30 September 2026

Dear Customer,

Essential sewer improvements, Main Road, Lulworth

Wessex Water will be carrying out essential sewerage work in Lulworth to provide more capacity to the foul sewer system, reducing the number of stormwater discharges from the Lulworth Cove sewage pumping station.

This scheme will aim to help protect the environment by storing excess water before returning it to the sewer system to then be pumped to the local water recycling centre for treatment, instead of being discharged automatically via the storm overflow.

Further to our letter dated 17 September 2026 and due to unforeseen circumstances, we are having to delay the start of the works by one week to **Monday 9 November 2026**.

Overflows are designed as a relief valve to protect homes from flooding. If there is too much rainfall in the system, the overflow automatically discharges into watercourses.

The scheme is part of our £8 million a month investment to reduce how often storm overflows operate, by either storing excess water before returning it to the sewer system when the storm recedes to be piped to a water recycling centre for treatment or transferring excess storm water to a larger capacity section of the existing sewer network.

You can read more about how we're investing to reduce the impact storm overflows have on rivers, the sea and the environment at wessexwater.co.uk/investment.

How will the work affect you?
The main work area will be in land adjacent to the pumping station, which is located **next to the public toilets in Main Road**. A temporary compound will be located in the coach park adjacent to the main Lulworth car park.

To avoid the potential for conflict between construction traffic and other users of Main Road, a traffic management plan will be in effect to ensure that construction traffic movements are strictly controlled. This will also include keeping Main Road clear of construction debris.

There will be some noise disruption while this work is undertaken, but every effort will be made to keep this to a minimum.

You can continue to use your water and sewerage services as normal unless we tell you otherwise.

Find out more
Alongside the start of the project, we will host a customer information session between **10am and 4pm** on **Wednesday 4 November 2026**.

Construction Manager Adrian MacDonald and I will be located with **Wessex Water's liveried vehicle in the main car park close to the coach parking area** and look forward to the opportunity of discussing the project in greater detail with you and answering any questions you may have.

What should you do?
If you have any further questions about our work, please call **0345 600 4 600** or visit **wessexwater.co.uk/contact-us.**

If you are a **business or other non-household property** you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water

bill.

Need some extra support?
We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter, or setting up a password for when we visit. You can register for Priority Services on our website at **wessexwater.co.uk/priorityservices** or call us on **0345 600 4 600**.

The Big Upgrade
We're playing an important role in the £100 billion rebuilding of our nation's water networks, storing more water, reducing leaks, improving water resilience, cutting storm overflow usage and planning our resources. Find out more at **thebigupgrade.org.uk**

We're sorry for any inconvenience caused by our work.

Yours faithfully



Bruce McAuslane

YTL Construction (on behalf of Wessex Water)