



## Frequent questions from phase 1 consultation

*More information on our updated plans for the relocation project can be found on our [webpage](#).*

### 1] What is the need to move the STW? Is it not in the best location currently?

The STW is being relocated to enable redevelopment of the site as part of the Weyside Urban Village development outlined in the Guildford Local Plan. The relocated site replaces the current or existing STW.

### 2] What will the impact be on residents once the new STW is up and running?

We'll do all we can to minimise our impact during construction and once the new site is operational. More information on how we are minimising impact can be found [HERE](#).

### 3] Will resident parking at Slyfield industrial estate be affected?

During construction a Construction Traffic Management Plan will be in place to manage both deliveries to the site and construction work. Parking for employees will be provided and therefore parking within industrial estate will not be affected.

### 4] Will there be an impact to the local school when removing the old STW?

The nearest school to the existing STW is Weyfield Primary School, some 150m west of the site and the nearest school to the new STW site is Burpham Foundation Primary School, located approximately 650m east of the application site, east of the A3 dual carriageway road.

No direct impact on local schools is anticipated either during construction or operation of the new site but we will make sure they are informed of all works along with our other neighbours and work with them where we can to reduce any disruption.

In terms of managing the 'removal' of the old STW we will only be carrying out the decommissioning of this site. The land and remaining structures will then be passed over to GBC who will work to demolish these structures and start construction as part of the Weyside Urban Village development (under a separate planning application).

### 5] What mitigation proposals do you have in place to reduce odour to local residents?

We know odour during operation of the new STW is a concern to local residents. The amount of odour from a sewage treatment works depends on a range of issues including what is in the sewage, how it is treated, the direction and strength of the wind and how warm the weather is on a particular day (sewage can smell more on hot days).

Although it's an unavoidable consequence of treating wastewater, we'll have extensive odour management at the new site to minimise its impact. The design and operation of the STW includes measures to make sure odour is managed to the highest standards, such as covering main sources of odour and using odour control units to collect and treat air. See more [HERE](#).

## 6] Will the new STW be environmentally friendly and sustainable?

In constructing the new site, we'll take care to meet the Environment Agency's strict standards for discharged water quality and protect the environment. We'll also be working with the wider business to be net-zero by 2030.

Once constructed the process of treating wastewater is, in itself, very natural and sustainable. The process does use energy but is biological in nature as activated sludge from the final stage of the treatment process is recycled back to the start of the process and mixed with new inflows. Air is also pumped in to encourage bacteria to grow, and subsequently consume and breakdown sewage. The process allows the natural bacteria time to remove excess nutrients that could negatively affect the water environment. No biogas or hydrogen will be produced as part of the treatment process at the new STW.

We'll continue to export sludge to Basingstoke STW, to be further treated to remove bacteria and pathogens. This process produces a gas, which is collected and used on site at Basingstoke STW to generate renewable energy. The material output of the treatment process, known as biosolids, is then used on farmland as a nutrient rich fertiliser which completes the circular economy of sewage treatment process.

## 7] Will the new STW be constructed and designed to achieve zero carbon emissions?

We are aiming to reduce our carbon emissions as a company and be net-zero by 2030, the new STW will be designed to minimise carbon emissions to help contribute to the company target.

## 8] Can you share copies of impact assessments?

All assessments and reports will be submitted as part of the planning application, and you will have a chance to review and comment on them then via the council website.

## 9] Can you ensure the safety of local residents and your contractors?

The health and safety of our people and customers is of the utmost importance to us. All the work during construction and once the site is completed and operational will be done in line with our zero accidents, zero harm, zero compromise policy where all employees have the voice of our CEO behind them to question and stop any work that they believe is not being done safely.

## 10] What will your working hours be?

During construction of the new STW our normal working hours will be 0700 to 1900 Monday to Friday and 0700 to 1300 Saturdays with no work on Sundays or bank holidays. However, there are some aspects of the work where we will need to work outside of these hours or for periods of 24 hour working - for example whilst constructing the transfer tunnel as we need to reduce the risks of settlement. We will inform our neighbours in advance of any works being carried out outside of our usual working hours and where possible during these times above ground activities will be kept to a minimum to minimise any potential disruption. Once constructed the site will be operational 24/7, as the current site is.

## 11] How do you propose to manage 3 years of extra construction traffic?

During construction of the new STW we will have vehicles providing deliveries of materials, however we hope to manage the majority of these outside of peak hours to minimise our impact

on the local transport infrastructure. There may be one or two exceptions to this where vehicles are required for work which extends beyond our normal working hours - but we will contact local neighbours in advance of any work outside of these hours. An outline construction traffic management plan will be submitted with the planning application and available for your review/comments on the council website.

#### 12] Can the new STW be landscaped with trees?

We will be retaining the bank of trees around the northern and eastern boundaries of the new STW and improve the tree belt including management of existing woodland and infill planting. Where possible we will also include planting within the new STW site.

#### 13] Could we please see a diagram showing true height of new STW across the flood plain?

Please see [Our new STW in detail](#) page of the website for more information.

