

What's happening with pumping station ownership?

Changes in the law mean that from 1st October 2016 all water and sewerage companies will take over the responsibility of private sewage pumping stations.



Which pumping stations will transfer?

Only certain pumping stations will be eligible for transfer—generally the privately owned pumping stations which serve more than one property and connect to the existing public sewer network.

How are we informing customers?

We're keen to know about all private pumping stations so we've started a campaign asking customers to report them to us by calling 0345 1 24 24 24.

What do they look like?

They could be on a housing estate or in a customer's garden. Some are on the roadside or verges.

Usually they have a green metal kiosk which houses the control equipment. You might also notice a metal cover on the ground which sits on top of an underground chamber called a "wet well". The wet well contains the pump(s) and collects the sewage before it's pumped to our main sewers.



How can you help?

You can help inform people about the changes in ownership and encourage them to report their pumping stations to us as soon as possible.

We don't know the location of hundreds of pumping stations so we're relying on people reporting them to us.

We'll then check whether its eligible for transfer.

