

Two male workers from United Utilities are standing outdoors next to a piece of industrial equipment, likely a wastewater treatment unit. They are both wearing white hard hats with the United Utilities logo and high-visibility yellow-green safety jackets. The worker on the left is smiling and looking towards the camera. The worker on the right is also smiling and has his arms crossed. The background shows a city street with a building and a traffic light. The text 'Wastewater services' is written in large white letters across the top, followed by 'Wastewater network operations' and 'Lancashire County Council Area' in slightly smaller white letters.

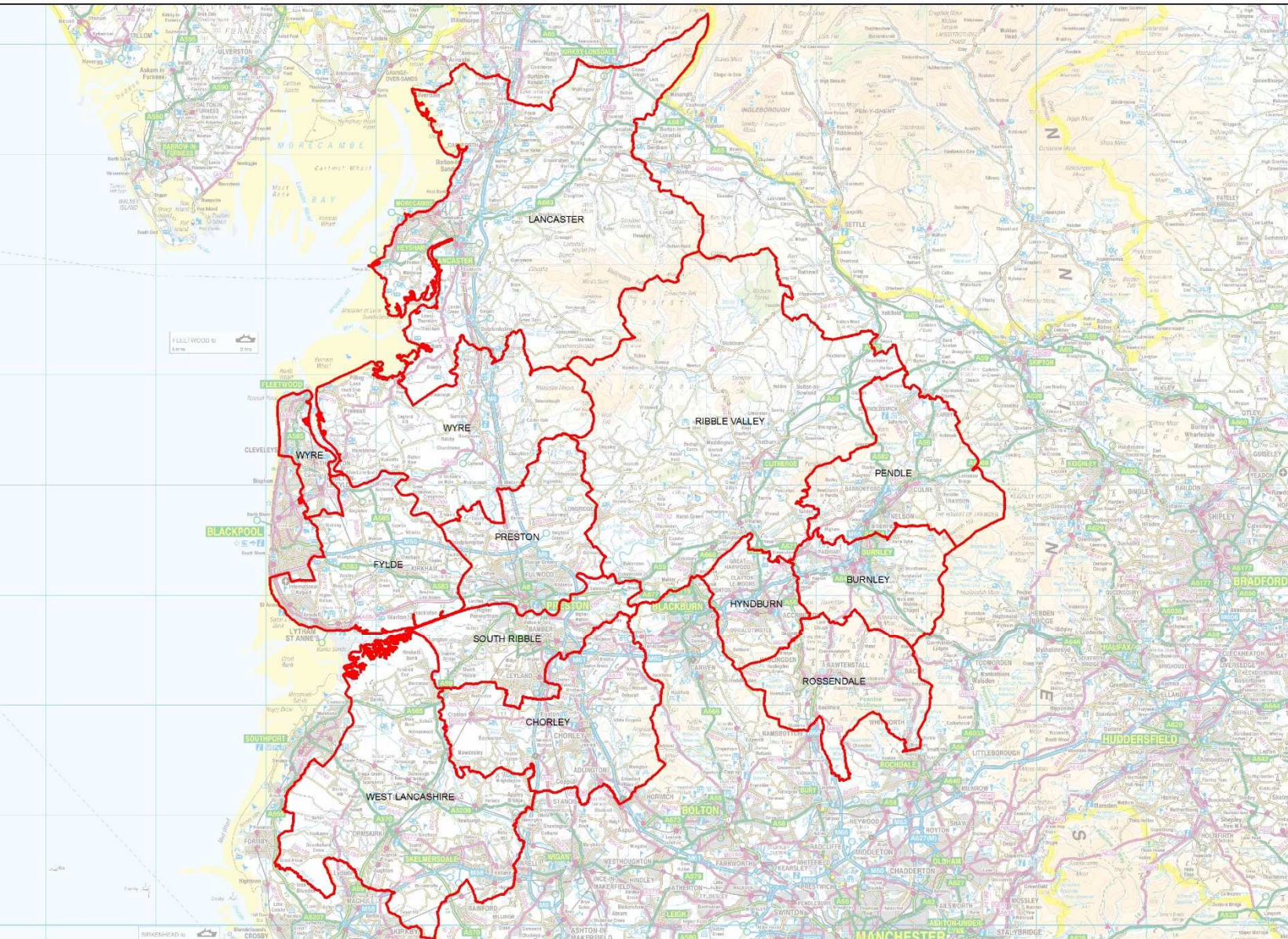
Wastewater services

Wastewater network operations

Lancashire County Council Area







Lancashire County LLFA District Council areas



- Lancaster
- Ribble Valley
- Wyre
- Fylde
- Preston
- Pendle
- Burnley
- Hyndburn
- Rossendale
- South Ribble
- Chorley
- West Lancs

