



 Our ref
PRN 870426
 Date
28 November 2025
 Tel
0330 303 0368

Hello,

We're fixing your sewers in the Penton Mewsey area and need your permission.

The sewer network that serves your village suffers from groundwater infiltration. This happens when groundwater becomes so high it leaks into the sewer through gaps in the pipework and can overwhelm it.

The more sewer pipes we can reline and seal, the less groundwater will leak into the pipes, and the less we will have to tanker away during the winter. We may even be able to eliminate the need for tankers. Therefore, we're coming to reline and seal the private and public sewers in your area.

What happens next?

You'll see us in your area starting from January 2026, and we aim to complete our work by the end of August 2026.

Come and meet the Team

Come and meet the team to find out more about the work we will be doing. Don't worry if you can't make it, we'll write to you again in January with more details.

Where: Penton Village Hall, Penton Mewsey, Andover, SP11 0RA

When: Friday 12 December 2025 between 4pm and 7pm

Parking: There is free parking at the Village Hall. The hall is fully accessible.

We need your permission

In order to carry out this work, we will need your permission for our contractors to work on your private sewer. You can do this by referring to the "**How to contact us**" section further down this letter.

Your questions answered

We have included some frequently asked questions that may help you with this letter.

How to contact us

Email: Hannah, Customer Engagement Lead, capitalcomms@southernwater.co.uk 9am to 5pm, Monday to Friday.

Phone: Call Southern Water **0330 3030 368**. Just say **PRN 870426** so we can help you more quickly.

Online: southernwater.co.uk/contact-us

Thanks for your support and patience whilst we undertake this essential work.



Carolin Till
Project Manager

Using your information: We use the information you give us to resolve your queries and provide you with water and wastewater services. We also collect feedback to help us improve our services. To find out more please visit southernwater.co.uk/privacy



In an emergency

0330 303 0368

Lines open 24hr,
calls charged at
local rate.



Billing and account enquiries

0330 303 0277

8am–6pm, Monday to Friday.
Calls charged at local rate.



Report a leak

0800 820 999

Lines open 24hr.

Scan the code to view
our incident map



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Southern Water, Southern House, Yeoman Road, Worthing BN13 3NX
southernwater.co.uk

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Frequently Asked Questions

How do I sign up?

Email: Hannah, Customer Engagement Lead, capitalcomms@southernwater.co.uk quoting **PRN 870426** with your address and contact details, **by 31 December 2025**.

If we haven't heard from you, our contractors will knock on your door when they are in the area to obtain your permission.

We will not work on private drains without your permission.

What is the advantage to saying yes?

A large amount of groundwater in the sewer comes from private pipes. We know if we can seal as many of these as possible, we can reduce or eliminate the need for tankers in the area and lower the risk of flooding and pollution.

Will you work on my sewer?

Our contractors will assess whether your private sewer would benefit from being sealed.

How long will it take?

Depending on the length and complexity of the sewer the private sealing work will normally take up to 3 hours per property.

Do I need to be at home?

Our contractors will not require access inside your property, but they will require permission to start.

Will there be any disruption?

We are using no-dig technology, so the impact will be kept to a minimum. You might not be able to access your driveways for a short time whilst we complete the work. Please speak to the team carrying out the work if you have any concerns.

What are the working hours?

Our working hours will be generally between 8am and 6pm Monday to Friday.

Who is responsible for the private pipes after the relining work?

Relined private pipes will remain privately owned by residents who will remain responsible for any ongoing maintenance that may be required.

