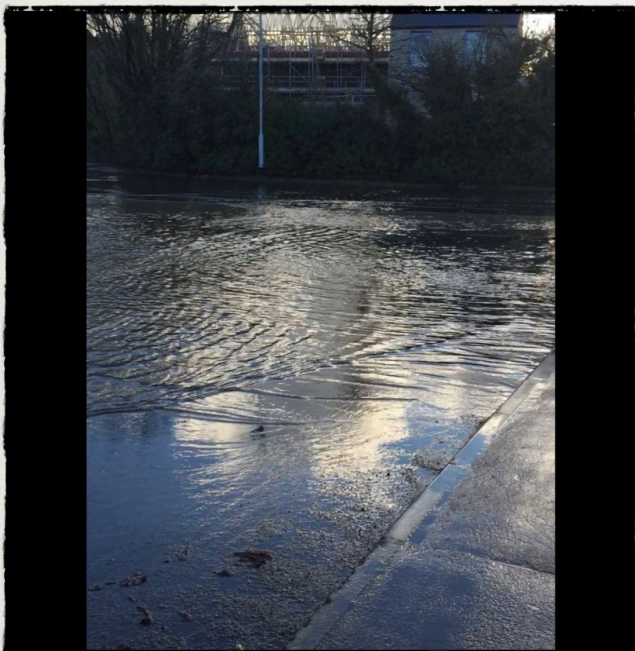


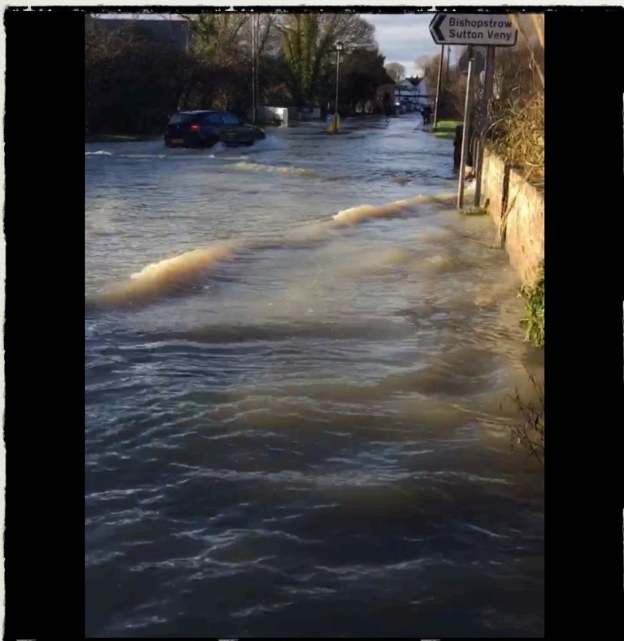
Objection to PL/2026/02717:

