

# SOUTHERN WATER/PILLHILL PAN-PARISH FORUM

## Notes from Quarterly Meeting held 14<sup>th</sup> October 2024

### Present:

<b>Southern Water</b>	<b>Local Parish Councils</b>
Nick Mills - Environment & Innovation Director (SW Co-Chair) Keith Herbert - Pathfinder Lead Floyd Cooper - Wastewater Networks Groundwater Manager Glenn McCubbin - Pathfinder Engineer Steve Court - Regional Stakeholder Engagement Lee Griffiths - Flow Management Solutions Wayne Carter - Flow Management Solutions	Chris Harris - Amport (PPF Co-Chair) Greg Michalczyk - Kimpton Richard Munday - Thruxton Mike Cleugh - Monxton, Compliance Sally Leech - Quarley John Heather - Abbots Ann Peter Heslop - Upper Clatford Alan Willens - Goodworth Clatford Henryk Kwiatkowski - Goodworth Clatford Janet Wright - Secretary to PPF
<b>Guests</b>	<b>TVBC</b>
Jenny Hopkins - Appleshaw & Redenham PC Alistair Dougall - Houghton PC/Pan Parish River Pollution Forum Nigel Blackmore - Penton Grafton PC/Upper Anton Parishes Flood Forum	Cllr Susanne Hasslemann - Anna Ward

### Apologies received from:

Scott Howe - Wastewater Networks Operations Manager, Hants  
 Sarah Reghif - Flood & Water Management Technical Co-ordinator  
 Kim Newton - Environmental Agency, Land & Water West Team  
 Caroline Nokes - MP for Romsey and Southampton North  
 Beryl Vickers - Fyfield PC  
 Peter Christie - Thruxton PC  
 Sue Smith - Appleshaw & Redenham PC

### Agenda:

1. Welcome & Intro from Nick Mills, Environment & Innovation Director (SW Co-Chair) and Chris Harris, PPPF Co-Chair
2. Re-brief of objectives to new members (Keith Herbert, SW Pathfinder Lead)
3. Monitoring update and state of the nation (KH)
4. Results, next steps and AMP8 (KH)
5. Programme update (KH)
6. Flow restoration update (Floyd Cooper SW Wastewater Networks, Groundwater Manager)
7. Groundwater strategy and preparedness (FC)
8. Treatment updates (FC)
9. Ecology survey and sampling results (FC/JW)
10. Mill Lane Valve update (FC/Lee Griffiths, Flow Management Solutions)
11. Lay-by update (FC)
12. HCC Community Toolkit (led by PPPF)
13. EA Issues? (led by PPPF)
14. Wider Pan Parish Communications (led by PPPF)
15. Outstanding actions
16. AOB

## 1. Welcome and Intro from Co-Chairs:

**Chris Harris (CH), Chair of Amport Parish Council, and co-chair of this body**, opened the meeting with the following statement:

Welcome everyone to this quarterly meeting of the Pillhill PanParish Forum, the PPPF. I am Chris Harris, Chair of Amport Parish Council, and I act as co-chair of this body. Many of you have been regular attendees at our previous meetings. Today we have guests from other parishes in the area. Also we also have some new faces from SW, and I'll let them introduce themselves in a minute.

We have apologies from Beryl Vickers, Fyfield PC, Peter Christie, Chairman of Thruxton PC, Sue Smith, Chair of Appleshaw & Redenham PC, Scott Howe, Southern Water (SW) Wastewater Networks Operations Manager, Hants, Sarah Reghif of HCC Flood and Water Management Team and Kim Newton of the EA, Land & Water West Team and Caroline Nokes, MP for Romsey and Southampton North.

