



<https://www.thameswater.co.uk/contact-us/report-a-problem/report-a-problem-online>



0800 316 9800
Mon-Fri 8am-8pm,
Sat 8am-1pm

16 August 2023

Odour from Thames Water site on Riverside Way

Dear Neighbour

You may have experienced abnormal levels of odour from our wastewater treatment works on Riverside Way recently. We are sorry for this and would like to explain why this is happening, what we are doing about it and to reassure you that the situation is a temporary one.

Why has the odour been more noticeable recently?

Some level of odour from wastewater is unavoidable and although we take all possible steps to minimise odours from the site, it may still be noticeable at times.

However due to a recent unplanned situation, we have had to take in extra sewage sludge from other Thames Water sites and process it at Camberley. Due to the unplanned nature of the operation, we have not been able to fully control the odour from it. This is why the odour may have been more noticeable recently. We did not take the decision lightly to take in the extra sludge and we will be ensuring that we minimise the likelihood of having to do this again in the future.

What are we doing about the odour?

We are operating a 24-hour odour suppression system, to mask the odour as much as we can. We are also processing the extra sludge as quickly as we can, so that it can be removed from the site. Once the extra sludge is removed and the storage tanks cleaned, odour levels will return to normal. We currently anticipate this to be completed by the end of August.

How to find out more

If you wish to find out more information about this issue, please contact us on **0800 316 9800**, quoting reference 00409576. If you want to report odour to us, either ring us on that number or, you can report a problem online at:

<https://www.thameswater.co.uk/contact-us/report-a-problem/report-a-problem-online>

The Thames Water Team

Thames Water Utilities Limited, a company registered in England and Wales with company number 02366661.
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