astewater network+

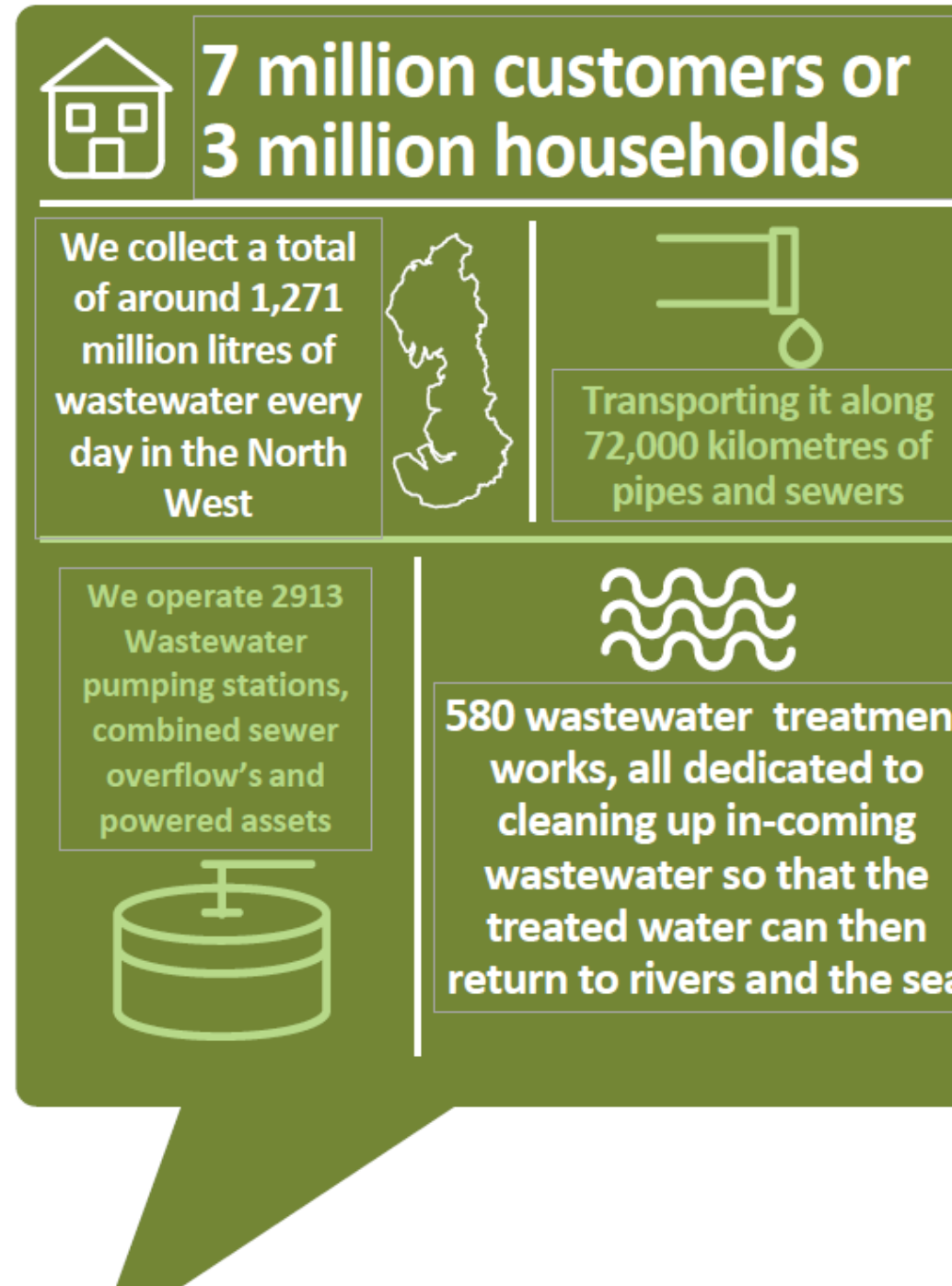
Managing Flood Risk – who's responsible for what