As most of you will know, SW has been instrumental in running a Pathfinder Project in this catchment in order to address the problem of groundwater infiltration in our villages. The project has involved SW sealing of almost all sewers, including private laterals, at the northern end of our catchment at their expense, with the consequence that, despite the unprecedented and now rising groundwater levels in the catchment, regular tankering in the villages is hopefully a thing of the past. Not only has the project been a success from the logistical side – it has also saved SW a good deal of money. The community here is grateful to SW. The theme of today is to make sure that the achievements of SW through the Pathfinder project are locked in, that necessary tidying up in the villages takes place, and that all involved are properly prepared for whatever comes up this winter. It is unlikely to be a dry winter. There are several issues that the PPPF asks SW to address, all on the agenda.

The PPPF, especially through Janet, our secretary, has been working hard to try and engage the EA and HCC to better prepare us for the winter. SW has taken the lead but building successful water management and resilience in the catchments needs to be a collaborative venture between all agencies. It seems that our efforts to engage HCC has succeeded in part: Sarah Reghif from HCC's flood and water management team has released a Community Toolkit to assist our communities. We have engaged with HCC's highways team but would like a greater input from them – always against the problems of resources available to the agencies. However the PPPF is disappointed that once again the EA have been unable to field a representative at this meeting – again due to shortage of resources.

Most of today's discussion will be led by Nick Mills, Keith Herbert, Floyd Cooper, and the team at SW. The PPPF would like to hear of SW's plans going forward, particularly in terms of work in specific areas moving down the catchment, notably at Mullens Pond, in Monxton, Abbotts Ann and Upper Clatford. The issues are long outstanding. One of the major points that the community would like to address is how to improve generally the designated point of contact at SW going forward, as our regular (and continuing) contacts in the recent years, notably Keith and Glenn, have moved on to other SW projects. As we have learned through the Pathfinder Project, good communication is crucial to our success.

With no other comments from the Parishes **CH** handed over to **Nick Mills (NM)**, **SW Environment & Innovation Director**. **NM** thanked **CH** adding that it is great to see continued performance in the PPPF catchment. Building in learnings from this Pathfinder is critical to the success of new projects (re Action QSW/PPF 7.12.2 ('23)). It is clear that Ofwat has not quite understood the issues of groundwater (GW) infiltration and **SW** have invested considerable time and effort in trying to rectify this. **SW's** Pricing Review proposes that spend be increased from £4.5 B to a potential £9 B: which includes addressing storm overflows and GW infiltration projects across 36 catchments. The Final Determination (FD) from Ofwat on the price review and scope of Asset Management Period (AMP8) is due on 18 December. Whilst **SW** could build wetlands these would be subject to fines as they are not supported by Defra. So **SW** will need to reply on relining projects. Essentially **SW** will need to do what we have done here in the PPPF.

**NM** then handed over to **Keith Herbert (KH)**, **Pathfinder Lead** who presented a slide pack covering the agenda items (2 through 6 & 10). Specific slides referred to in the minutes are denoted by [slide x]. The slide pack itself has been circulated separately.

## 2. Re-brief of objectives (Keith Herbert, SW Pathfinder Lead)

**KH** began by briefly running through the objectives of the Pathfinder Project [slides 3 - 5] which were to protect the environment and stop the disruption caused by tankers. The graph on slide 3 evidences the success of the Pathfinder Project.

## 3. Monitoring update and state of the nation (KH)

**KH** apologised for the amount of slides in his presentation pack but these do show the challenge that GW infiltration poses and how sewer relining has gone some way to mitigating this.

Despite increasing **GW levels** over the last 3 winters the number of tankers needed to be deployed to the catchment has decreased until they were removed entirely on 24.04.24, even though GW level was at an all time high of ~91 m. This achievement was made possible by accelerated funding enabling a programme of public and, perhaps more importantly, private sewer relining in the north of the catchment. This was supported by telemetry provided from the installation of 3 boreholes, 36 temperature sensors and 32 sewer level monitors [slides 6 - 28]. Exceptional rainfall [slide 6] is driving increased GW levels [slides 8 - 10]. The EA use a GW level of 84 m at their borehole in Clanville Gate as a trigger for possible GW infiltration in the sewer system and property flooding. Slide 11 shows that this 'trigger' level is regularly being exceeded and suggests that exceptional levels exceeding 91 m is a one in 10 year event. However current GW trends indicate that this coming winter may prove to be another exceptional year.