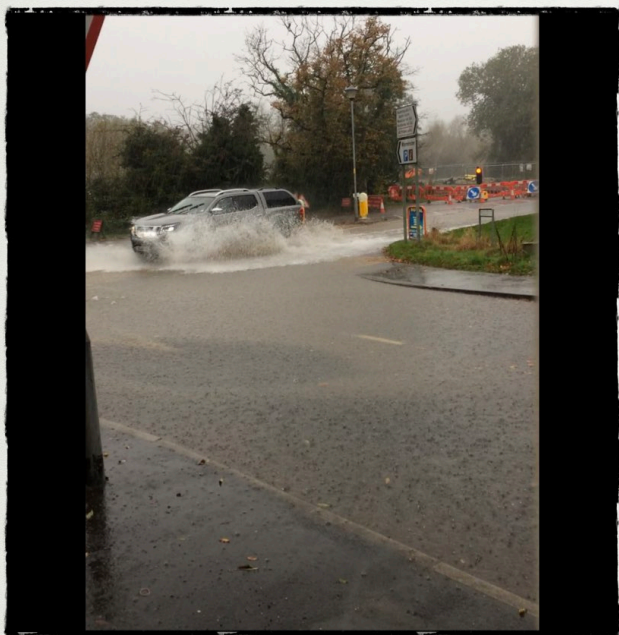
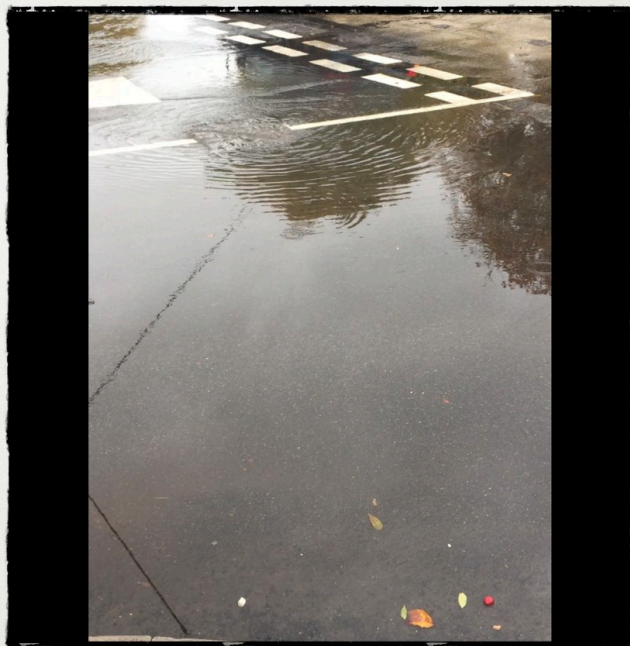
Report on sewage flooding on Boreham and Woodcock rd submitted to Wessex Water in 2025 which led to a payment for the nuisance. Followed by other correspondence over the years on the causes of repeated sewage flooding on Boreham rd and the actions Wessex Water are taking to manage the issue, which is not a lot but watching it reoccur and provide excuses.

All photos cover
2020-2024

There were 4 floods that filled the carriage way, several that just filled one carriage by my house. All flow down my property and all are splashed via cars onto my property. Front gate shot shows sewage water entering pathway.









Sewage flowing down woodcock rd



All the above pictures show sewage floods coming from all the manholes across Boreham / Woodcock rd junction and up Woodcock rd.

Despite the below admissions by Wessex Water that Two manholes discharged sewage during heavy rain, which does not effect the water course this is obviously incorrect.

The photos show all manholes recharging to the road when no rain is falling, and once sewage is trapped in the highway it is drained directly to the river Wylfe a protected SSSI and SAC. Knowing this is happening, and has happened for many years and still allowing more houses to connect to a broken system invites river owners lower in the catchment to sue for illegal discharges and the nuisance it creates along with Wiltshire councils environmental health officers taking action for creating a repeated toxic hazard between three school access roads.

A small portion of Correspondence with Wessex water between 2018 and now, but the issue has been ongoing for 20 years or more.

Sent: 03 December 2018 12:14

To: Operational Enquiries <operational.enquiries@wessexwater.co.uk>

Subject: Ref case 36088330001

Dear team,

I am writing to you for assistance in resolving an ongoing flooding issue I have surrounding my property. boreham rd Warminster, ba12.

For years we have paid our full bill which comprises of half for water delivery and half for sewage removal yet each year tonnes of sewage is spread across the road and splashed across my property sometimes on multiple occasions covering pavements, walls, windows, doors, handles, gates etc in raw sewage and it's accompanying diseases.

The issue is known by Wessex water having had multiple call outs to deal with the flooding. There has been a non return valve added to the sewage line which has prevented on most occasions internal sewage flooding but this only ensures that any blockage lifts the manhole cover higher up woodcock road flooding the road from the back of my property right down to the front door.

This prevents me entering or leaving without going through raw sewage and means all pedestrians must walk through it and risk being covered by inconsiderate motorists of which there are plenty.