Lead Local Flood Authority	Public body	Highway Authorities	District Councils	Water and sewerage companies
 <p>Lancashire County Council</p>	 <p>Environment Agency</p>	 <p>Lancashire County Council</p>	<p>Lancashire CC's 12 District Councils (see map)</p>	 <p>United Utilities <i>helping life flow smoothly</i></p>
<p>Developing, maintaining and applying a strategy for local flood risk management</p> <p>Managing the risk of flooding from surface water, groundwater and ordinary watercourses</p>	<p>Responsible for taking a strategic overview of all sources of flooding</p> <p>Managing the risk of flooding from main rivers and the sea.</p>	<p>Providing and maintaining highway drainage such as road gullies / grids</p>	<p>Managing the risk of flooding from ordinary watercourses</p> <p>Approving planning applications and ensuring it's drained in a sustainable way</p>	<p>Managing the risk of flooding from surface water, foul and combined sewer systems that provide drainage from buildings and yards</p>

Wastewater network+

Overview

At Wastewater Network Plus, we have teams responsible for running the whole of our wastewater system - from the sewers to the pumping stations all the way through to the treatment works and how we handle our sludge afterwards.



astewater network+

Lancashire County Council Drainage area (excl Blackburn and Blackpool, who both head their own LLF duty)

the Lancashire County Council (LLFA area) we maintain and operate:

722

Wastewater
pumping stations

508

Critical assets incl.
storm overflows
and pipe bridges

89

Wastewater
treatment works



1817

Surface water
outfalls

rying out in the Lancashire County Area:

Over 4,700 **inspections** and
planned maintenance visits
each year on our assets

Undertake regular cleaning of
over **200km of sewers** every
year.

Wastewater network+

Performance

Spend circa £701m/year (Totex) on operating, maintaining and financing the wastewater network

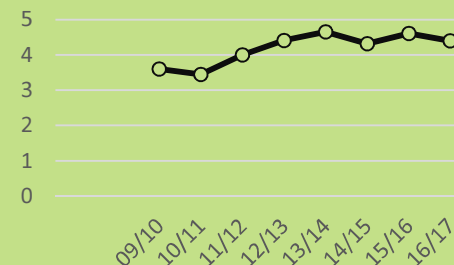
£473 million per year on operating, maintaining and upgrading our treatment works

£228 million per year on operating, maintaining and upgrading the sewer network

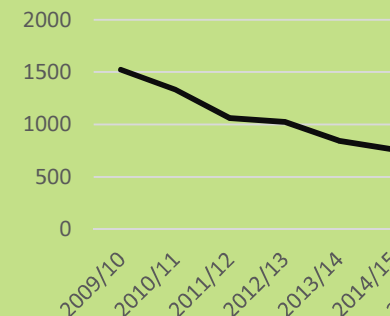
- £45m on operating our Wastewater Network
- £183m in capital investment, replacing and upgrading our entire Network

Year on year results

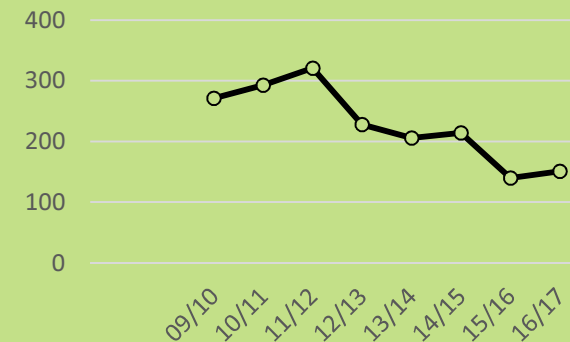
Customer Satisfaction
(SIM score)