**KH** said relining work has had a positive impact on **pump runs** [slide 12] in the catchment. Whilst recent upticks are linked to heavy rainfall events the graph shows that there is still plenty of capacity in the system.

**Temperature sensors** [slides 13 - 15] show that sewer temperatures have recovered to the expected average foul temperature of 14 °C. Looking at specific sensor data across the north of the catchment [slides 19 - 22] shows expected temperature trends; warmer in the mornings and evenings, when facilities are being used, and cooler overnight.

**Sewer Level Monitors (SLMs)** [slides 23 - 27] also show that over the last 3 months levels look good. Looking at some of the brown dotted lines (indicating predicted upper and lower limits) **NM** commented that some AI retraining was probably overdue.

#### 4. Results (including 5. Programme Update), next steps and AMP8 (KH)

**KH** stated that the plot on slide 28 had been an important part of SW's price review presentation to Ofwat. It shows pump capacity against GW level at Clanville Gate - when the plotted is blue this shows when there was capacity in the WPSs and when the plot is red this indicates when pumps were at capacity and tankers/overpumping was required. The impact of the Pathfinder relining works can clearly be seen in 2024 despite unprecedented high GW levels.

In summary the Pathfinder Project [slide 29] has relined just under 5 km of private and public sewers and 120 inspection manholes. **KH** concluded by stating that the next steps were to monitor and intervene as appropriate, share knowledge and best practice and build investment plans for AMP8 and beyond.

**KH** then asked **Glenn McCubbin (GMcC)**, **SW Pathfinder Engineer** to briefly outline the work that the Pathfinder was now undertaking in the parishes of East Dean and Funtington, West Sussex. **GMcC** said that to date SW had carried out 2 km of relining in both of these parishes using the lessons learned from the PPPF. SW was also adopting the same approach in St Mary Bourne and whilst some historical public relining had been done the Pathfinder was now planning to reline private laterals and some 16/17 inspection manholes.

**Cllr Susanne Hasslemann (CllrSH)**, **TBVC Anna Ward** asked if flow from St Mary Bourne went into Fullerton Waste Water Treatment Works (WWTW)? **Lee Griffiths (LG)**, **SW Flow Management Solutions (FMS)** replied that it did not. He added that his team were working smarter with Wastewater Networks to increase flow at Fullerton and reduce the need for tankers. This approach was also being applied to Barton Stacey WWTW.

#### Action QSW/PPF 21.3.2: Investigate tanker requirements at Goodworth Clatford South & Station WPSs to avoid persistent spills in the village

**Henryk Kwiatkowski (HK)**, **Goodworth Clatford PC** asked if additional relining work was planned in Goodworth Clatford as tankers had been a constant presence in the parish due to high flows here. **Floyd Cooper (FC)**, **SW Wastewater Networks Groundwater Manager** replied that subject to approval SW would squeeze in what they could. **LG** added that tankers would be a necessary part of the investigation to see what is wrong.

**Alistair Dougall (AD)**, **Houghton PC** asked if flow built up through the villages? **FC** replied that local Water Pumping Stations (WPSs) ensure that flow is moved on and so this should not be the case. **Mike Cleugh (MC)**, **Monxton PC** commented that there were a large number of WPSs in a relatively small area. This was recognised by SW.

**CllrSH** stated that good communication was going to be key to ongoing success.

#### Action USW/PPF 23.2.1 (d): SW Stakeholder Team contact to be provided to handle SW/PPF communications during GW season - ongoing

**Steve Court (SC)**, **SW Regional Stakeholder Engagement** agreed and stated that Nick Davies had recently joined his team and would be focused on Pillhill Pan Parish communications and the wider area going forward. Nick is based in Otterbourne and so has some knowledge of the local area.

