



Scrutiny (Community & Regeneration) Committee

Wednesday 15 March 2016 at 6.00pm

Key Questions for Southern Water

Water Meters

- Q1. Can you please advise the number of complaints in the last 12 months in respect of water meter readings in the Dover District and how has this figure changed from the previous year?

Infrastructure

- Q2. The literature given to residents states that the householder is responsible for the pipe connection between the water meter and the house. How can the resident be responsible for a pipe between the water meter and the house holders boundary? The householder does not own the land, did not lay the pipe under the land and had no say as to the position of the water meter.

Flooding in Deal

- Q3. Can Southern Water give an assurance that since the suspected cause of the flooding in Albert Road Deal is known and the money that has been spent on the pumping station that there will be no flooding in this area as a result of their drainage system?

Whitfield Development

- Q4. Where are Southern Water in so far as their system for disposal of foul waste from the Whitfield Urban Expansion is concerned and at what point in terms of numbers of occupied new homes will Southern Water upgrade the existing systems?

On Saturday 31st December 2016, sewage washed into Phase 1a at Sandwich Road as the pump had failed yet again and tankers were called in and a pipe burst up Sandwich Road pouring raw sewage everywhere. Plus there is an overflow tank which is connected to the pumping station which regularly overflows and spews raw sewage all over the site and it is my understanding that this tank has no cover, so if the system is already failing when only a fraction of the homes have been built when are Southern Water going to upgrade that part of the system.