

From: EIR Requests <EIR.Requests@thameswater.co.uk>
Sent: 05 March 2025 15:03
To: [REDACTED]
Subject: Hempstead: historic flood events

Categories: Filed to CloudFiler

Thames Water Utilities Limited
EIR Requests
Clearwater Court
Vastern Road
Reading
Berkshire
RG1 8DB

Email: EIR.Requests@thameswater.co.uk

5 March 2025

Our Ref: EIR-24-25-603

Environmental Information Regulation (EIR) Request

Dear [REDACTED]

Thank you for your e-mail dated 5 February 2025. Please see our response below to your request.

Your Request

We were referred to you by your colleagues, Steve, who is handling case DS6130447 relating to a Proposed Development to the east of Hemel Hempstead, which is part of the [Hemel Garden Communities](#) and the customer service team.

Near the Site are the Redbourn Reservoir and Marchmont Pond, both which are understood to be owned and maintained by Thames Water. The location of the ponds is shown in figure below.

We discussed with Steve that a number of flood events have occurred and appear to originate from these balancing ponds. We were wondering whether you have any information regarding these events, **for example volumes, velocity or extent of flooding events, and how they originate** (presumably from overtopping?). We need this information to inform our drainage strategy, and we have been asked to consider the impact from these events by the LLFA. It would also be **helpful to know if Thames Water have any plans to undertake further maintenance or upgrade** works to these ponds in the future (as they are not indicated in [the online list](#)).



Our Response

Thames Water have considered your request under the Environmental Information Regulations (2004) (EIR).

We can confirm that Thames Water does own the Redbourn Reservoir (Balancing Pond) and the Marchmont Balancing Pond.

Following an extensive search of our records, we have not identified any flooding incidents associated with the Redbourn Reservoir (Balancing Pond). In relation to the Marchmont Balancing Pond, all reported flooding incidents were received from the 3rd October 2020, and were a result of Storm Alex.

Below is an excerpt from the flooding incident report for the events of 3rd October 2020. Note, this has been redacted to remove reference to property number or names.

Customers from Kingcup Avenue reported internal and severe external flooding, surface water overflowed from external manholes affecting surrounds of multiple residential properties. Also entered ground floors of multiple properties, various ingress points.

Customers called in reporting balancing pond overflowing and going into the field and then towards Kingcup Avenue and surrounding the estate. Contractor attended and found fire brigade in attendance pumping out the road with a high-volume pump, fire department confirmed they were pumping away 25,000 litres per min, contractor checked downstream SW manholes and confirmed these were all overloaded. Customers then emailed CEO of Thames Water with a video of the flooding from the balancing pond through to the properties.

9pm on 03/10/2020 tech spec and area analyst attended site, located source of the flooding to be the downstream section of the balancing pond where there are several chambers that were deep under water, the water was coming up out of these covers. The flow then travelled 150M across the field and into Kingcup Avenue. Tech Spec lifted downstream SW manhole 5201 which was full, checked downstream manhole 6250 which was fast flowing in the channel. At this time, we suspected there is a blockage between manholes 5201 to 6250. Requested for combi to attend site, city flex attended at 4am but unable to find a blockage or clear line.

At midnight fire department attended again with 4 fire engines to pump out, LMC delivered a 6" over pump, in total we were pumping out 15,000 litres per min. Fire department then attended with a high-volume pump to continue pumping out another 25,000 litres per min. At this time the levels were still coming through and properties started to flood internally. Out of hours site coordinator found a valve on the downstream section of the balancing pond we found this to be a gate valve that is used to empty the balancing pond. This valve was left open and was seized 4 firemen and FOS managed to turn the valve to close it, this stopped the flooding immediately. We have now got monthly checks on the balancing pond to check the levels and confirm the valve is closed. The valve should only be operated when we want to drain the balancing pond.

Wash up meeting following this event discussed cause and although the operation of the valve was a contributing factor it was felt that due to the amount of rainfall that the water would have overflowed over the penstock anyway and caused the flooding. This was over the weekend of Storm Alex, and we had continuous heavy rainfall from 03.40am on 02/10/2020 throughout the 3rd and 4th. Large areas of the Thames Valley patch were unable to cope with the influx of water and flooding took place at many sites. RRP on system states 1:3. Following wash up it was concluded that the overall cause of incident was hydraulic overload."

