

SOUTHERN WATER/PILLHILL PAN PARISH FORUM WEEKLY UPDATE MEETING

Notes from Meeting held 8th November 2024

Present:

Southern Water	Pillhill Pan Parishes
Keith Herbert, Pathfinder Lead Glenn McCubbin, Pathfinder Engineer Floyd Cooper (FC)* - Groundwater	John Heather (JH) - Abbots Ann PC Janet Wright (JW) - Secretary to PPPF

* denotes Wastewater Networks Division

Apologies:

Greg Michalczyk (GM) - Kimpton PC

1. Monthly Pan Parish Monitoring Pack

Groundwater (GW) at Clanville Gate is still rising even though there has been no rain (slide 2). The current level of 84.71 m AOD exceeded the EA's 84 m trigger level on 21 October.

There appears to be a good correlation between **pump runs** and GW levels (slide 3) and **KH** said that he wanted to do more analysis on this. The graph show that pumps currently running at ~50% capacity.

More detailed analysis of **temperature sensors** (slide 4 - 7) shows temperatures are slowly dropping, as expected. Using the sensor at Mullens Pond (MP) as the standard a really good diurnal trends can be seen in Kimpton (slide 4) with higher temperatures than MP, indicating minimal infiltration. Fyfield (slide 5) has a lower temperature than MP with a less visible diurnal trend indicating a higher percentage of infiltration here, although not sufficient to cause a concern at this stage. Amport (slide 6) shows a higher percentage of foul to GW i.e. a higher temperature than MP with a good diurnal trend now visible. Monxton (slide 7) is puzzling. Although there is a good diurnal trend temperatures are lower than Mullens Pond. Lower temperatures would be expected to suppress diurnal trends and so this needs further investigation.

KH said that in summary there were no issues or concerns in the catchment so no need to consider tankering at this stage even though the 84 m trigger point had been exceeded.

2. Flow Restoration Update

FC said that SW were now actively monitoring the catchment. So far the only interventions

required are twice daily checks of the Mill Lane valves and in parallel whether jetting is required in the vicinity of Little Ann Bridge WPS. **JW** said that Wayne Carter from Flow Management Solutions (FMS) had informed her in advance of these interventions. Nick Davies had also been in touch about organising another tour of Fullerton Wastewater Treatment works.

FC also said that the temperature sensor in the Mill Lane valve chamber had been removed as a precautionary measure to ensure it didn't cause any additional ragging problems here.

Action USW/PPPF 8.9.1: Advise PPPF when scheduled maintenance work is due to start
All pre season maintenance is now completed. This includes wet well cleans and WPS health checks, now including Amport. Therefore the villages should be tankers free.

Progress against **Action USW/PPF 23.2.1**: since the last meeting is as follows -

(a) Provide regulatory requirements for overpumping plus details of SW plans & implications

The PPPF have now reviewed both the **Pan Parishes Operational Playbook** (extract) shared by **FC** at the SW/PPPF Quarterly meeting on 14.10.24 and the **Pan Parishes IRP** (version 7 dated August 2024) now available on [SW's website](#). These documents raise a number of questions that the PPPF would like to discuss with SW but in summary:

- **Operational Playbook** extract

Who is this document aimed at? The PPPF are concerned that clear step by step instructions are missing. Also GW trigger levels conflict with those specified in the IRP. More detail on traffic management has been promised. **FC** replied that he was meeting with MTS next Friday 15.11.24 and the Playbook is an internal reference document and not intended to be a step by step set of instructions. **JW** suggested waiting until this the additional traffic management information had been added to the playbook and then setting up a dedicated meeting with **FC** to provide PPPF feedback and discuss queries. **FC** replied that he would be to do this.

- **IRP Version 7**

Specified GW trigger levels are inconsistent and confusing. Surely the Pathfinder relining programme has made GW trigger levels redundant? What exactly is the purpose of this document? **JW** said that the PPPF would like the opportunity to feedback views and discuss queries with SW. **FC** said he would contact Duncan Clarke and Andy Adams of SW Asset Management, who own this document, on this matter.

(b) Road & WPS lay-by conditions reparation plan

The erection of emergency incident reporting signage and reflective jackets on the concrete posts protecting the chamber has been completed. Wastewater Networks have informed the PPPF that there is no budget to do any further outstanding reparation work e.g. verge south of Kimpton Green and installation of a kerb and tarmac strip at Amport WPS until the next budget period, AMP8.

(c) Automation of Mill Lane Valves

A company called Technolog Ltd has been engaged to carry out a study at Mill Lane valves the PPPF understands that they are investigating a battery operated automation of the valves and await the outcome of this study.

