

**From:**  
**Subject: Southern Water 8000995427**  
**Date:** 7 October 2016 09:21:19 BST  
**To:**

Dear Mrs Phillipson,  
The Environmental Information Regulations 2004  
Request for Information

Thank you for your request for information which we received on 28 September 2016. We have dealt with your request under the Environmental Information Regulations 2004. This letter provides the response to your request, which reads as follows:

'I have attached a map of the Parish and would be grateful if you could provide me with any information held by your agency in relation to the land within the Parish boundary. The information we are particularly interested in from yourselves ( in relation to any area of land within the Parish boundary) is

- Whether the land is classified in any way by your agency and the meaning of the classification?
- Whether (from your agency's perspective) the land requires any particular consideration/treatment?
- Whether any change of use of the non build land would raise concerns/further questions on the part of your agency? Are there particular areas of concern?
- The reasons why SWS water trucks extract water from the Pilhill brook (on the border between Thruxton and East Cholderton ), what is the cause of that (the trucks are frequent now, we didn't see them at all a few years ago)?
- Whether there are any issues with the management of sewage in the parish, and , if so, what and where they are? What would be the impact of additional building on the capacity of the sewerage system?

I can confirm that Southern Water does hold information of the type you have requested as follows:

Southern Water do not classify land and therefore, the answer to points 1 and 2 is that we have not classified the land and we have no requirements for any particular consideration or treatment.

Southern Water is committed to serving new development and we support a plan-led approach as it provides planning certainty and enables good forward planning. In general, we would seek planning policies that:

(i) co-ordinate the rate of new development with the provision of the necessary wastewater infrastructure, (ii) ensure that development does not progress ahead of the infrastructure required to serve it, (iii) explicitly support proposals that come forward in order to deliver necessary wastewater infrastructure and (iv) are not unduly restrictive so that essential wastewater infrastructure can be delivered if the benefit outweighs any harm. We may have further detailed comments on any draft NDP but hope this is helpful at this stage.

Southern Water have no regular scheduling of tankering at Mullens pond. Tankers are requested as and when we need to reduce high ground water levels. The tankering has been much reduced in recent years. For example, we had 461 tanker

visits in 2013 and yet only 85 tanker visits in 2016, none since May. We continue to monitor groundwater levels and work closely with the Environment Agency with weekly conference calls.

There are no issues with the management of sewage in the network, beyond normal planned and reactive maintenance. Due to seasonal groundwater infiltration, Thruxton village has in previous years had sealing work undertaken on selected lengths of sewer, to help relieve the flows draining into Mullens Pond WPS. This work is now completed and there are no other issues within the Parish

We are entitled to make a reasonable charge for information provided under the Regulations. Details of our charging scheme can be found on our website: <https://www.southernwater.co.uk/environmental-information-regulations>. In this case we have decided to waive our charge [or state the charge to be raised].

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within forty working days of the date of receipt of this response and should be addressed to Southern Water Services Ltd, Southern House, Yeoman Road , Worthing , West Sussex BN13 3NX.

If you are dissatisfied with the outcome of the internal review, you can apply, without charge, to the Information Commissioner, who will consider whether Southern Water has complied with its obligations under the Regulations, and can require Southern Water to remedy any problems. You can find out more about how to do this, and about the Regulations in general, on the Information Commissioner's website at: [www.ico.org.uk](http://www.ico.org.uk). Complaints to the Information Commissioner can be made via the "report a concern" section of the Information Commissioner's website.

Please do not hesitate to contact me if you have any queries.

Yours sincerely

Senior Case Handler