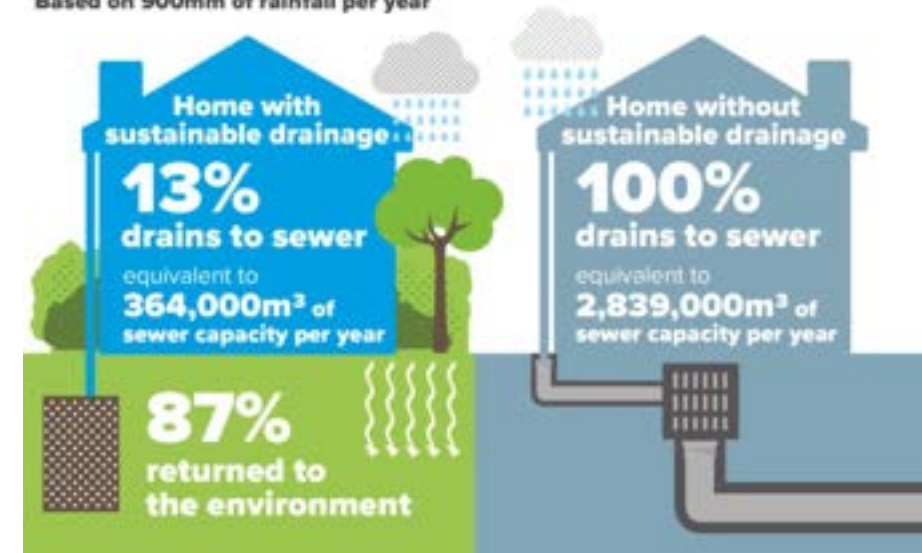
2. **Optimisation of existing infrastructure**

Optimisation, tweaking of connected systems and interface, Different mechanical and electrical equipment (e.g. pumps), Improvements in pumping station and storm tank use and control, Smart network control with increased digitalisation

3. **Build bigger infrastructure** (building larger pipes, pumping stations, etc.)

Wetlands treatment (Groundwater), Sewer lining/sealing (Groundwater), Larger sewers, Large storm tanks, Large treatment works

Water run-off for a development of 10,000 homes:
Based on 900mm of rainfall per year



What might the solutions look like?



Sustainable solutions also have wider benefits.

Sustainable drainage

The risk of flooding and storm overflows can be reduced by slowing surface water runoff reaching the sewer. There are a number of ways we can do this...