Wessex water has on several occasion admitted that their infrastructure has failed weather it be the impeller at the pumping station, too much surface water for the system to cope with or fat that has bypassed the fat traps and blocked the pipes. Wessex water is not objecting to new developments due to its system being inadequate so the claim that it can cope operationally despite the regular flooding caused in this area by sewage seems to contradict one of the two statements.

I do not expect this issue to be fixed immediately but as all the effluent produced is being flushed straight into the river wylfe which is a SPecial area of conservation which already has unacceptably high nitrate, phosphate levels, I would be surprised if repeated floods damaging this protected river do not attract fines from the environment agency.

I would like an engineer to assess the issues, provide an appropriate course of action to lessen and stop future floods and an agreement from Wessex water to waive the sewage fee they charge or provide adequate compensation for each flood.

So far this year I have been present during two significant sewage spills with tonnes of sewage covering the road often for many hours, one on the 28th April

2018, the next very significant one on the 13th July 2018. The July flood was so strong that all manhole covers were raised by several inches into the road and were hit often by cars doing unknown damage and creating serious safety issues for cyclists who would not have seen the obstacle due to the flood depth.

I cannot in good conscience pay for a removal of sewage charge when in fact you are delivering more than a years worth to my property on multiple occasions so I need you to either prevent the flooding or accept responsibility for it and pay accordingly for the inconvenience caused and ensure all contaminants are cleaned effectively from my property.

I look forward to hearing from you soon and how this issue can be resolved effectively.

Regards al

Ref case 36088330001 : 11/12/2018.

Dear Sir

Thank you for your email of 3 December. I'm sorry you had sewage flooding affecting your property on 28 April and 13 July. I can appreciate how unpleasant and distressing this must have been.

Under our Wessex Water Promise you are entitled to a payment equivalent to 50% of your annual sewerage charges for external flooding on your property. For each incident your due £100.00 and I'll send you a cheque for £200.

If you're affected by any more drainage issues, please call our customer service team on 0345 600 4600. They'll arrange for a sewerage crew to investigate and carry out a clean-up of the area, if needed. This will mean all flooding incidents are recorded and will allow us to consider any further compensation.

Going forward, our engineering team is making arrangements to carry out a high level assessment of the foul drainage along Boreham Road and the operation of the Boreham Road sewage pumping station. This will involve a number of surveys to identify potential improvement options. It will take between three and six months to complete and I'll be in touch again by 10 March to update you on our progress. In the meantime, if you have any questions about our investigations, Martin Tidman, our principal engineer, is happy to speak with you. Please let me know your preferred phone number if you'd like Martin to call.

If a sewer floods because of something we can't control, we're not responsible for any damage costs. You should however be covered by your home insurance and you should get in touch with them straight away. We may be able to contribute to any policy excess you have to pay. If you'd like us to consider this, please send proof of your policy excess from your insurer, along with any other details of your claim, to our insurance department at the above address.

If your insurance company finds we're responsible for the damage costs, they will contact us directly so we can work everything out. I've attached a leaflet with some more information about this for you.

If you're not insured

If you don't have insurance, or your policy doesn't cover the damage, we may consider a payment as a gesture of goodwill. Please send any relevant details to our insurance department at Wessex Water, Claverton Down, Bath, BA2 7WW.

I hope this is helpful and again, please accept my apologies. **A copy of our code of practice for complaints and enquiries can be found [here](#).** I'd also really value your feedback on how we've handled your contact. You can find a short form for this [here](#)

Kind regards

Alan Pippett

Customer Relations

T: [0345 600 4600](tel:03456004600)

E: operational.enquiries@wessexwater.co.uk

A: Wessex Water, Claverton Down, Bath, BA2 7WW



October 31st 2021:

Significant Flooding again at Ba12 Warminster

Hi, I am really annoyed.