Our Sewer Flooding History Database (SFHD) does not hold any other flooding incidents that can be attributed to this asset since the event of October 2020.

We do not currently have any upgrades planned for these balancing ponds beyond the routine planned maintenance and upkeep of them.

This concludes our response to your request.

We do our best to provide you with the information you have requested. If you feel we have omitted any data or misunderstood your request in any way, then please let us know. If you expand your request this will be dealt with as a new enquiry.

Disclaimer

The information provided with this letter is taken from the information we hold on our records as at the date indicated. We cannot guarantee the accuracy of this information, and it should not be relied on for any purpose.

Retention

Please note that we will retain a record of your request to allow us to evidence our compliance with the law relating to EIR.

Internal Review

If you are not satisfied with the handling of your request, you have the right to ask for an internal review where the response will be re-examined. Please include a reason for why you are dissatisfied with the response. Internal review requests should be submitted within 40 working days of the date of receipt of this response and emailed to

EIR.Requests@thameswater.co.uk

If you are dissatisfied with the outcome of the internal review, you can apply directly to the Information Commissioner (ICO), who will consider whether Thames Water has complied with its obligations under the EIR. Generally, the ICO cannot make a decision unless you have already exhausted our internal review procedure.

The Information Commissioner can be contacted at: *The Information Commissioner's Office, Wycliffe House, Wycliffe Lane, Wilmslow, Cheshire, SK6 5AF*. More information can be found on their website: [Information Commissioner's Office \(ICO\)](#). There is no charge for making an appeal.

Yours sincerely



Data Protection Advisor
Data Protection Investigations

From: [Redacted]
Sent: 05 February 2025 14:08
To: EIR Requests <EIR.Requests@thameswater.co.uk>
Cc: [Redacted]
Subject: Development east of Hemel Hempstead: historic flood events

You don't often get email from [Redacted]

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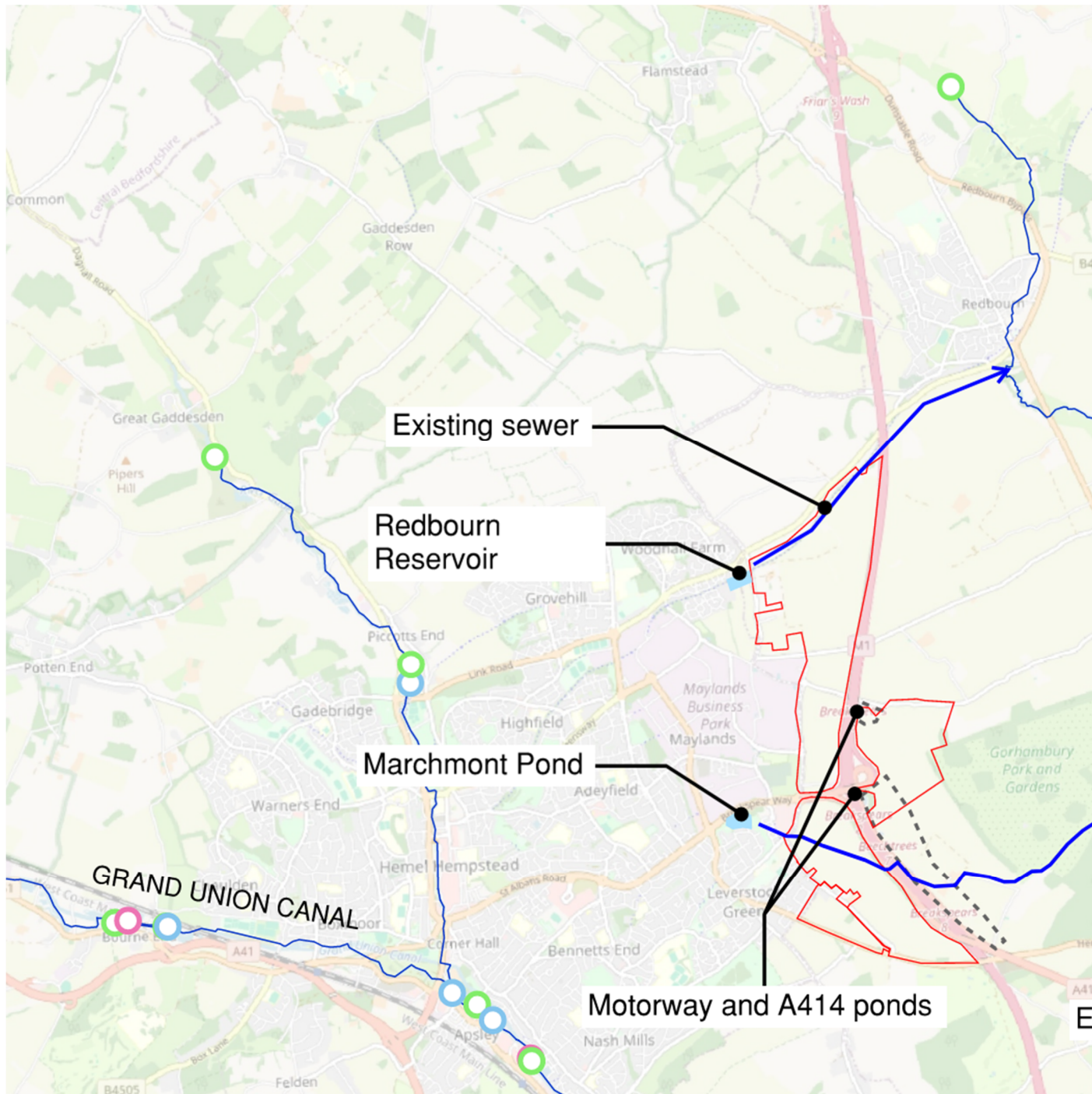
Hi EIR Team,