Permeable paving and soakaways



Green roofs



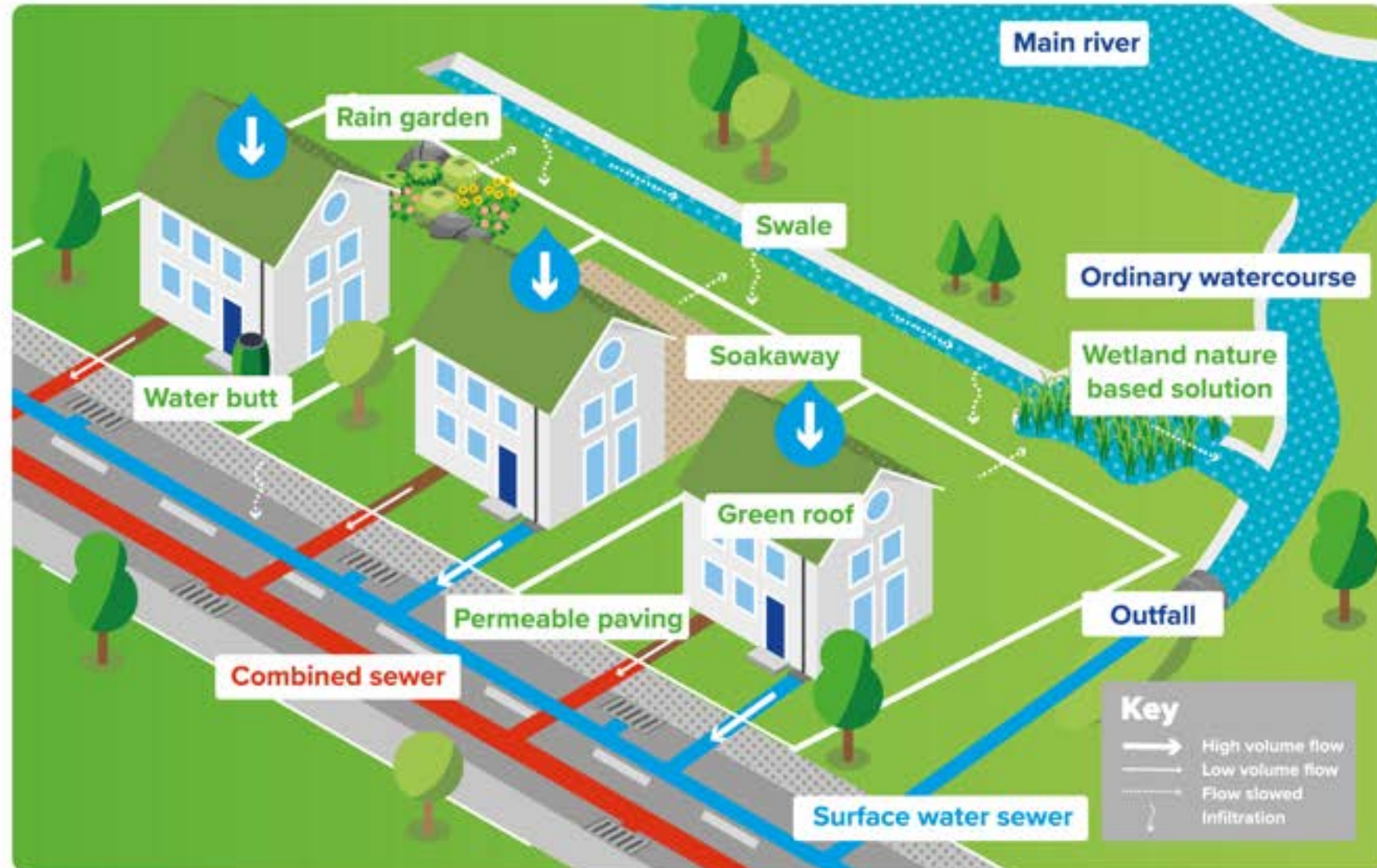
Swales and wetlands



Rain gardens



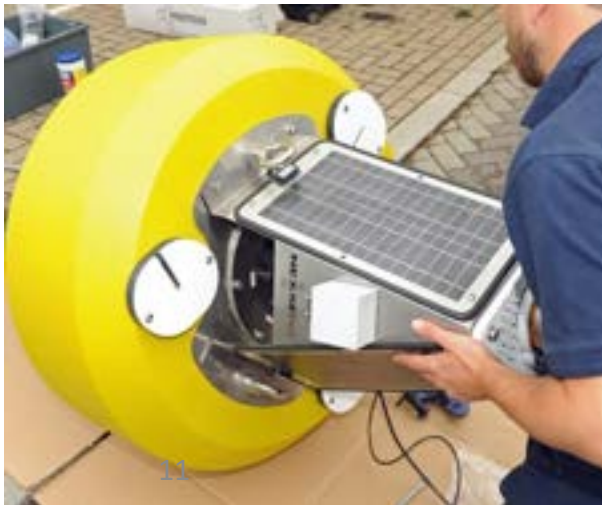
Water Butts



Transparency around releases and water quality



- Near – real time release information only going one way.
- Improvements to link to water quality.
- Southern Water wants to understand water quality across the region, although we don't own it or the only contributor to water quality



- Two water quality testing buoys were launched into the sea in the summer 2022 – one off Tankerton shore and one off Hayling Island

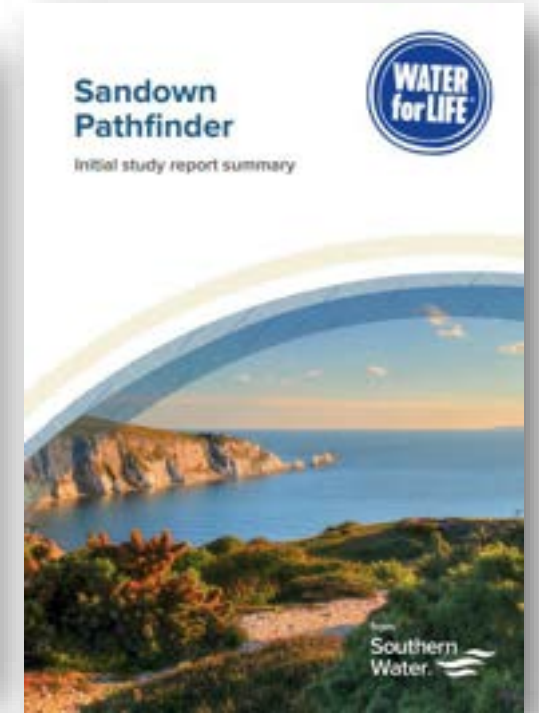
Pan Parishes

Groundwater infiltration and Tubogel



Havenstreet (Sandown)