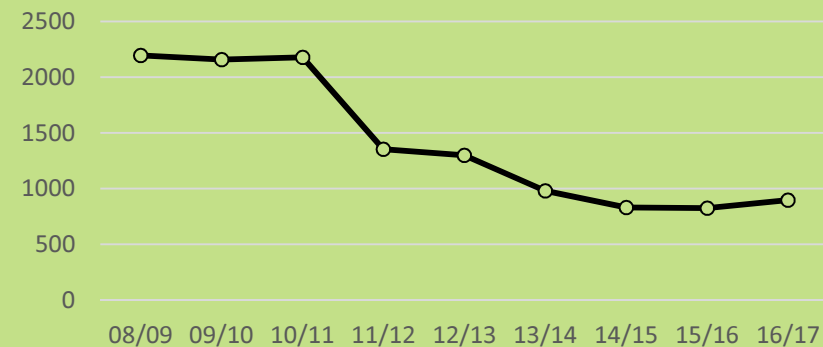
FOC Internal flooding



Pollution Incidents



Written Customer Contacts

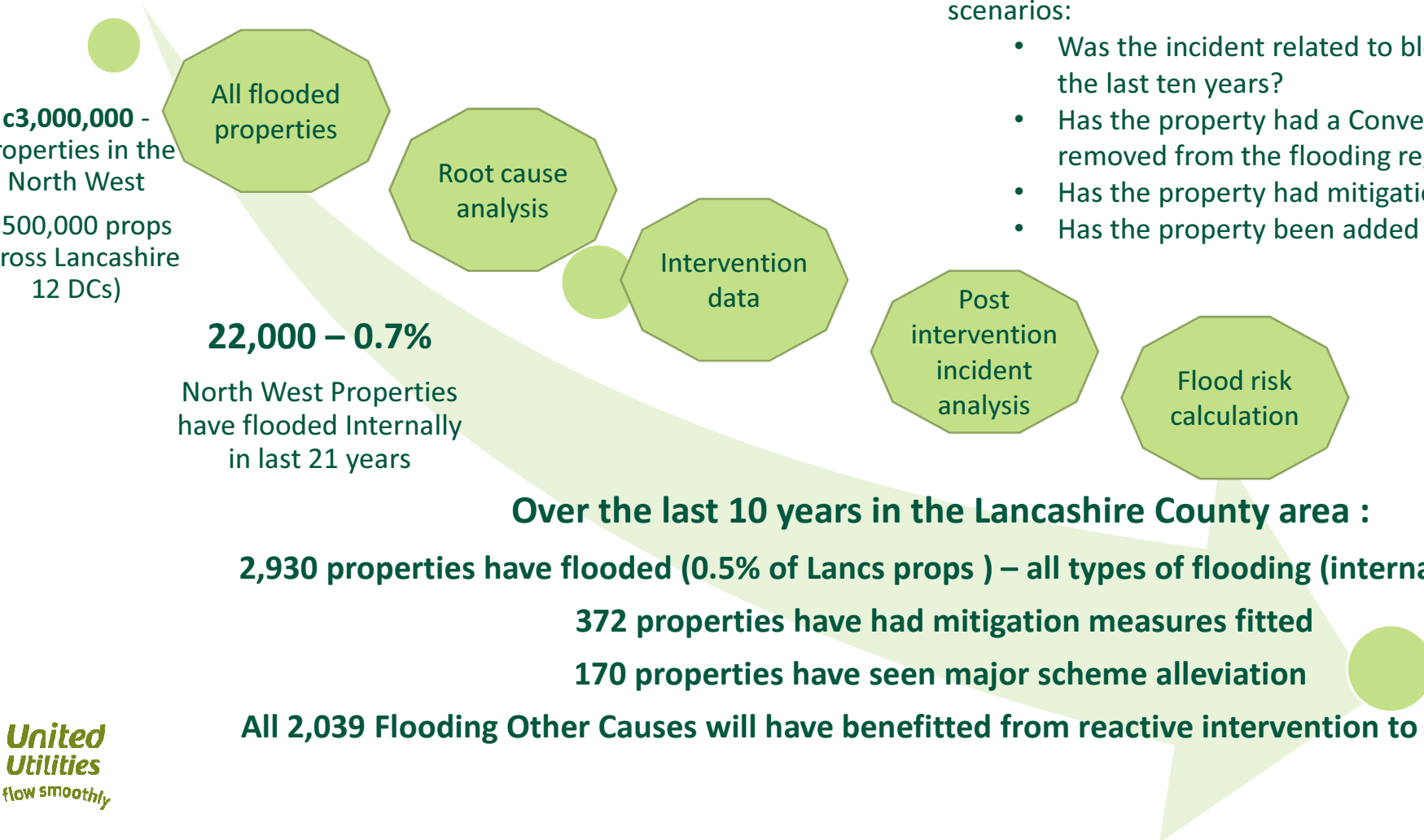


Wastewater network sewer flooding strategy

We have adopted a targeted approach that focuses on reducing flooding and providing mitigation to properties where applicable.

