



Date

29th August 2024

Contact

Tel 0330 303 0368

Dear Mr Lee

**The Environmental Information Regulations 2004
Request for Information
EIR reference 2770**

Thank you for your request for information which we received on 4th July 2024. We have dealt with your request under The Environmental Information Regulations 2004 (EIR 2004). This letter provides the response to your request, as follows:

With regards the ongoing issues at Southwick Green, West Sussex.

You have been pumping overflowing sewage from the manholes on the roads The Green and Cross Roads since Christmas.

Under the Freedom of information act, I would like to request that you inform me of the litres per second that you have been pumping away, both via the pump across the Green and via the tankers.

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

As a private company we're not bound by the Freedom of Information Act 2000, which provides the public access to information held by public authorities. However, we do comply with the Environmental Information Regulations 2004 (EIR). As such your request falls under our EIR policy.

Under the Regulations Southern Water does not have to provide you with a copy of this information if one of the exceptions in the Regulations applies. In this case Southern Water considers that the exception Regulation 12(4)(a) of the EIR applies as we do not hold some of the information you have requested. We are unable to provide you with this information regarding litres per second (l/s) during the tankering process.

We can, however, advise you that before Southern Water can do any work with the over pumps we have to seek approval from the Environment Agency (EA). As part of their instruction, we have to take samples several times a day and the results are sent off to them. The issue of pumping away with both tankers and pumps varies. When using the tankers we would use a variety of different



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sized tankers. These are then taken to a local wastewater treatment works and discharged ready for treatment.

Once we had received approval for the over pumps at Southwick and they were installed, the tankering was stopped.

A total of 3 x 150mm pumps were installed. This consisted of 2 pumping wastewater into the tanks on site and 1 pumping further down the foul sewer line in order to be treated at the next site. These pumps were pumping at a rate of 75 litres per second (l/s).

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/water-for-life/protecting-the-environment/environmental-information>. In this case we have decided to waive our charge.

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 Head of Legal, Southern Water Services Ltd, Southern House, Yeoman Road, Worthing, West Sussex BN13 3NX or you can email EIR.Internal.Review@southernwater.co.uk.

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. 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 us if you have any queries.

Yours sincerely

EIR Officer

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