



Your reference number:



www.thameswater.co.uk



0800 316 9800

We're open 24/7

IMPORTANT INFORMATION

Shotteswell sewers: Blockage risk

Dear Customer,

We have recently had to undertake a major clean-up of the sewage treatment works STW in the village. We are concerned that the items found within the sewage can cause blockages, which might lead to raw sewage backing up, and flooding people's homes and pollution to the environment.

Items that have been found at the STW include but are not limited to vapes, pocketknives along with wet wipes and items that should not be flushed.

How can you help?

Sewers are only designed to take away water, toilet tissue and human waste – anything else belongs in the bin. With your help we can reduce and hopefully stop future blockages. Our 'Bin it- don't block it' leaflet gives more information.

To avoid blockages:

Do not flush wipes down the toilet, even if they are labelled as 'flushable'. They're made of plastic and won't break down like toilet tissue.

- Never pour fat or oil from cooking down the sink. Let it cool, pour it into a container and put it in the bin. Please remember: Bin it – don't block it.
- Nappies belong in the bin, never down the toilet. They will clog pipes and cause sewage to pour out of manholes
- Add a bathroom bin to your homes

If you would like any more information, please visit our website thameswater.co.uk/help/water-and-waste-help/blockages/bin-it.

Contacting us

If you have any questions, please call our 24-hour customer centre on 0800 316 9800

Yours faithfully,

Wastewater teams