Trust that you are well.

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If anything is unclear do let me know and happy to have a further discussion as needed.

Thanks,



Civil Engineer

From: Searches <searches@thameswater.co.uk>

Sent: 05 February 2025 11:50

To: [REDACTED]

Cc: [REDACTED]

<customer.feedback@thameswater.co.uk>

Subject: [Filed on 2025-02-05] Re: Development east of Hemel Hempstead: historic flood events

Hi [REDACTED]

Thank you for your email. Unfortunately, we are unable to assist you with your query however this has been raised with [REDACTED] Developer Services.

In the meantime, you can submit a request to: eir.requests@thameswater.co.uk or follow this link:

<https://www.thameswater.co.uk/about-us/regulation/environmental-information-requests>

I have also contacted Steve to provide other options on this query.

Kind regards,

Customer Experience Team

0800 009 4540

Location Address: Thames Water Property Searches, Clearwater Court 2nd West, Vastern Road, Reading RG1 8DB

Postal Address: Thames Water Property Searches, PO Box 3189, Slough SL1 4WW

Customer.liaison@thameswater.co.uk

www.thameswater-propertysearches.co.uk

From: [DEVELOPER.SERVICES@THAMESWATER.CO.U](mailto:DEVELOPER.SERVICES@THAMESWATER.CO.UK)
<DEVELOPER.SERVICES@THAMESWATER.CO.UK>
Sent: 04 February 2025 07:20
To: Searches
Subject: FW: Development east of Hemel Hempstead: historic flood events

Original Text

From: [REDACTED]
To: customer.feedback@thameswater.co.uk
CC: [REDACTED]
Sent: 28.01.25 18:36:54
Subject: Development east of Hemel Hempstead: historic flood events

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If anything is unclear do let me know and happy to have a further discussion as needed.

Thanks,



Civil Engineer

From: [DEVELOPER.SERVICES@THAMESWATER.CO.U](mailto:DEVELOPER.SERVICES@THAMESWATER.CO.UK)
<DEVELOPER.SERVICES@THAMESWATER.CO.UK>
Sent: 24 January 2025 14:27
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RE: DS6130447:PDEV:HP2 7HS:CHERRY TREE LANE

Hi [REDACTED]

Thank you for your email.

All I should need from my side is the discharge rate for each connection point as discussed and we should be good to go.

I have spoken to the Field Operation Specialist [REDACTED] that looks after the reservoir. Apparently we still own and maintain it but rent it out to Anglian clubs etc. we are aware of the flooding history and have been trying to rectify the situation for years with no luck.