Due to the heavy rain yet again the sewage network fails and fills the road with raw sewage. This is a known hotspot for this type of flooding yet Wessex water and Wiltshire council have no plan in place to manage this ongoing situation.

The flooding is so extensive that it covers the road and pavements all with raw sewage, which is then sprayed everywhere by the cars racing through the area pushing sewage onto gates, walls, garden paths, doors, gardens etc.

Once this road is flooded it is impossible to get out of town or into bishopstrow without wading through. This is dangerous enough but with all the manhole covers being raised causes trip hazards and potential damage to cars etc. Due to the raised manholes many drove round them onto the wrong side of the road and onto the pavement.

During this flood no one from the police, council or Wessex water attended, in fact I spent about 25 minutes on hold before I gave up.

I reported the issue with the manholes online only to get a response date of the 8th November, 8 days from now.

I still have not been able to get through to anyone to get a clean up team out here as every time I leave the house I have to walk through sewage residue so I guess health and safety is not really important for the public?

There is no easy online reporting tool to allow you to create a hot spot map and direct resources accordingly instead it's an antiquated online tool that only covers certain issues then dumps you into a phone system that no one answers so many issues won't be reported.

This doesn't even begin to cover my anger as many locals were left to unblock drains using what ever was to hand putting them selves at risk of being sprayed by passing cars or getting sewage on their boots and cloths but not being trained professionals probably traipsing a lot of it back indoors, making them vulnerable to many illnesses.

I expect a response that does not just apologise but actually has actionable solutions included to manage this ongoing onslaught of sewage being delivered to mine and my neighbours properties as we all pay for it to be removed not delivered, and considering the amount being delivered to us is many years worth in one go its unacceptable on such a regular basis, considering the solution for the flooding is to discharge the raw sewage into a SAC and SSSI river which is currently in poor condition due to pollution from sewage etc I just can't find any positive actions taken except by those effected.

Please update your emergency response management system to one that is useful as despite this not needing emergency help it could have done and not being able to get through helps no one.

Regards al

Dear Sir

Thank you for your email of 31 October. I will be dealing with your complaint and will get back to you as soon as I can before or on Monday 8 November.

I hope this is helpful and please accept my apologies. A copy of our Code of Practice for Enquiries and Complaints can be found at <http://www.wessexwater.co.uk/operationscop/>.

Kind regards

Alan Pippett
Customer Relations
Wessex Water
Claverton Down Bath BA2 7W
Contact number [0345 600 460](tel:0345600460)
wessexwater.co.uk



08/11/21

Dear sir

Thank you for your email of 31 October. I am very sorry to hear of the further flooding in Boreham Road and that our lines were busy when you tried get in touch to report this. I know how frustrating this must have been.

We aim to provide a high level of customer service and clearly we could have done better on this occasion. The extreme weather last weekend led to an exceptionally high volume of calls to our out of hours customer service team on Sunday. All standby staff available were called in to assist, however, I am very sorry you were still unable to get through to speak with our team. Our management team are arranging additional standby cover to prevent something similar happening again.

I am told our sewerage team attended on 2 November and carried out a clean-up of the area affected.

As you are aware our team have been carrying out a High Level Assessment of the drainage in the area. This has now been completed and a scheme raised to address the flooding at the junction of Boreham Road and Woodcock Road.

We have found a large amount of surface water is entering the foul sewers in the area which is contributing to the flooding. To help resolve this, we are undertaking a number of activities which include contacting the owners of private roads to request they clear their gully drains. Also, we are investigating if some large upstream surface water connections can be disconnected from draining to our foul network. We are investigating a partnership project with Wiltshire Council to install a number of tree pits that will intercept surface water runoff and prevent it from entering our foul network.

Monitoring equipment is being installed into our sewerage tank on Boreham Road to increase our understanding of its performance, so we can maximize the capacity in our existing system. If it would be helpful to further discuss our plans, Charlotte Fry, our sewerage planner, can be contacted via our switchboard on [01225 526000](tel:01225526000) or [07823370701](tel:07823370701).