**Janet Wright (JW)**, **Secretary to the PPPF** raised the ongoing concern over SW's incident reporting process. It appears to be designed to deal with incidents reported from a customer's premises. So when a parishioner reports a spill from a manhole on the public highway they do not receive any feedback on the cause or resolution of the incident (N.B.

initial contact and help desk response is good). This is highly frustrating and does not encourage parishioners to be vigilant and continue reporting incidents. **NM** took an action to investigate this.

**Action QSW/PPPF 14.10.1: Investigate SW incident reporting process with regard to spills not on a customer's premises - Nick Mills**

**MC** asked about the status of the Pan Parishes Infiltration Reduction Plan (IRP). **NM** replied that SW is using a new methodology in these statutory documents. He cited Barnstable as an example where instrumentation and the relining of private laterals is being proposed to address GW infiltration. Getting Ofwat to understand the issues surrounding GW infiltration is key getting these documents approved.

**KH** stated that it was not just the relining work that had resulted in the success of the Pathfinder Project to date. Better management and co-ordination between departments to mitigate GW issues had played their part too. **JW** added that the PPPF were very keen to work with SW to continue helping to improve and strengthen operational procedures. **KH** stated that Tubogel was not a silver bullet but would continue be used in complex situations i.e. terraced housing. **NM** added that if SW had followed the correct procedures then the PPPF would have had to waited a full year before any relining could have taken place!

**5. Programme Update - covered in item 4.**

**6. Flow Restoration update (Floyd Cooper, SW Wastewater Networks)**

**Floyd Cooper (FC)** gave an overview of the current status of WPS site health checks and sewer jetting [slide 32]. Outstanding work is planned to be completed by the end of October but will need to avoid any heavy rainfall. Sewer jetting is now being done proactively. This scheduled maintenance work is being tracked through weekly meetings.

**MC** asked about the tankers that had been deployed to the Monxton WPS in September. The PPPF had not been informed and could therefore not answer parishioner's queries about why they were there. **LG** replied that the isolation valve at the WPS had malfunctioned and the tankers were required whilst the valve was being repaired. He said that the appointment of Nick Davies as the PPPF Stakeholder Manager would strengthen SW/PPPF communications. A series of communications meetings were planned and the Stakeholder Managers would pass all relevant information onto to their catchments either via text messaging to affected areas or letter drops if necessary. A central GW function will also be live by the end of October.

**7. Groundwater Strategy and Preparedness (FC)**

**FC** shared an extract of the **SW Operational Playbook** with the meeting. This provides proactive and active monitoring and catchment tankering plans - traffic management details are yet to be added. SW were listening to local parishes and **FC** cited a change in tankering operation in Appleshaw - action was being taken to allow tankering to be relocated to remove the severe disruption being experience by the property owner here. **FC** also said that 200-300 m of relining was planned in the village.

**Action USW/PPF 23.2.1(a) & (f) have now been amalgamated and are being addressed by the Operational Playbook.**

**JW** said she would circulate the Playbook extract to the PPPF separately for review and feedback to FC.

**Nigel Blackmore (NB), Penton Grafton PC** asked if there were Playbooks for other Pan Parishes? **FC** said that there were. **JW** will supply **FC** with the names of the other Parishes/Pan Parishes so that the relevant Playbooks can be shared with them.

## 8. Treatment Updates (FC) - covered in item 7.

## 9. Ecology Survey and sampling results (FC/JW)

### Action QSW/PPF 23.3.4: Provide historical ecology survey results - ongoing

**JW** said that **FC** had now provided survey results from SW's contractor Five Rivers: ecology data for Spring 2022 and Autumn 2023 and diatom data from Spring 2023. Survey data from Autumn 2022, Spring 2023 and Spring 2024 (Autumn 2024 is not expected to be available yet) and most of the diatom data is still missing. **JW** explained that the PPPF, through the [Pillhill Brook Association \(PBA\)](#), were keen to access this data to help establish an ecological benchmark for the Pillhill Brook. The PBA only started carrying out their own surveys in May and SW's historical data would be of great value to the PBA. **NM** said that he would look into the missing data on the PBA's behalf.

