

Have your say

Deephams Sewage Works Upgrade

Phase 1 consultation

Find out about

- How to take part in the consultation

No final decisions have been made about the upgrade and this is the first of two phases of consultation where you can have your say. We really want to know what you think of our proposals for the Deephams Sewage Works Upgrade.

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.

How to take part

Online

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

Paper feedback form

Pick up a paper feedback form from one of our exhibitions 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.

Email

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

How we can help

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 services 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**.

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, please call us on **0845 366 2957** (Textphone: **0845 7200 899**) or email us at customer.feedback@thameswater.co.uk

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.

Find out more

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**Deephams
Sewage Works Upgrade**
Creating a cleaner, healthier River Lee