As an apology for the poor service received, I'll be sending you a small gift. You should receive this by 22 November.

I hope this is helpful and again, please accept my apologies. A copy of our Code of Practice for Enquiries and Complaints can be found at <http://www.wessexwater.co.uk/operationscop/>.

Kind regards

Alan Pippett
Customer Relations
Wessex Water
Claverton Down Bath BA2
7WW
Contact number [0345 600
4600](tel:03456004600)
wessexwater.co.uk



29/03/22

Re: Significant Flooding again at Ba12 Warminster

Hi Alan, thanks for the speedy action last time, a clean up was done but we now have flooding again today from the same manhole on woodcock rd by the bus stop.

I tried to report it with the online tool but got an error message instead, after two attempts I gave up, so it's flooding again and I am again struggling to report it.

Regards al

10:43 Tue 29 Mar

wessexwater.co.uk

95%

[Home](#) > Report a Problem



Step 1
What is the problem about?
✓



Step 2
Where is the problem?
✓



Step 3
About you
✓



Step 4
Leave it with us

Submission Error

There was an error creating the incident



Go Home



14/03/23

Re: Significant Flooding again at Ba12 Warminster

Dear Al

Thank you for your email of 6 March. I am very sorry to hear of the further flooding outside your property. I appreciate how frustrating this must be.

As mentioned in my email of 29 March 2022, we are happy to suspend your sewerage charges until a solution is found. I will get in touch with our billing team to make sure your sewerage charges are withdrawn from April 2022 and credited to your account.

To update you, our scheme to prevent flooding in the area is ongoing. We have now installed both pressure and flow monitors on the storage tank in Boreham Road to monitor its performance and get a better understanding of the performance of the sewerage network.

We believe the flooding in January was due to the extremely wet weather in the area causing, foul, surface water and fluvial flooding. Going forward, the monitors installed in January will provide us with an early warning alarm to make our team aware of issues within the network. Also, as part of the scheme, we will be undertaking surface water separations within the catchment to help increase the capacity in the sewerage network.

We are also engaging with Wiltshire Council and Highways to promote a solution to alleviate highway flooding and to encourage the correct management of run-off and drainage from nearby developments. Charlotte Fry, our sewerage planner, is meeting with Wiltshire Council and other stakeholders to discuss the issues in the catchment on 15 March. Following this meeting, if it would be helpful, Charlotte is happy to update you on the next steps?

Unfortunately, there is also a history of blockages in the public sewer in the area. I can see our team attended to clear a blockage affecting your drainage in February.

I hope this is helpful and again, please accept my apologies. A copy of our code of practice for complaints and enquiries can be found [here](#).

Kind regards

Alan Pippett
Customer Relations
Wessex Water
Claverton Down Bath BA2 7W
Contact number [0345 600 460](tel:0345600460)
wessexwater.co.uk



Wessex water contact 2025

Flooding on Boreham Road CRM:058000488

Dear sir

Thank you for your patience while I looked into this for you.

Reasons for flooding

The flooding specifically on Boreham Road is caused by excess surface water during heavy rainfall, flowing from higher ground down to the junction, which is the lowest point in the area.

The highway drains can't always cope with this volume of water, and if the nearby ditch is blocked or already full, the drains can't discharge properly. This allows water to collect on the road and sit on the junction, overwhelming our pipework.

Some properties in the area also have rainwater drainage incorrectly connected to the sewer system. The network is designed to handle wastewater only, so when there's heavy rain, the extra water can overwhelm the system and cause flooding.

What are we doing?

We're currently working in the area to reduce spills to the river at the Calveswater pumping station. In addition, we're looking at improving Boreham Road pumping station and increasing the capacity of the sewer in Boreham Road.