John Heather (JH) said that he had passed the Manor Farm chamber on the morning of 4 November and noticed that some of the mortar at the top of the chamber had been 'punched out' likely by another spill. **JH** said that he did not report the incident as the chamber was no longer spilling but instead spoke to FMS about this. This issue was discussed, the concern being that the spill had occurred in a prolonged dry spell. **FC** asked **GMcC** for his thoughts on the matter. **GMcC** questioned the decision to bolt down the chamber lid but felt the matter required further investigation. **FC** said that the chamber construction now enabled a SLM to be installed to give an early warning of the chamber filling. There was about a 30 day lead-time so the SLM should be in place by early December.

(e) Relationship with Hampshire County Council Highways

HCC has now engaged on two fronts 1) Flood & Water Management through Sarah Reghif (SR) and 2) Highways Engineering Team through Jonathan Bambridge (JB):

1. HCC Flood & Water Management (HCC FWM) [Community Toolkit now published \(Sept 24\)](#)

Action USW/PPPF 6.9.2: Provide flooding hotspot map to JW to consolidate and send to SR

Pan Parish Flooding Hotspot document sent to SR on 11.11.24. SR has agreed to meet with the PPPF to review this document against the FWM Community Toolkit. The aim for the PPPF is to produce a plan to best prepare the catchment for this coming winter.

2. No update provided by JB since 06.09.24 -

- Village street, Thruxton: jetting/ CCTV from Halcyon drive to A303 - Ordered but no date provided at present - JB to keep chasing this one
- Keepers Hill, Amport: surface issues - **works issued to be completed within the next four weeks**
- Amport school:
 - drain clearance - **works ordered and scheduled for 11/09/24**
 - Patching - **submission raised for Amport school Road, Furzedown Lane and Keepers Hill, Amport on 18/07/2024 – NO date for works at present. This is for larger works which are delivered by a different team**
- Duck Street, Abbots Anne – jetting job to clean all gullies, chambers and pipe to river - **works planned 09/10/24**
- Watery Lane, Upper Clatford – verge repair on edge rut and verge markers where water flow over – **Works complete**
- Watery Lane – Private hedge - **hedge letter sent 18/07/24 this is a formal process so can take some time to resolve**

3. Programme Update

JW asked for an update on the outstanding relining works in Monxton High Street plus removal of the 'vein' left behind when the collapsed lining was cut out at the east end of the High Street last year. **GMcC** replied that there was no evidence to suggest that Monxton High Street was causing any problems and so this work will be put on hold and reviewed in the next budget cycle.

GMcC said a joint in the sewer near the White Horse Inn at the top of Wiremead Lane is to be repaired as it is leaking. The repair will be done overnight so will have no impact on

traffic. Due to this discovery GMcC said that he had requested a CCTV survey be carried out along Thruxton High Street from the telephone box southwards to check the relining here. Again the work would be done overnight and so would cause minimal disruption to residents.

4. Communications

Action USW/PPF 23.2.1 (d): SW Stakeholder Team contact to be provided to handle SW/PPF communications.

FC said that the issue of reporting incidents within the PPPF catchment raised at the October Quarterly Meeting was now recognised by SW. **JW** restated that the problem comes from SW's incident management assuming that all incidents happen within a customer's premises and not on the public highway. **FC** that he was looking into this with the Customer Contact Centre.

JW also raised the PPPF's concern that communication protocols will fall short should an emergency arise. **FC** said that he would take an action to ensure that Wayne Carter, FMS and Jessica Hanman, SW Stakeholder Management attended these calls in future

Action USW/PPF 8.11.1: Ensure that both Flow Management Solutions and SW Stakeholder Management attend these meetings - FC by next meeting 6.12.24

5. Matters Arising/AOB

None.

Next Update meeting will be on Friday 6 December 2024 at 1pm

6. Review of Action List

No.	Action	Who	By When	Status
QSW/PPF 17.5.11 (22)	<p>Pathfinder sewer relining programme in north of catchment recommenced 7.7.23 under emergency measures.</p> <ul style="list-style-type: none"> • Monxton High Street completed 18.10.23 - last few joints & removal of 'vein' to be actioned in 2025. • Thruxton & Fyfield starts 23.10.23. • Thruxton all bar manholes completed 22.12.23. • Kimpton starts 2.1.24 <p>Work on hold - catchment in full-blown recovery mode 8.1.24</p> <ul style="list-style-type: none"> • Kimpton relining recommences & manhole sealing in Fyfield starts 18.1.24 • Kimpton completed 8.3.24, further infiltration found in Cow Lane 31.03.24 due to unprecedentedly high GW levels - completed 5.4.24 • Fyfield relining commences 9.3.24, stop/start due to high GW levels - completed 23.04.24 <p>Relining programme complete 3.5.24</p> <ul style="list-style-type: none"> • Relining of last few joints in Monxton High Street & removal of 'vein' o/s? <p>Sewer performance to be monitored throughout 2024/25 GW season.</p>	KH	Monthly or as needed updates	Ongoing
USW/PPF 11.7.3 ('22)	<p>Would a local group(s) benefit from a FOG presentation?</p> <p>Linked to outcome of Technolog Ltd automated solution.</p>	JW/ KH	linked to raggings?	Open

