



Anne Milton MP
House of Commons
London
SW1A 0AA

Your ref

Our ref

MW/SP/EC

Date

14 May 2014

Contact

Tel **01903 272393**

Dear Ms Milton

Loxwood Pumping Station: (Brewhurst Mill Loxwood WPS)

Thank you for your letter of the 30 April 2014.

I am pleased to confirm that the pumping station at Loxwood is fitted with a permanently installed standby generator. This operates automatically when the site loses mains power, enabling the site to operate continuously.

With regard to the number of occasions we have needed to utilise this facility, our monitoring systems have recorded 6 occasions, during normal operation, when power has been lost to the site over the last 5 years to October 2013.

There were two other incidents where we have had to run the generator for a prolonged period. The first occurred during the October 2013 St. Jude storm where there was widespread power loss across the region. The second, over Christmas 2013/14, occurred when power supply companies suffered extensive issues and, as a consequence, our station was without mains power. Once again we operated the generator to maintain the operation of the station.

You are right in your assumption that the site does have a remote alarm system and this activates a response by our Regional Control Centre in Worthing. Local field operatives would then respond to the site whatever the time of the day.

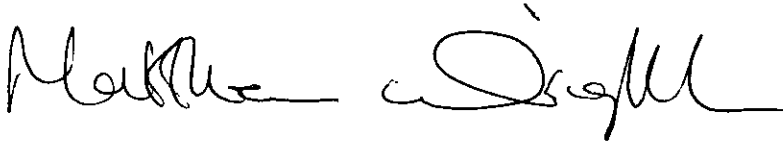
The site itself causes very few issues. Our records show only 2 occasions over the last 3 years where it has been necessary to supplement the site with tankering, once in 2012 and the most recent being in December 2013. On both occasions the need for tankering was just a few hours.

All our sites are regularly checked and maintained by skilled operatives, and with the monitoring we have in place, the site performance is visible continuously. Out of hours standby crews are always available to respond should we see an issue developing.

I hope this information gives you confidence that we have a robust station at Loxwood with a good degree of protection from power failure and ultimately service loss to customers.

Should require any further information, please don't hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Matthew Wright', written in a cursive style.

Matthew Wright
Chief Executive Officer