#### 14] During construction will you switch off lights at night which are not being used by workers?

The night time lighting levels within the area are already relatively high owing to the urban areas of Guildford, Burpham and Slyfield Industrial Estate.

We will need to install lighting at the new STW to meet the health and safety requirements both during construction and operation to keep our customers and employees safe.

To minimise light pollution and energy use, wherever it is safe to do so, lights will be turned off at night and all of the lights will have automatic controls and remote control options, be LED where possible, face downwards and away from any adjacent habitats or adjacent buildings to avoid impacts on wildlife or our customers.

#### 15] How will you ensure the local environment and river will not be affected by the new STW e.g. Leachate?

River quality - We'll take care to meet the Environment Agency's strict standards for discharged water quality and protect the environment. These quality standards will be stricter than for the current STW, so will bring an overall improvement to the river quality. The new STW will also have increased storm water storage capacity compared to the existing STW (approximately 30% more) reducing the impact of storms on the river.

Leachate - We're aware of the challenges involved in constructing on a former landfill site, including the potential leaking of contaminated water, known as leachate. We're currently undertaking a pre-construction groundwater, gas and surface water monitoring programme, which will continue during the construction and post-construction stages of the development. This will enable us to quickly identify any changes in groundwater, gas and surface water during construction and, if necessary, implement management measures quickly. The outfall to the river will be designed so that leachate from the landfill does not track along the pipelines.

#### 16] How will the new STW cope with flooding events?

The construction of our relocated site won't create any increase in flood risk. The new STW is being built on land that's around 3m above the adjacent flood plain level, so it won't be at risk of flooding.

We've also made sure to include climate change scenarios and potential future surface water and flooding issues within our modelling of the new site, so it will be resilient to future challenges.

### 17] Will the new STW have the ability to support the growing population of Guildford?

We'll be constructing a replacement of the current site, with capacity to treat wastewater from a population of around 120,000. The current forecast suggests Guildford's population will reach around 109,000 by 2026, so the site will have enough capacity to cope in the medium term.

We'll use this opportunity to develop a facility that removes bottlenecks from the current system, supports network capacity (the transfer tunnel adds capacity to the network by intercepting sewers) and the new STW has space for future expansion. You can see the areas for future expansion on the site plan on our [website](#).

### 18] Will the new STW cause an increase in flies/rats?

We work to keep our sites clear of pests by keeping them clean and tidy with waste removed regularly. We also ensure the treatment process is well managed to avoid creating favourable conditions for pests such as flies and rats. We don't expect pests to cause a problem to local residents, due to the distance of our closest neighbours, but we'll work to manage this risk and monitor it regularly once the site is operational.

Once we have decommissioned our assets at the current site the land will be handed over to GBC to use as part of the Weyside Urban Village development.

### 19] Will you be creating a nature reserve with public access?

The new STW will be a 24/7 operational site and therefore not accessible to our customers for health and safety reasons. However, as part of the wider development of the SARP site, land to the north west of the STW will be used for allotments, and GBC have submitted a planning application to change the use of the land to the north and east of the STW Development site. If approved, this application would see the land changed to allow public open space and wildlife enhancements and facilitate the provision of Suitable Alternative Green Space (SANG). This SANG site will include circular walks, cycleways, a bridge over the River Wey, landscape planting and biodiversity enhancements.

### 20] How is the new STW forming part of the circular economy?

The process of treating wastewater is, in itself, a very natural and sustainable process already forming part of the circular economy.

It is biological in nature as activated sludge from the final stage of the treatment process is recycled back to the start of the process and mixed with new inflows. Air is also pumped in to encourage bacteria to grow, and subsequently consume and breakdown sewage. The process allows the natural bacteria time to remove excess nutrients that could negatively affect the water environment.

We'll continue to export sludge to Basingstoke STW, to be further treated to remove bacteria and pathogens. This process produces a gas, which is collected and used on site at Basingstoke STW to generate renewable energy. The material output of the treatment process,

known as biosolids, is then used on farmland as a nutrient rich fertiliser which completes the circular economy of sewage treatment process.

#### 21] Could you share your plan and timeline for the project?

- Public Engagement September/October 2021
- Submit our planning application by the end of 2021
- Surrey County Council will carry out a public consultation on the application
- If approved, construction will start in summer/autumn 2022
- Construction anticipated to be complete in 2025
- Commissioning of the new STW anticipated to be complete by April 2026
- Existing STW will then be decommissioned and handed over to GBC for development of housing

#### 22] Could you provide contact details for the team looking after this project?

You'll be able to find all the most up to date information about our work on the website throughout the consultation to the completion of the work in 2026.

Throughout the whole project we will do everything we can to keep disruption to a minimum and hope that the information we provide answers all of your questions but if you do have any issues or questions that aren't answered on our website or letters then please email [consultations@thameswater.co.uk](mailto:consultations@thameswater.co.uk) or call our contact centre and they will arrange for a member of the team to call you back.

If the application is approved and a start date for the work is agreed we will have a dedicated communications team (TW and contractor) who will keep you updated on the progress of the work and notify you of any changes or out of the normal working hours or activities throughout. Updated contact details will be sent out following application approval so you can always reach the right person to answer your questions as quickly as possible.