Could you please write into customer.feedback@thameswater.co.uk where a case manager will deal with those issues

Should you require anything further, please feel free to contact me at your earliest convenience.

Regards

[REDACTED]
Developer Services – Adoptions Engineer

Service Delivery

0800 009 3921 – Help Desk

Get advice – make your sewer connection correctly - [Plumbing and drainage misconnections | Water UK](#)

Clearwater Court, Vastern Road, Reading, RG1 8DB

Find us online at [Developer services | Thames Water](#)



Original Text

From: [REDACTED]

To: DEVELOPER.SERVICES@THAMESWATER.CO.U

CC: [REDACTED]

Sent: 20.01.25 08:44:47

Subject: RE: DS6130447:PDEV:HP2 7HS:CHERRY TREE LANE

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Hi [REDACTED]

Thanks for meeting early Jan and hope you are well.

We have prepared an initial draft phasing and accommodation schedule for the Proposed Development (attached), though please note plot allocations and phasing are subject to change as the masterplan is further developed.

We trust that this will assist the pre-planning team in estimating the additional flows that will need to be accommodated within the foul network and strategic capacity planning at Maple Lodge WwTW.

We will provide further information on possible points of connection, and the minutes of our

meeting next week. In the interim, do let us know if something more is urgently required for the pre-planning team to incorporate the Proposed Development in the strategic upgrades.

Further, one of the arising actions of last week's meeting was getting further information on the flooding in Leverstock Green (arising from Marchmont Pond) and near Redbourn Reservoir. It would be great if you could pass along that information from your relevant colleagues, or their contact information. We are able to provide some anecdotal commentary on the flooding conditions noted by the public should your colleagues be interested.

Thanks,



Civil Engineer

From: [Redacted]
Sent: 03 December 2024 20:49
To: DEVELOPER.SERVICES@THAMESWATER.CO.U <DEVELOPER.SERVICES@THAMESWATER.CO.UK>
Cc: [Redacted]
Subject: RE: DS6130447:PDEV:HP2 7HS:CHERRY TREE LANE

Hi [Redacted]

Thanks for the mail.

I can imagine the confusion, but ultimately, we are trying to reach out to relevant Thames Water team members to discuss an emerging masterplan just east of Hemel Hempstead. Given that it is still in development, we do not have exact quanta or points of connections just yet (hence the sparse form).

The Proposed Development is over c. 370ha of (currently agricultural) land, and we believe there are some Thames Water assets within the Site boundary (2no. 375mm dia. surface water sewers) but given the size of the Proposed Development (c. 4,000 homes and commercial buildings), we are expecting the sewers will need reinforcing. I have attached our redline boundary and current mapping of existing assets.

Further, we are quite keen to discuss the logistics and constraints of discharging to the River Ver, possibly through a sewer requisition.

Lastly, we are trying to clarify our understanding of the existing assets and historic floods. We had been informed there has been some flooding associated with the Marchmont Pond in Leverstock Green (Kingcup Ave.), but it would be good to contextualise with the team.

We thought having a brief meeting would be best, especially given the relative uncertainties at this time.

If anything is unclear, do let me know as we are keen to engage with Thames Water regarding this masterplan.

Thanks,

[Redacted]

Civil Engineer

From: [DEVELOPER.SERVICES@THAMESWATER.CO.U](mailto:DEVELOPER.SERVICES@THAMESWATER.CO.UK)

<DEVELOPER.SERVICES@THAMESWATER.CO.UK>

Sent: 03 December 2024 13:46

To: [Redacted]

Subject: DS6130447:PDEV:HP2 7HS:CHERRY TREE LANE

Hi [Redacted]

Thank you for your Pre-Planning application.

I think something has gone haywire with the application being transferred over to me as there is a lot of information missing and of sure what was sent and what wasn't.

Please can you send me all the relevant attachments you may have for me to look over.

Should you require anything further, please feel free to contact me at your earliest convenience.

Regards

[Redacted]

Developer Services – Adoptions Engineer

Service Delivery

0800 009 3921 – Help Desk

Get advice – make your sewer connection correctly - [Plumbing and drainage misconnections | Water UK](#)

Clearwater Court, Vastern Road, Reading, RG1 8DB

Find us online at [Developer services | Thames Water](#)



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