## 10. Mill Lane Valve Update (FC)

### Action USW/PPF 23.2.1(c): Automation of Mill Lane Valves - ongoing

**FC** said that the Playbook included operational protocols for the Mill Lane valves. **John Heather (JH), Abbotts Ann PC** reminded the meeting that there had been a problem with these valves and repeated spills at Manor Farm for some years. Did SW really understand what the problem was? **KH** answered yes, saying that the valves needed constant adjustment to keep them free of 'rag' i.e. the biggest culprit being wet wipes.

**FC** outlined what SW were currently doing to address this problem [slide 33]. A company called Technolog Ltd has been tasked with scoping an automated solution. **MC** commented that surely a battery or solar solution could be found. **FC** replied SLMs would be deployed by the end of October to monitor flow and provide data on trigger levels to help specify design parameters. A solution is expected early 2025 and will need to go through SW's established investment process. In the meantime manual valve adjustments are being handed over to Flow Management Solutions (FMS) with GMcC making himself available to provide advice.

**MC** asked what FMS do? **LG** replied that FMS's remit is to reduce tankers and disruption. **JH** asked who will be monitoring the valves? **LG** replied that Wayne Carter from FMS would have this responsibility and would be checking the valves 2 or 3 times a day from now on. **JH** said that whilst he appreciated that any spill spotted at the Manor Farm manhole chamber needed to be formally reported, he would also want to ensure FMS were informed [Subsequent to the meeting the PPPF has been given Nick Davies's contact details]. **NM** said that SW needed to think about streamlining the reporting of spills associated with these valves.

**JH** asked whether SW would have installed valves here if they had been designing this section of the network from scratch? **NM** replied that wet wipes had not been invented when the sewer network was installed. He said that he had had a conversation with Ofwat earlier in the day with regard to banning wet wipes. He cited the success of banning plastic cotton buds and replacing them with cardboard - SW no longer experienced blockages caused by cotton buds.

The erection of signs advising the public on how to report spills had been promised for many months. **GMcC** said that the signs would be installed tomorrow. [Subsequent to the meeting signs were erected 15.10.24 at Manor Farm and at the Mill Lane valves. Reflective material have also been applied to the concrete retaining posts at Manor Farm.]

## 11.Lay-by update (FC)

### Action USW/PPF 23.2.1(b): Road & WPS lay-by conditions reparation plan - On hold till 2025

**JW** said that the PPPF had been chasing the outstanding reparation works listed under this action (see Action List below) since February and it had become obvious that SW had budgeting constraints. If Wastewater Networks had been up front with the PPPF about the funding situation this source of frustration could easily have been removed. The action is now on hold until 2025 when the PPPF hope to get a new programme of reparation works. **NM** acknowledged the PPPF's frustration on this matter.

## 12.HCC road safety strategy and preparedness (PPPF)

In the absence of **Sarah Reghif (SR)**, **HCC Flood & Water Management (FWM)** **JW** said that the PPPF had held several productive meetings with SR. The PPPF had stressed that we wanted to hold a dialogue with HCC and specifically FWM to explore how we can work together to best prepare for the winter ahead. SR had shared the recently published [Community Toolkit](#) with the PPPF which outlines who is responsible for what and how to contact them. In response the PPPF are producing a flooding hotspot document mapping areas of concern to discuss with SR.

This action was being tracked under USW/PPF 23.2.1 (e) but deserves its own action.