We'd initially hoped to include the flooding at Boreham Road within the scope of this scheme, but the additional work needed requires significant improvements to be made at Warminster Water Recycling Centre. These improvements are planned for 2030-2035. The planned upgrade to Warminster Water Recycling Centre will increase storm storage and reduce spills at the river.

Working with Warminster Council

We're also working closely with Warminster Council to manage inflows into the sewerage network. They're in the process of offering water butts to customers upstream of Boreham Road, which will help to catch surface water before it reaches the highway.

Your sewerage charges

I'm sorry to hear you had to contact us more than once about your bill. Your sewerage charges have been withdrawn completely until the problem can be resolved. Our billing team have confirmed that the sewerage charges had already been removed from your bills for January and August 2025. They've also removed the remaining standing charges of £37.86.

If you need to speak with the billing team about these charges, they can be contacted on [0345 600 3 600](tel:03456003600).

Compensation for flooding

Under our [Wessex Water Promise](#) we will compensate you if your property is flooded externally with sewage from a public sewer. To qualify, the flooding must occur within your property boundary. As the flooding you experienced was outside your property boundary, I am sorry but you're not eligible for a payment under this scheme.

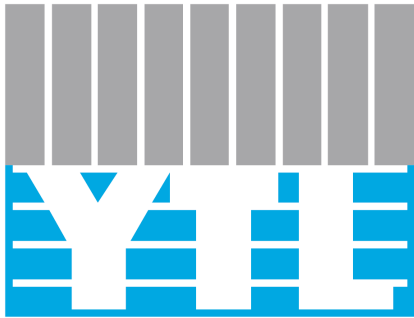
However, we understand this issue has been ongoing for some time and appreciate the inconvenience it has caused. As a goodwill gesture, we'll send you a cheque for £

I hope this is helpful. A copy of our code of practice for complaints can be found [here](#).

Yours sincerely

Sue

Sue Lindsay
Customer Director



Wessex Water

YTL GROUP

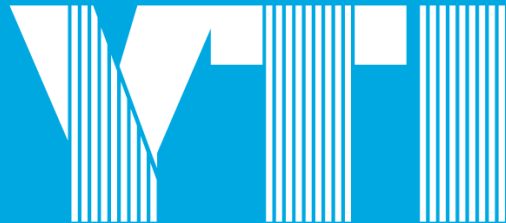
Wessex Water
Operations Centre, Claverton Down, Bath BA2 7WW

Email sue.lindsay@wessexwater.co.uk
Mobile 07836 266615
Web ytl.com | wessexwater.co.uk



Wessex Water
YTL GROUP

FOR YOU. FOR LIFE



12/02/2026

From: Customer Relations <customer.relations@wessexwater.co.uk>

Subject: RE: FW: River Wylfe catchment – infrastructure capacity enquiry (Flood Group) CRM:040301027

Date: 12 February 2026 at 08:49:56 GMT

Thanks for getting in touch.

There are hydraulic issues located along Boreham Road; however, this is isolated to two manholes on the junction. ***These surcharge during heavy rain***, but stop one the rain subsides ***and has no effect on the watercourse***. We also have surface water drainage in this area, so much of the rainfall will be isolated to here.

Upon grant of planning permission, developers have a right under the Water industry Act, to connect to the public foul sewer network. Connections are made on a size for size basis and developers fund the cost of connecting to the nearest 'size for size' sewer. ***Wessex Water will manage the sewer network to accommodate foul flows from granted development. We fund this through our infrastructure charging arrangements.***

Our Planning Liaison team **review** each proposed development on an **individual basis** as and when they come forward to assess **impacts** on the existing network and, **where necessary, plan and implement reinforcement work to accommodate said flows.**

I hope that's helpful.

Kind regards

Kelly Partridge

Customer Relations Adviser



Wessex Water
YTL GROUP

Wessex Water

Operations Centre, Claverton Down, Bath BA2 7WW

Email: customer.relations@wessexwater.co.uk