

(3)

Ms E Richardson BSc (Hons)

26 April 2016

Question 12

There was major flooding at the Waste Water Treatment Plant. Were pipes crossing a footpath pumping water into the River Kent? Was any of this water contaminated? How will the WWT plant be flood-proofed in the future?

The Kendal Waste Water Treatment Works suffered significant damage, including the final effluent outfall pipe, which was set under the river bed and was completely destroyed and exposed. Currently, the temporary pipework crosses the public footpath but will be buried underground, with the footpath being re-opened by the end of May 2016.

We have had to locate a temporary discharge point to allow the works to treat the town's sewage and discharge the treated effluent back into the environment. We are working with the Environment Agency and Natural England to minimise any environmental impact.

As you are probably aware, it is impossible to make any site completely "flood proof". On flood resilience we follow a risk based approach, where we prioritise flood risk reduction at sites with the highest probability of flooding and the highest consequence of failure. This includes clean and wastewater treatment works, and our pipe network.

In response to the events over the winter, we are reviewing the resilience of our systems and services and considering whether further action is required. This will include a reassessment of the probability of flooding given the recent frequency of extreme events and assessing whether any changes to our consequence assessment is required given what we have learned from these incidents.

We will use this information to inform what further flood protection is justified. This could include solutions to make individual sites more robust to flooding, or operational plans to ensure we can minimise the impact and recover from future events as effectively and as quickly as possible. The level of expenditure on additional flood resilience measures will also depend on customers willingness to support that investment and the impact on their bills.

Question 19

In considering what measures might be taken upstream of Kendal is data available to show what volumes/proportions of the water were delivered by the river in Kentmere, and by the rivers Gowan, Sprint and Mint? In light of this data has temporary flood storage been considered in the catchment area? Has consideration been given to the draining of the Kentmere reservoir over a period of time in order to increase its capacity for periods of heavy rainfall

Kentmere reservoir is not owned by United Utilities and, therefore, we cannot comment as to whether draining the reservoir has been considered. We believe the Environment Agency will be looking to answer this question more fully.