

Have your say

Phase 1 consultation

Find out about

- How to take part in the consultation
- Details of our public exhibitions

We really want to know what you think of our proposals for the **Deephams Sewage Works Upgrade**.

No decisions have been made about the upgrade and this is the first of two phases of consultation where you can have your say. Your feedback will help us find out about any local issues that we need to be aware of and allow us to amend our plans for how we will design and build the upgrade, where we can.



This first phase of consultation runs for 16 weeks from **4 July to 24 October 2012**. We want to know what you think about our choice of preferred site and treatment technologies for the sewage works upgrade, as well as the other options we have considered. We also want your feedback on how we propose to build the upgrade on our preferred site. You can send us your comments at any time during the consultation period.

Before we submit our application for permission to build the upgrade, there will be a further phase of consultation on more detailed proposals for the upgrade in 2013 (See the 'Timetable and planning' leaflet).

Public exhibitions

We are holding a series of public exhibitions from **16 July 2012** to give you the opportunity to find out more about our proposals, ask us questions and give us your feedback.

All the leaflets and information available at our public exhibitions can also be viewed and downloaded on our website, along with a number of more detailed documents.

If you would like us to visit your local group, call us on **0845 366 2957** (Textphone: **0845 7200 899**) or email us at **customer.feedback@thameswater.co.uk**

Date	Place	Times
Monday 16 July 2012	Community House, 311 Fore Street, Edmonton N9 0PZ	Midday to 8pm
Tuesday 17 July 2012	Dugdale Centre, Enfield Town, 39 London Rd, Enfield EN2 6DS	Midday to 8pm
Wednesday 18 July 2012	Edmonton Green Library, 36-44 South Mall, Edmonton N9 0TN	Midday to 8pm
Thursday 19 July 2012	Angel Community Centre, Raynham Road, Edmonton, London N18 2JF	Midday to 8pm
Friday 20 July 2012	South Chingford Library, 265 Chingford Mount Road Chingford E4 8LP	Midday to 8pm

How to take part

Online

Visit our consultation website to find out more about the upgrade and complete our online feedback form **www.deephamsconsultation.co.uk**

Paper feedback form

Pick up a paper feedback form from one of our exhibitions (see above) or call us on **0845 366 2957** (Textphone: **0845 7200 899**) to request one.

Our lines are open from 9am to 5pm, Monday to Friday.

What we will do with your comments

We will review the comments and other representations received during the consultation, as well as any new environmental and technical information that becomes available as the project progresses, and revise our plans to take account of this feedback, where we can.

We will send a summary of the comments received and how we have taken this feedback into account to everyone who takes part in the consultation and publish this summary on our website.

Email

You can also send us your comments by email to **customer.feedback@thameswater.co.uk**

If you need a telephone language interpreter or would like any of our leaflets translated into a different language, please call us on **0845 9200 800**.

We also offer a range of free services for customers who require additional assistance. These are designed to help customers who have sight or hearing problems, mobility concerns, or other specific needs.

For more information on these services, please visit **www.thameswater.co.uk/extracare** or call our dedicated line on **0845 641 0068**. Our textphone service for the deaf or hard of hearing can be reached on **0845 7200 899**.

Find out more

Visit our consultation website:
www.deephamsconsultation.co.uk

Call us: 0845 366 2957 (Textphone: 0845 7200 899)

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Email **customer.feedback@thameswater.co.uk**