

# Engineering project at The Street, Tongham

## Briefing

### **Document purpose:**

To provide information on our upcoming project to lay a new water main in The Street, Tongham and the changes we have made to the project following community feedback.

If you have any questions regarding this briefing document, please email:  
[rob.warlow@southeastwater.co.uk](mailto:rob.warlow@southeastwater.co.uk)

## About South East Water

We supply top quality drinking water on demand direct to the taps of 2.3 million customers in the south east of England.

Through a network of 9,000 miles of pipes, we deliver on average 542 million litres of water every day.

To supply today's customers with water whenever they want it, we draw from more than 250 boreholes, six rivers and six reservoirs. This water is treated at one of our 88 treatment works.

To maintain such a vast – and vital – 24/7 service, our business must never stand still. We're investing more than £489 million between 2020 and 2025 to develop new resources, extend and upgrade treatment works and lay new water mains.

Our customers rely on a secure supply of our natural resource – water. That's why we see our role as guardians of the environment.

## Why is this work being undertaken?

We're planning to install new pipework along The Street, Tongham to future-proof water supplies in the area, upgrading the main to help improve the capacity of the network and ensure there is sufficient pressure to meet the demand from the new Admiral Park development in the village.

This is an important investment in the local area as the community grows, with the existing water main needing to be reinforced with an additional pipe to ensure we can continue to provide top-quality drinking water and maintain levels of service to our customers now and in the future.

There have already been times when customers at our critical point in the area (usually high points on a system) have received low pressure due to the increase in demand on the network. This main ensures that our existing customers' water supplies and pressures are maintained and meet the legal requirements that South East Water has to supply to our customers.

## What is the project and what changes have been made?

Originally, we had proposed to lay 600 metres of pipework along The Street in Tongham, which would have resulted in a 21-week project, with four weeks working under multi-way traffic lights and a 17-week road closure.

Following community feedback received, including at a public meeting at the Hogs Back Brewery last month, we re-assessed the peak flow rate on the existing infrastructure once the new estate is fully occupied. We have been able to undertake this with pressure logger information we have, which provides real time data of water usage in an area. This will show when there are fluctuations in the network, where there may be high spikes of demand from processes or manufacturing in an area and the pressures our customers receive, especially during peak demand periods. We have concluded from this information that this new main

can be approximately 170m in length rather than the previously proposed 600m, to help us secure the legal requirements for water pressure and supplies in the local area.

This revision on the scope of the project will help to minimise the impact on the local community, with the length of the road closure required reduced to six weeks.

### Why has this route been chosen?

We need to lay a new main from just north of the Hogs Back Brewery to the entrance to the new housing development. This will enable us to provide water to the site, moving the development onto the supply to the north to not exacerbate the pressure issues we have already seen at the highest point on the Hogs Back.

This highest supply point is 45 metres higher than the Hogs Back Brewery and we can see from our up-to-date data that when a sharp pressure decrease occurs, the highest properties could have, on occasion, as little as two metre pressure (0.2 bar).

Legally we are obliged to provide a minimum pressure of 0.9 bar as part of our Guaranteed Standard of Service (GSS). This is why it is vital that we undertake this work as soon as we can.

We have explored various alternative options as part of the process, including a possible route through the Bellway development and the verge by the side of the carriageway.

However, the presence of other utilities, proposed planted trees, high pressure gas mains, soakaway infrastructure, land levels, route constraints, Protected Trees and a heritage wall have meant that is not possible.

There are also complications hydraulically with other alternative routes, including in private land to both sides of The Street, that would mean we could not achieve our required outputs to secure supplies to the local area.

As a result, we can confirm that we do still need to lay the main in the carriageway, with the works now located between Manor Farm and Westbroke Way. The length of the road closure required has been reduced to around six weeks and we have expressed the wish to complete this work in the school summer holidays to minimise the impact locally.

### Why is a road closure required?

We do all we can to minimise disruption to motorists and the community when laying new water mains and closing roads is a last resort.

However, in the case of The Street, we do need to close the road to ensure the safety of the residents of Tongham, motorists and our workforce. We have previously undertaken trial holes to assess the potential working area, which indicate an alignment near the centre of the road. This means we that we do not have sufficient space to let traffic past our work site safely. Safe working areas and distances are something we have to ensure we maintain by law for the safety of our workforce and road users.

This will be a phased road closure as we progress with the work, with access to properties maintained, although The Street will be closed to through traffic.

When we close a road, we know it will have an impact on other roads. It is not something that we want to do, but we must close the road legally from a safety perspective.

### Working area, phasing and diversion route

The work to lay the new main will be done in two phases, with a rolling road closure north and south of the entrance to the Hogs Back Brewery.

