

Sewer flooding in Wraysbury

February 2014



Understanding what's happened

We sympathise deeply with everyone affected by flooding and are committed to working with the local authorities and Environment Agency to help get things back to normal and minimise future impacts wherever possible.

Wraysbury has a unique system which relies on both pumps and vacuum 'suction' systems to move wastewater away from the area to be treated. These work very well under normal conditions however they were never designed to cope with ground and river water and once submerged, the system becomes inundated and unable to cope.

In addition to the system being overloaded, those first floods in January caused damage to our Friary Road sewage pumping station too. We're doing everything we can to keep this running and like many other properties in the area, we're using sandbags to defend the building from flooding but we've often struggled to keep the water out.

What we're doing

We are making headway with our repairs, however restoring the pumping station and 90 suction systems will take a number of weeks and our progress is being hampered by further waves of flooding, creating more setbacks.

We already have several tankers operating in the area to remove sewerage from the vacuum 'suction' chambers and keep the system working.

Our priority is to restore sewerage services for residents as quickly as possible and most customers should now be able to use their toilets normally.

How can you help?

In many areas, the sewer system is still inundated with groundwater which means it's very sensitive to smaller changes in volumes of water being flushed or drained into the system.

During this time, please help us by being conscious about how much water you flush / wash down the drains. It's the small things like doing full washing machine loads and taking showers rather than baths that could help make a difference.

We're contacting residents where high groundwater levels mean they still can't use their sewage system. If you are still experiencing difficulties please contact Thames Water on the telephone number and quote the bulletin board number below.

Who to contact for help

Roadside gullies: If roadside gullies are blocked and water cannot enter them, please contact your local council.

River flooding: Contact the Environment Agency on their 24-hour Floodline 0845 9881 188. If your property is flooded by river water, please contact your home insurers as soon as possible.

Sewer flooding: If it's an urgent sewer-related matter, please call our 24-hour customer service team on 0845 9200 800, quoting bulletin board number 967734.

Please note due to the ongoing wet weather event we are experiencing very high call volumes and will endeavour to respond to your call as quickly as possible.

If you call after 7pm, please be aware that we will be unlikely to attend site if required until the following day.