Mr G T Pennington
Penningtons@uwclub.net

Date: 31 August 2012

Your Email dated: 30 August 2012

Email received: 30 August 2012

Our reference: 8000051662

Dear Mr Pennington,

Thank you for your recent email regarding a meeting with the Three Parish Forum at the end of September 2012 and I hope I am able to clarify our position for you.

I can confirm that we would be more than happy to meet with the forum to discuss the progress made with our investigations however at this present time I cannot confirm the availability of the required attendees due to holiday commitments, we will also need to check that we are at a suitable stage with the analyses to make a meeting productive.

Below is our monthly update.

4 August 2012 ALWYN, OVERTON RD, ST. MARTINS, SY11 3DG External flooding caused by haudrylic overload

4 August 2012 Hillview Garden OVERTON RD, ST. MARTINS, SY11 3DG External flooding.

13 Garden Village, St Martins, SY11 3AU External flooding

All three incidents were caused by hydraulic overload.

Additional operational work

NRV maintenance and replacement at Alwyn & Glascoed

DCWW staff met with Shropshire Highways at Old School House Overton Road following reports of flooding, our technicians checked the public sewer and also carried out a CCTV survey of the highway system. Roots were identified as blocking the highway system and Shropshire Council are arranging for the system to be cleaned.

CSO Checks confirmed that all working as normal

I hope this clarifies the position but should you have any further queries regarding the above, please do not hesitate to contact me on 0871 2000 943.

Yours sincerely

Neil Coleman
Customer Complaints Officer

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