

# Our consultation leaflets

To help you take part in this first phase of public consultation on the Deephams Sewage Works Upgrade, we have produced a number of leaflets to tell you about our proposals and how they may affect you, as well as details on our public exhibitions and how to have your say.

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The leaflets listed below are available at our public exhibitions and on our website, along with a number of more detailed documents.



**Why we need the upgrade**  
Find out about the reasons for the upgrade as well as the benefits and the other options we considered.



**Longlisted sites**  
Information on the other sites we considered for the upgrade and why these did not make it onto the shortlist.



**How we searched for and chose our preferred site**  
Information on how we set the search area for potential sites and how we narrowed these sites down to a longlist, shortlist and our preferred site.



**How we will build the upgrade**  
Read about our proposals for building the upgrade on our preferred site and the phases of construction.



**Our preferred site**  
Find out about how we chose our preferred site, where it is and why it is our preferred option, as well as our plans for our preferred site and how to have your say.



**Being a good neighbour**  
Find out how we will reduce noise, dust and disruption while we build and use the upgrade.



**Shortlisted sites**  
Read about the other sites that we looked at in more detail and why these sites are not our preferred site.



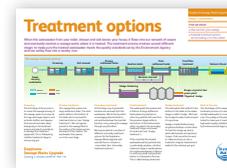
**Odour**  
Read about what causes odour, how we assess it and our plans to reduce odour as part of the upgrade.



**Treatment technologies assessment**  
Information on how we assessed potential treatment options for the upgrade and the potential options for our preferred site.



**Other organisations involved**  
Learn about the other organisations involved in the upgrade.



**Treatment options**  
Learn about how we treat your sewage and the potential treatment options we are looking at in more detail.



**Environment**  
Information on how we will assess our impact on the environment.



**Timetable and planning**  
Find out what is happening and when and how we will apply for permission to build the upgrade.



**Funding**  
Read about how the upgrade will be paid for.



**Feedback form**  
A short questionnaire to help you provide your comments on the need for upgrade, our choice of preferred site and proposals for building the upgrade, as well as how we have carried out this first phase of consultation. You can also complete the feedback form on our consultation website [www.deephamsconsultation.co.uk](http://www.deephamsconsultation.co.uk)



**Have your say**  
Find out how to take part in the consultation and the details of our public exhibitions.

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, visit **[www.thameswater.co.uk/extracare](http://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**.

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## Find out more

Visit our consultation website:  
**[www.deephamsconsultation.co.uk](http://www.deephamsconsultation.co.uk)**

**Call** **0845 366 2957**

**Textphone** **0845 7200 899**

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

**Email** **[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)**