A calculation of ongoing risk has been developed using a set of intervention scenarios:

- Was the incident related to blockages/collapses and has it flooded in the last ten years?
- Has the property had a Conventional Hydraulic Solution and been removed from the flooding register?
- Has the property had mitigation installed?
- Has the property been added to a cyclic programme of works?



astewater Network+

developers and development

We understand that both ongoing and proposed developments can put pressure on the

existing sewerage infrastructure, however developers have:-

a legal right to connect both foul and surface water (from properties) to existing sewerage systems

- a legal right to choose the point of connection

ed Utilities work closely with Local Authority Planning Departments and the Lead Local Flood Authority

influence all aspects of the developments drainage including:-

- Mitigating and, or reducing the impact of new development on the existing sewers
- Limiting discharge rates from the developments into the existing sewerage network
- Ensuring Sustainable Drainage Systems (SuDS) are considered and prioritised
- One of the water companies leading the way in the adoption of SuDS

Wastewater Network+ Partnership working

Wastewater Network+ understands that as one of the Flood Risk Agencies in the North West we have our part to play in reducing and minimising flood risk and as such we:-

Regularly attend the **Making Space** for Water meetings along with the Local Flood Authority, Local Authorities, Highway agencies and the Environment Agency to resolve flood related matters

Work closely with **Local Authority Planning Departments and Developers** developing local development plans

Provide **data on flooding mechanisms and provide drainage plans / models** to other agencies to assist in investigations into flooding problems



We meet with Flood Action Groups

such as the Whalley, Churchtown, Wyre, Lancaster, Burscough)

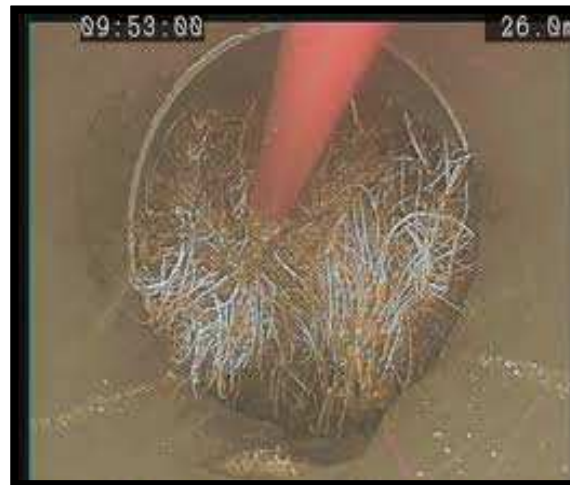
**Meet Councillors and
MPs on a regular basis**

astewater Network+

2,930 properties Lancashire properties that have flooded, (in the last 10 years) 2,039 have been due to “Flooding Other Causes

pes of
ther
uses”

e dirty
blems we
ce



**United
Utilities**
flow smoothly

Wastewater Network+

Proactive resolution



- **83 Resolution units** deployed across region to proactively resolve issues in the wastewater network
- **Operational 24 hours a day**, 7 days a week, 52 weeks of the year
- We **cover a core day** (7 days a week) 8am to 5pm and **emergency call out 10pm till 8am**
- Across the NW Region, in the last 3 years:
 - 44,270 flood incidents visited
 - 16,781 have been subsequently identified as “private drain issues”

Wastewater network+

What does this mean for United Utilities going forward with flooding the Lancashire County Council (LLFA)



Continue the campaign of “what not to flush” to reduce flooding (69% of flood property has been due to other causes)

Continue to support flooded customers with Resolution Units interaction and seek to prevent re-occurrence of such flooding through Investigations

Continue to work with Authorities in respect of new Development and collaborative working and enhance the wastewater network where developments has a high risk of generating new flooding

Seek to get support from Ofwat for a capital budget to deal with properties at most risk from repeat hydraulic flooding

Consider the future adoption of SUDs solutions to support the development of good surface water management plans for development

Continue to support and share communications at “Making Space for Water”, “Flood Forum meetings” and Councillor and community meetings

Support the work of Lancashire County Council in their role as Lead Local Flood Authority



Thank you for listening

 **United
Utilities**
helping life flow smoothly