QSW/PPF 25.4.5 ('23)	Seek a S278 licence for reducing the speed limit and widening the road opposite Amport Fisheries Dependent on sewer performance throughout 2024/25 GW season.	FC	Quarterly update	Open
QSW/PPF 7.12.1 ('23)	SW Pathfinder to lobby for a change to private sewer building regulations - material & connection for the use of plastic piping & a more rigorous method of connection in Pan-Parish and similar high groundwater infiltration catchments	NM/ KH	Quarterly update	Open
QSW/PPF 7.12.2 ('23)	Build rigour into communication using Pathfinder learnings - awaiting Ofwat FD	NM	Quarterly update	Ongoing
QSW/PPF 7.12.4 ('23)	Hold public consultation on mobile wastewater treatment	NM	If needed	Open
QSW/PPF 7.12.5 ('23)	Co-ordinate approach to water quality sampling within the Pillhill Brook catchment. Ecology data from Spring 2022 & Autumn 2023 provided. Diatom results also shared but under advisement from EA these have less impact unless watercourse devoid of plant life. Missing are Autumn 2022, Spring 2023 & Spring 2024.	JW	Update at 22/1/25	Open
USW/PPF 23.2.1	Wastewater Networks issues and action points (a) Provide regulatory req's for overpumping plus details of SW plans & implications - PPPF to review Operational Playbook extract & feedback comments to FC. Other Pan Parish Playbooks to be circulated - JW to provide contact emails to FC, IRP with Ofwat for approval. (b) Road & WPS lay-by conditions reparation plan - on hold till 2025 Verge south of Kimpton Green permanent reinstatement o/s Island by the Poplar Farm Inn repaired - 01.03.24 Island in Kimpton reseeded - 05.04.24 Lay-by in Amport tidied & reseeded 21.8.24, kerb & tarmacing o/s Manhole restoration at Manor Fm, Abbots Ann completed 25.8.24 Signs erected 15.10.24 (c) Automation of Mill Lane Valves - solution being scoped by Technology Ltd, solution still needs to be expected early 2025 but still needs investment approval. (d) Stakeholder Engagement - Nick Davies assigned to PPPF Introductory meeting TBA (e) Relationship with Hampshire County Council Highways Suceeded by Action QSW/PPPF 14.10.2 (g) Anna Valley rising main integrity following burst - PPPF awaiting Ofwat FD for confirmation that this is to be replaced in AMP8 & its position on priority list.	SH/FC	Monthly updates	Open
QSW/PPF 21.3.2	Investigate tanker requirements at Goodworth Clatford South & Station WPSs to avoid persistent spills in the village Investigative work planned, review SW Playbook	FC/ LG/ HK	Review 22/1/25	Open
QSW/PPF 21.3.3	Provide breakdown of SW investment that is to be spent in the Pan Parishes and the wider Fullerton catchment area KH provided Water Industry Financial Regulation Update on 09.09.24 (Ofwat Draft Determination [DD]) & a separate summary email was circulated 14.09.24. Ofwat's Final Determination [FD] is due in December.	NM	Update after Ofwat FD	Open
QSW/PPF 21.3.4	Provide full set of historical baseline ecology survey results: Autumn 2022, Spring 2023 & Spring 2024 plus diatom data missing.	NM/ FC	Quarterly Update	Open
QSW/PPPF 14.10.1	Investigate SW incident reporting process with regard to spills not on a customer's premises	NM	Quarterly Update	Open
QSW/PPPF 14.10.2	Work with HCC FWM Team to agree how best to prepare for winter Pan Parish Flooding Hotspot document provided to HCC 11.11.24 & meeting with SR being set up	PPPF/ SR	Quarterly Update	Open

QSW/PPPF 14.10.3	Arrange tour of Fullerton Wastewater Treatment Works for all interested parishes	ND/ JW	Monthly Update	Open
QSW/PPPF 14.10.4	Investigate mitigating of smells emitting from Fullerton WWTW	NM	Monthly Update	Open
USW/PPPF 8.11.1	Ensure that both Wayne Carter, FMS and Jessica Harman, SW Stakeholder Management attend future meetings	FC	by next Monthly meeting	Open
Completed Actions (will be removed in next issue but kept on file)				
USW/PPPF 8.9.1	Advise PPPF when scheduled maintenance work is due to start All pre season maintenance is now completed. This includes wet well cleans and WPS health checks, now including Amport. Therefore the villages should be tankers free.	FC	TBA	Closed
USW/PPPF 8.9.2	Provide flooding hotspot map to JW to consolidate and send to SR Superseded by QSW/PPPF 14.10.2	PPPF/ JW	Update 14/10/24	Closed

Janet Wright
Secretary to the PPPF