Surface water management



Partnerships



Havenstreet case study

- Sent a letter to residents
- Went door to door installing
- 184 visited
- 132 accepted
- 12 requested extra
- 72% acceptance rate

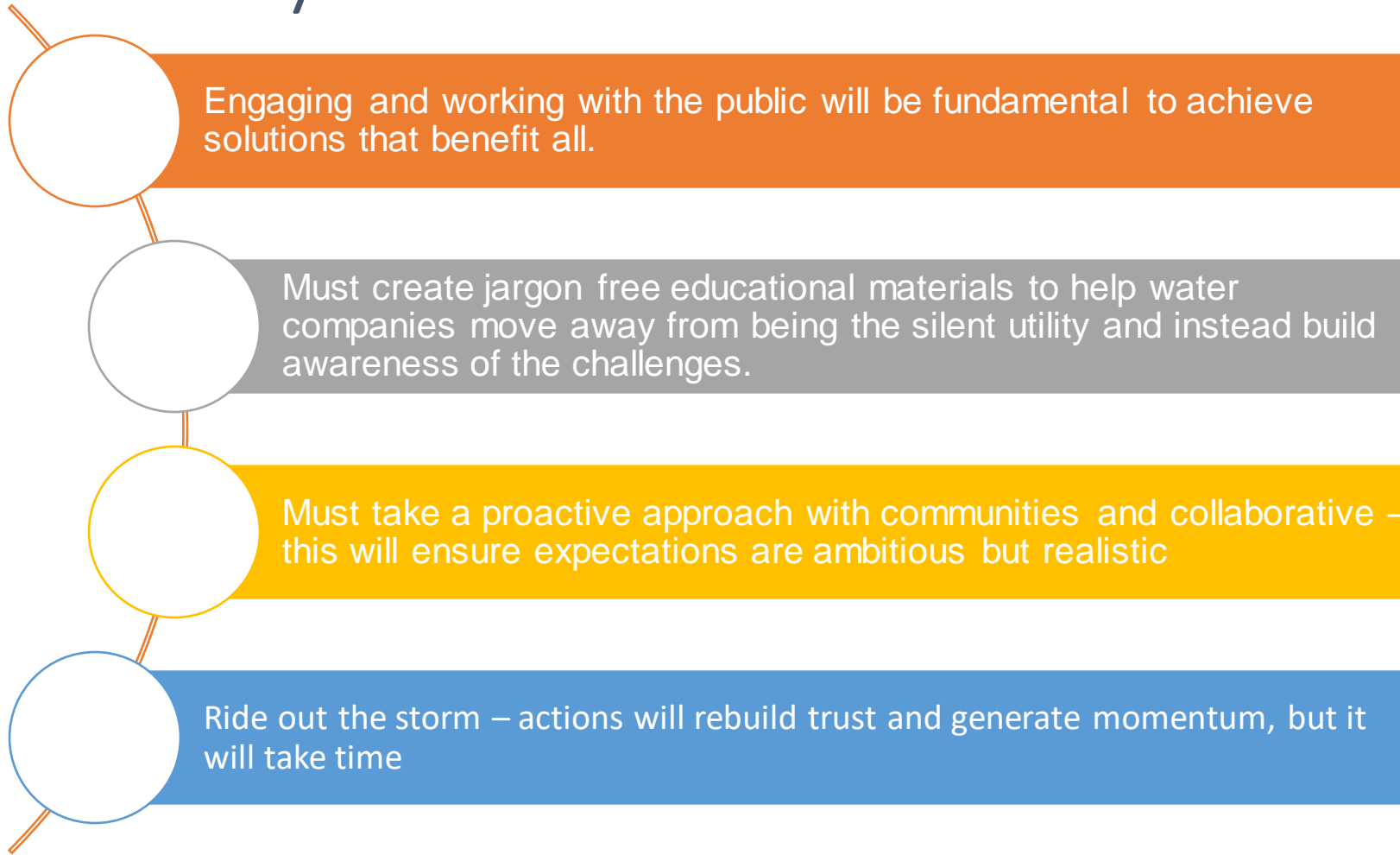
- £9225 for the purchase
- £6189 for installation
- £120 communications
- £15,534 total



**30.23 mm
on 17/8/22
no release**

**10.94 mm
on 16/8/22
no release**

In summary



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Q&A Session

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Urban Drainage Group

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