



CHELTENHAM STRATEGY – WHY?

4.3 million homes and businesses across the Midlands and mid-Wales rely on us to provide clean water, and take their waste water away, 24 hours a day, 365 days a week.

We do this via our network of pipes - 28,500 miles of water pipes and 56,000 miles of sewer pipes.

As a company, we have a clear business plan to ensure we deliver an outstanding service for our customers, whilst maintaining the lowest average water and waste water bills in the UK. We do this by focussing on 10 key objectives, which include:

- Ensuring we safely take away our customer's waste water, and
- Reducing incidents of internal and external customer sewer flooding.

And that's why we've already invested nearly £6million repairing and replacing four miles of sewer pipes across Cheltenham – and we're still going!

We'd like to briefly talk through what we've done, what's still to do, the lessons we've learnt and most importantly, get your feedback on our work.

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CHELTENHAM STRATEGY – BEFORE WE STARTED

The planned improvements across Cheltenham were extensive, involving difficult, high impact work in residential and business areas and an inevitable level of disruption for both our direct and indirect customers – as well as potentially impacting major events in the Town.

It was therefore crucial that we planned the work – and equally, our engagement and communication – with our customers in mind:

- Multiple work locations over a 12 month period to reduce customer impact
- Comprehensive customer and stakeholder engagement plan
- Community engagement programme
- Support for local businesses

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CHELTENHAM STRATEGY – SO HOW DID IT GO?

The work carried out in Cheltenham:

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CHELTENHAM STRATEGY – SO HOW DID IT GO?

Putting our customers (and stakeholders) and communities first:

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CHELTENHAM STRATEGY – WHAT NEXT?

Although we've finished most of the work, we still have a number of projects to complete to ensure our customers in Cheltenham are better protected and at less risk from the terrible consequences of sewer flooding....



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DO YOU HAVE
ANY QUESTIONS/FEEDBACK?



SEVERN
TRENT