

LETCHWORTH WATER RECYCLING CENTRE

- A VITAL SERVICE TO THE LOCAL COMMUNITY

- More than 50,000 customers rely on this site 24 hours a day, 365 days a year.
- Around 30 million litres of sewage are treated at the site every single day.
- The water recycling process is critical to the local community and ensures the protection of the local natural environment.
- Over £1m is spent keeping the site running each year.
- Communities and businesses in Letchworth, Fairfield, Baldock, Stotfold and Bygrave are served by this site.



OUR PROMISE TO YOU – TO TAKE IMMEDIATE ACTION TO REDUCE ODOURS

ACTION TAKEN SO FAR

- Higher strength deodorising spray now in use.
- £32,000 invested in a new odour suppressor unit for around the clock operation.
- Exposed rectangular sludge tank – the main cause of unwelcome odour – has been covered and is currently being emptied before a more robust cover is fitted.
- Intensive monitoring of operations to verify root cause of problem.
- Stopped sludge coming on site to see if this was the cause.
- Commitment to implement the quickest and most beneficial solution.

We're sorry for the disruption and inconvenience.

If you experience further odours, then please call us immediately:

Get in touch by:

- calling our 24 hour call centre on **03457 145 145**
- emailing **letchworth@anglianwater.co.uk**



ENABLING WORKS
HAVE BEGUN



COVERED SLUDGE TANK



NEW ODOUR SUPPRESSION
UNITS ON SKIPS



DIESEL PUMP SERVING
COVERED TANK

LETCWORTH WATER RECYCLING CENTRE

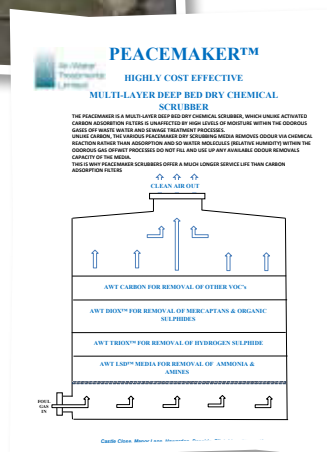
SITE PLAN



- 1 Rectangular tank to be decommissioned.
- 2 Circular sludge tank to be covered.
- 3 Centrate tank to be covered.
- 4 Site of new odour control unit.



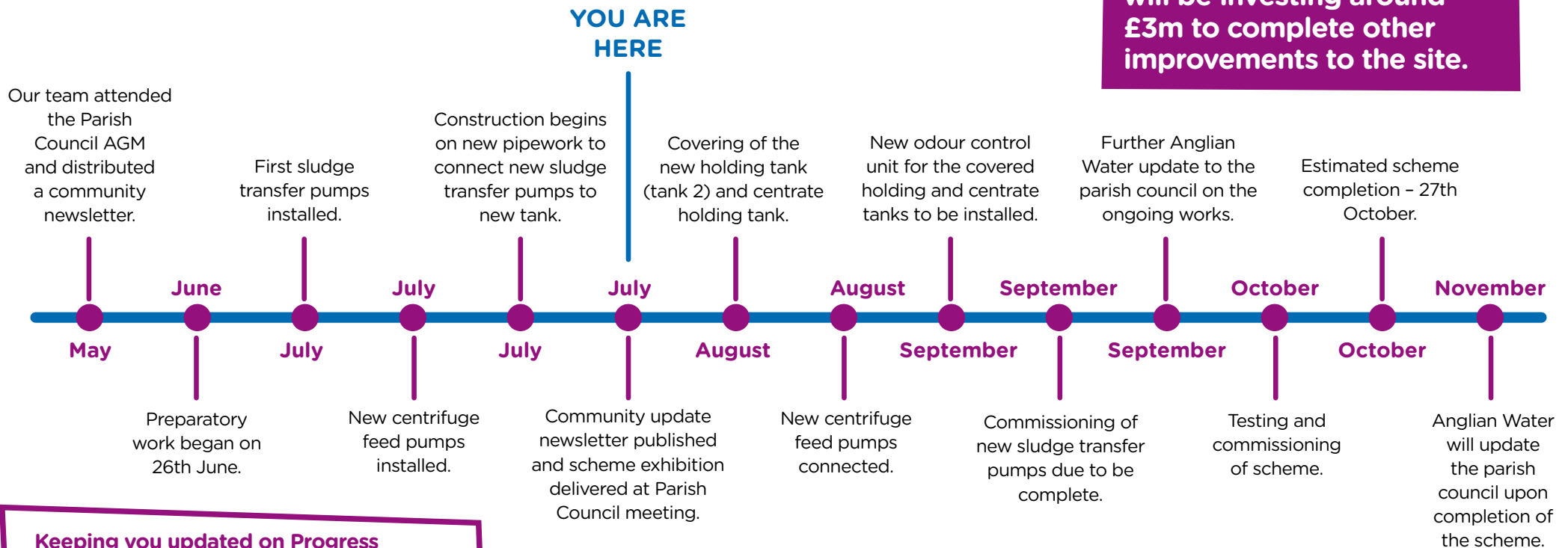
CENTRATE TANK



SLUDGE HOLDING TANK

LETCHWORTH WATER RECYCLING CENTRE

WHAT WE PROMISE TO DO, AND WHEN



In addition to this work, we will be investing around **£3m** to complete other improvements to the site.

Keeping you updated on Progress

- Fortnightly meetings between site team and councillors.
- Monthly Newsletter updates.
- Social media updates as work progresses.
- Parish meeting updates during and on completion of the scheme.

The total odour reduction scheme will see around **£500,000** invested into the site over the coming months.

YOUR QUESTIONS: OUR ANSWERS

Can you shut the site down...

No. The Centre is vital to keeping the local community safe and free from pollution. Without it, residents would not be able to flush loos, use the sink, take a shower, wash clothes or use a dishwasher.

Sewage and dirty water would quickly back-up in the system and toilets and manholes would overflow.

It is not possible to divert to another site, the massive volume of sewage involved.

Are odours harmful to health?

No. But we know how horrible and unpleasant the odours are, and we promise to solve the problem.

Can you stop bringing sludge to the site?

Yes. We stopped deliveries weeks ago. But this has not had an impact on the number of odour complaints. And the results of specialist odour surveys tell us the main issue is most likely to be the open tank. So we are working on a permanent solution to fix it.

We're sorry...

...for the unpleasant odours and inconvenience. We are working hard to get things right, immediately and for the long-term. And we are very grateful for your patience and understanding.

Will the community be compensated?

Yes. We would welcome your ideas for a community donation, and we will work with the Parish Council to make sure this gesture of goodwill is spent wisely.