### Action QSW/PPPF 14.10.2: Work with HCC FWM Team to agree how best to prepare for winter - PPPF/SR

There had been no update from Jonathan Bambridge, HCC Highways Engineer on highway maintenance since 6.09.24 and these works are being tracked through the monthly update meetings.

## 13.EA Issues? (PPPF)

**JW** stated that the PPPF were still keen to start a dialogue with the EA in order to understand how pollution incidents are handled by the EA and how the EA works with SW in potential river pollution events. As the EA are unable to attend these meetings the PPPF are going to suggest we visit the EA's offices in Romsey.

## 14.Wider Pan Parish Communication (led by PPPF) - covered above

## 15.Outstanding Action - none raised

## 16.AOB

**AD** asked whether there would be a repeat of the capacity issues at Fullerton Wastewater Treatment Works (WWTW) this season? **LG** replied that short term increases in capacity were achieved last season and can be done again. Priority is on growth and flow.

Phosphorus and nitrate stripping are to be improved to technological achievable limits which is ~0.5mg/litre in the case of phosphorus. **Steve Court, SW Regional Stakeholder Engagement** suggested that another tour of Fullerton WWTW be arranged through Nick Davies so that parishes could see the improvements that have been made.

### Action QSW/PPPF 14.10.3: Arrange tour of Fullerton Wastewater Treatment Works for all interested parishes - Nick Davies/JW

**HK** asked how the treatment of washing powders is handled at Fullerton WWTW? **LG** replied that there are mitigation tanks at the WWTW for this purpose and these can be viewed on a tour.



**HK** also asked whether pasteurisation could be carried out at the WWTW to mitigate the smell? **NM** took an action to investigate and get back on this.

**Action QSW/PPPF 14.10.4: Investigate mitigating smells emitting from Fullerton WWTW - Nick Mills**

There being no other pressing business the meeting closed at 17:35.

**The next meeting is planned for Wednesday 22 January 2025 timing and venue TBD.**

## **Actions from previous meetings**

All actions are reviewed and progressed through the monthly SW/PPF Update Meetings (separate meeting notes circulated to PPPF) using a RAG reporting methodology with regard to resolution/completion before start of next groundwater season i.e. **RED** - no progress/high risk; **AMBER** - some progress/still of concern; **GREEN** - good progress/ low concern.

No.	Action	Who	By When	Status
<b>USW/PPF 23.2.1</b>	<b>Wastewater Networks issues and action points</b> <b>(a) Provide regulatory req's for overpumping plus details of SW plans &amp; implications - PPPF to review Operational Playbook extract &amp; feedback comments to FC. Other Pan Parish Playbooks to be circulated - JW to provide contact emails to FC, IRP with Ofwat for approval.</b> <b>(b) Road &amp; WPS lay-by conditions reparation plan - on hold till 2025</b> 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 <b>(c) Automation of Mill Lane Valves - solution being scoped by Technology Ltd, solution still needs to expected early 2025 but still needs investment approval.</b> <b>(d) Stakeholder Engagement - Nick Davies assigned to PPPF Introductory meeting TBA</b> <b>(e) Relationship with Hampshire County Council Highways Supeceded by Action QSW/PPPF 14.10.2</b> <b>(g) Anna Valley rising main integrity following burst - PPPF awaiting Ofwat FD for confirmation that this is to be replaced in AMP8 &amp; its position on priority list.</b>	<b>SH/FC</b>	<b>Monthly updates</b>	<b>Open</b>
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 SW comms process using Pathfinder learnings - awaiting Ofwat FD	NM	Quarterly update	Open
QSW/PPF 7.12.4 ('23)	Hold public consultation on mobile treatment	NM	If needed	Open



