



[XX] October 2023

SENT VIA EMAIL

Cllr Murray Rowlands
Cllr Jonathan Quin
Cllr Lisa Finan-Cooke
Cllr Kel Finan-Cooke

Dear Councillors

I am writing as a follow up to our meeting at Camberley STP on 27 September 2023. It was good to be able to confirm that the actions we had committed to in terms of the elimination of the odour problem were completed within the timeframe we had targeted and that although there had been a small number of odour complaints in the days before our meeting, these had reduced significantly from earlier in the summer and the problem was now essentially solved.

Let me say again how sorry I am for the situation we caused for local residents. Although we were operating under extreme circumstances which required us to store sludge on site at Camberley, we should have been proactive in our communication with you and with the community. As you know, these tanks will no longer be allowed to be used for sludge storage and therefore the problem will not arise again, but we acknowledge that we should have handled it better than we did.

In our meeting I agreed to consult with my colleagues as to whether we are able to support a community project by way of acknowledging the impact these operations had on your residents. While we are happy to provide in-kind support by way of a day of staff time dedicated in a practical way to a project, I'm afraid that in the current circumstances Thames Water is unable to contribute funding to such a project. You will be aware that we are embarking on an ambitious turnaround and the decision has been made that all available funding should be committed to improving our services in the interests of all our customers and the environment. While I imagine you will be disappointed with this feedback, I hope you will be able to accept the offer of labour from our colleagues in support of a project the community would value. If this is something you consider would be of value, please let me know and we will work with you to understand its scope.

Thank you for your understanding in this matter and I look forward to hearing from you. I also look forward to the opportunity to attend the Committee you referred to in our meeting.

Sincerely,

A handwritten signature in black ink, appearing to read "James Bentley".

James Bentley

Operations Director, Thames Valley & Home Counties