

# *BENTLEY PARISH COUNCIL*

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16 June 2022

Anglian Water Services Ltd  
Customer Services  
PO Box 4994  
Lancing  
BN11 9AL

Dear Sir

WATER MAIN BURSTS: THE LINK/BERGHOLT ROAD/CAPEL ROAD, BENTLEY, IPSWICH

Bentley Parish Council are writing to complain on behalf of residents about the fragile, outdated water main infrastructure that has led to frequent bursts of the water main in Bergholt Road and Capel Road, Bentley causing flooding to properties, frequent road closures and loss of supply for considerable periods of time over the last 14 years.

The last series of bursts were during the period 29 May to 5 June 2022, supplying the addresses in Bergholt Road and The Link. Due to the fragility of the main, repeated repairs at separate sections of the water main in Bergholt Road were necessary to repair 4 separate bursts in just a week.

The Parish Council has attempted to highlight these issues to Anglian Water on at least 2 occasions.

We wrote in November 2016 to explain the problems (letter enclosed) and Anglian Water response was –

*‘Burst mains are actively monitored by Anglian Water – Anglian Water apologise for inconvenience and if this section of water main becomes problematic we will review as needed.’*

During the last series of bursts between 29 May and 5 June, properties and roads were flooded and elderly and disabled residents were stranded in their properties without water for over 12 hours. Residents approached the Parish Council for help. I rang your customer support line on Monday 6<sup>th</sup> June to explain the difficulties residents were having and was promised a call back from the Area Manager by Friday 10<sup>th</sup> June. I did not receive a call back.

In desperation, residents took their story to BBC Radio Suffolk and during the program (<https://www.bbc.co.uk/sounds/play/p0c7b0bn>), Regan Harris for Anglian Water responded by saying that ‘we know this pipe has burst a couple of times over the 14 years’ and ‘they would consider ‘putting the area forward for further investigation for future investment’ but admitted replacing the infrastructure was ‘longer term’.

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It is rather worrying that Anglian Water clearly do not appear to have on record the number of times the pipe has burst over the last 14 years – certainly many more times than ‘a couple’. How can we expect Anglian Water to ‘actively monitor’ burst mains if they don’t appear to have accurate records of when these are happening?

In view of this, the Parish Council would like answers to the following –

- Please supply Anglian Water’s record of the date and location of all the burst mains for the last 14 years in Bergholt Road and Capel Road.
- How many incidents of properties being flooded occurred during that time?
- How many times was it necessary to close the road while repair work was carried out?
- What criteria are used to decide whether to put the area forward for further investigation?
- What does that investigation involve?
- What action are Anglian Water taking to prioritise the replacement of this inadequate infrastructure?
- When can we expect the water main to be replaced?

We look forward to from you.

Yours faithfully



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