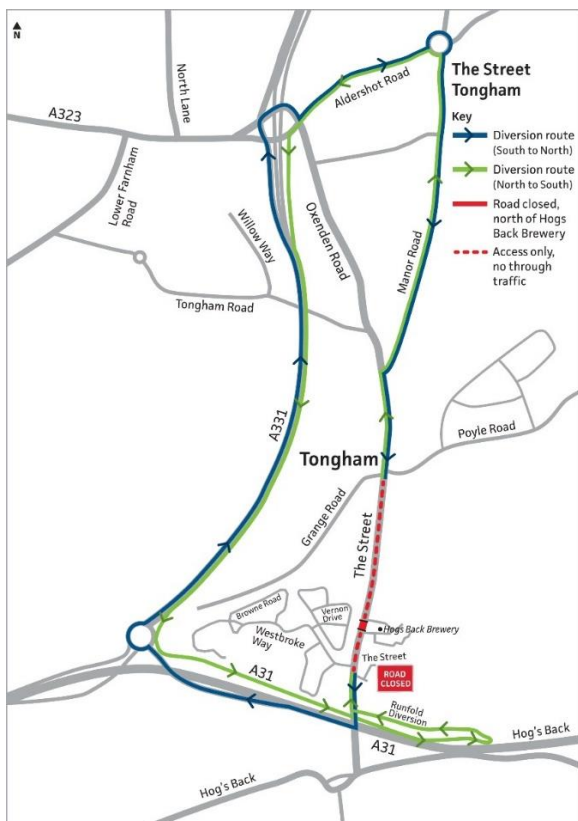
The first phase of the work will be from the property Manor Farm to the Hogs Back Brewery entrance, with work set to start on Monday, 24 July.

This phase is likely to continue until around Friday, 11 August, with the second phase south of the Hogs Back Brewery entrance to Westbroke Way due for completion around Monday, 4 September.

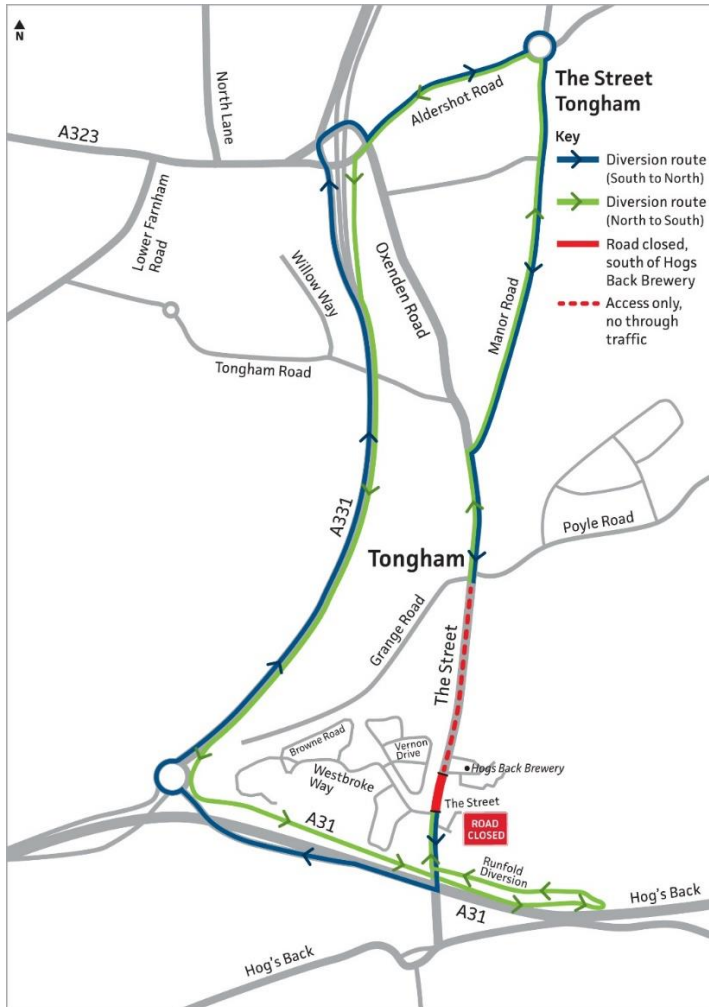
These dates are subject to change depending on the progress on site.

Below, you can see two maps showing the rolling road closure in the two phases, with access being maintained to properties and businesses along The Street, but no through traffic for the duration of the project.

#### Phase 1 – North of the Hogs Back Brewery



## Phase 2 – South of the Hogs Back Brewery



### What have the local community said?

Following a Zoom meeting and subsequent public meeting last month, we held a drop-in event at Tongham Village Hall on Thursday, 13 July, to discuss our updated plans.

The event was attended by more than 30 people, who came to find out more about our revised plans and to ask questions of our project team.

This included Tongham parish councillors, Surrey County Council cabinet member Matt Furniss and the owner of the Hogs Back Brewery, Rupert Thompson, who spoke in depth with our project team about the reasons for the work and why alternative routes were not possible.

At previous public meetings, residents and businesses have voiced their concerns about parking on The Street, the length of the project and the disruption to residents and businesses.

Questions were also raised about the alternative routes that have been explored and we provided details of this at the drop-in event and why they were not suitable for us to use.

There were positive comments from several people attending the drop-in event about the revised plans, with the reduced length of the road closure welcomed, along with the proposal to carry out the work in the school summer holidays.

There were still some concerns raised about parking along The Street and access to the Hogs Back Brewery, but this will be maintained at all times in the phased closure with efforts taken to minimise disruption for both residents and trade as far as reasonably possible.

As we have stated, we must close the road legally to ensure the safety of the residents of Tongham, pedestrians, motorists and our workforce and this is why it is not possible to allow through traffic.

We reiterated our intention to work with the residents and businesses to try and minimise the disruption while we carry out this vital work.

We have included the frequently asked questions via a link on our website and customers can find this and the latest information on the project at: [southeastwater.co.uk/tongham](https://southeastwater.co.uk/tongham).