<b>QSW/PPF 17.5.11 (23)</b>	<p>Pathfinder sewer relining programme in north of catchment recommenced 7.7.23 under emergency measures.</p> <ul style="list-style-type: none"> <li>Monxton High Street completed 18.10.23 - last few joints &amp; removal of 'vein' to be actioned in 2025.</li> <li>Thruxton &amp; Fyfield starts 23.10.23.</li> <li>Thruxton all bar manholes completed 22.12.23.</li> <li>Kimpton starts 2.1.24</li> </ul> <p>Work on hold - catchment in full-blown recovery mode 8.1.24</p> <ul style="list-style-type: none"> <li>Kimpton relining recommences &amp; manhole sealing in Fyfield starts 18.1.24</li> <li>Kimpton completed 8.3.24, further infiltration found in Cow Lane 31.03.24 due to unprecedentedly high GW levels - completed 5.4.24</li> <li>Fyfield relining commences 9.3.24, stop/start due to high GW levels - completed 23.04.24</li> </ul> <p>Relining programme complete 3.5.24</p> <p><b>Sewer performance to be monitored throughout 2024/25 GW season.</b></p>	<b>KH</b>	<b>Monthly or as needed updates</b>	<b>Ongoing</b>
USW/PPF 11.7.3	<p>Would a local group(s) benefit from a FOG presentation?</p> <p><b>Linked to outcome of Technolog Ltd automated solution.</b></p>	JW/KH	linked to ragging?	Open
QSW/PPF 25.4.5	<p>Seek a S278 licence for reducing the speed limit and widening the road opposite Amport Fisheries</p> <p><b>Dependent on sewer performance throughout 2024/25 GW season.</b></p>	<b>FC</b>	<b>Quarterly update</b>	<b>Open</b>
<b>QSW/PPF 21.3.2</b>	<p>Investigate tanker requirements at Goodworth Clatford South &amp; Station WPSs to avoid persistent spills in the village</p> <p><b>Investigative work planned, review SW Playbook</b></p>	<b>FC/ LG/HK</b>	Review 22/1/25	<b>Open</b>
<b>QSW/PPF 21.3.3</b>	<p>Provide breakdown of SW investment that is to be spent in the Pan Parishes and the wider Fullerton catchment area</p> <p>KH provided Water Industry Financial Regulation Update on 09.09.24 (Ofwat Draft Determination [DD]) &amp; a separate summary email was circulated 14.09.24.</p> <p><b>Ofwat's Final Determination [FD] is due in December.</b></p>	<b>NM</b>	<b>Update after Ofwat FD</b>	<b>Open</b>
<b>QSW/PPF 21.3.4</b>	<p>Provide full set of historical baseline ecology survey results:</p> <p><b>Autumn 2022, Spring 2023 &amp; Spring 2024 plus diatom data missing.</b></p>	<b>NM/ FC</b>	<b>Quarterly Update</b>	<b>Open</b>
<b>QSW/PPPF 14.10.1</b>	<b>Investigate SW incident reporting process with regard to spills not on a customer's premises</b>	<b>NM</b>	<b>Quarterly Update</b>	<b>Open</b>
<b>QSW/PPPF 14.10.2</b>	<b>Work with HCC FWM Team to agree how best to prepare for winter</b>	<b>PPPF/ SR</b>	<b>Quarterly Update</b>	<b>Open</b>
<b>QSW/PPPF 14.10.3</b>	<b>Arrange tour of Fullerton Wastewater Treatment Works for all interested parishes</b>	<b>ND/ JW</b>	<b>Monthly Update</b>	<b>Open</b>
<b>QSW/PPPF 14.10.4</b>	<b>Investigate mitigating of smells emitting from Fullerton WWTW</b>	<b>NM</b>	<b>Monthly Update</b>	<b>Open</b>
<b>Completed Actions (will be removed in next issue but kept on file)</b>				
<b>QSW/PPF 21.3.1</b>	<p>Provide evidence that brook levels will be unaffected by GW locked-out of the sewer network</p> <p><b>PPPF have agreed text and will use</b></p>	<b>KH/ NM</b>	Review at 6/9/24	<b>Closed</b>

**Janet Wright**  
Secretary to the PPPF