

**Questions for Anglian Water in advance  
Overview & Scrutiny 14 June 2018**

**APPENDIX A**

Question	Submitted by:
1. My question would be to challenge Anglia Water on the statement that "they will remain active by engaging with farmers.....to best find solutions that may give farmers greater opportunities to manage their land for environmental benefits". Does this mean that they expect that farmers will have to use less water in the future?	Jean Brown Reydon Parish Council
2. Much is made of multi-agency co-operation; given that, in relation to meeting customer needs, what is the precise method of and calendar of communication with other agencies and commercial businesses, such as Essex and Suffolk Water, The Environment Agency, Defra etc. over the forthcoming five years?	WDC Cllr Louise Gooch – Member of the Overview & Scrutiny Committee
3. How are education plans conceived and put into place to help residents-cum-consumers reduce water pollution (throwaway plastics, so-called 'flushable' wipes and other hygiene products which should not enter the water course, and litter and fly-tipping)? What annual cost analysis is undertaken, and with which other agencies, to calculate how much damage is done to the environment and natural habitat by such polluting practices?	
4. How are you going to manage the expected increased demand due to the expected extra housing and commercial premises in Waveney?	WDC Cllr Keith Robinson – Member of the Overview & Scrutiny Committee
5. Will this affect the costs to customers to offset investment?	
6. Have any efforts been made to recruit and train volunteer flood wardens with regards to fluvial flooding within Waveney?	WDC Cllr Sonia Barker - Member of the Overview & Scrutiny Committee
7. Can Anglian Water give the O & S Committee the update of the suggested improvements from SCC to do with the Kirkley Stream and whether the work involved will be undertaken as part of the Lowestoft Flood Risk Management Strategy?	
My question is specific to problems in CC but, I am sure, will apply to other towns & villages.	WDC Cllr Paul Light - Member of the Overview & Scrutiny Committee
8. Very often reports of flooding are made to Anglian Water only to be told the matter is a SCC Highways matter. Contact to SCC Highways often suggests that the problem is actually Anglian Water. It can be months before anyone accepts responsibility. This does not help residents!	

<p><b>Question:</b> When AW is contacted where remedial work is needed could they deal with it and, if proven to have been a SCC responsibility, then invoice the Council for these costs [and vice a versa] ???</p>	
<p>9. How are you going to address known ‘hotspots’ in local areas and what criteria will be used for prioritising such issues within your capital programme. How will you be communicating with Parish / Town Councils re works programmed in their local area?</p> <p>10. What plans have Anglian Water got in place for addressing the significant risk of coastal erosion in Kessingland, the possibility of the pumping station at Kessingland being flooded and the consequential implications this would have both for Kessingland and for communities further upstream. A pumping station would have a finite life span and so how long would you anticipate the existing pumping station at Kessingland will be in use, when will a new pumping station be needed, how will this be provided for within your new Strategy and what funding has been put in place in your capital programme?</p>	<p>Donna Lee, Clerk to Kessingland Parish Council</p>
<p>We have asked the Waveney towns and larger parishes to contribute to the questions to ensure we represent their main concerns and queries. We realise that water is not supplied by AW to the Waveney area so our questions are therefore concerned with drainage of all types.</p> <p>12. What proportion of your multi million pound investment will be spent on assets and/or improvements that are either in or affect the Waveney area? Can you please list these assets and estimated spend?</p> <p>13. What are the main challenges in upgrading these assets to enable AW to cope with them?</p> <p>14. What is a 21st century drainage system and how will it manage projected drainage capacity in both our urban and rural areas?</p> <p>15. AW says that it will be increasingly difficult to maintain levels of service with existing infrastructure capacity. How will this affect Waveney?</p> <p>16. Planning - on the Planning committee agendas AW comments often that there is plenty of capacity for new housing and businesses, when the local parish and communities strongly disagree and quote examples. Have you worked closely with Planning on the emerging Local Plan?</p> <p>17. How do you cope with pollutants that may affect our coastline as a result of farming activities?</p>	<p>WDC Cllr Sue Allen – Chairman of the Overview &amp; Scrutiny Committee</p>

Questions for the meeting

<p>18. What works are needed to achieve zero flooding and pollution in Waveney area?</p> <p>19. Communications/Customer Engagement. It would seem from comments received that communications and engagement within local communities and businesses and how AW deals with customer complaints are not an AW strong point. What action is being taken to correct this? How do we see AW actively working with the towns and parishes within Waveney to inform them of future plans and works?</p>	
<p>20. What studies have been conducted and requirements placed on developers particularly in the planning stage to ensure that infrastructure and services are appropriate to the size of developments and in this case specifically for the Woods Meadow development?</p> <p>21. Environmental agencies have expressed increasing concerns over the rise of water table pollution including by neonicotinoids from farming. Please provide details of your arrangements to manage run-off from arable sources and urban area sourced pollution permeating the water table?</p>	<p>WDC Cllr Jane Murray - Member of the Overview &amp; Scrutiny Committee</p>