What next?

We would appreciate your cooperation. A dedicated Wessex Water Operation Streamclean team will visit from time to time to examine connections to the foul and surface water drainage systems.

The team will look for any misconnections and may advise householders on making the right connection to prevent damage to the environment.

NEVER let anybody into your home if you are not sure of their identity and they do not have a clearly marked Wessex Water identification card. If you have any doubts about the identity of the team please ring customer services on 0845 600 4 600.

Further help

It is not the responsibility of your water company to rectify any misconnections on private drains. On the spot advice may be given by the Operation Streamclean team.

Further help is available from any of the following:
- NHBC (if your house is 10 years old or under)
- local council building control
- your insurance company – check to see whether you are covered
- any reputable builder or plumber – always obtain three quotes for any job.

For more information contact: customer services on 0845 600 4 600 (Monday to Friday, 8.30am to 5.30pm) or email: customer.services@wessexwater.co.uk.

Website: www.wessexwater.co.uk
What is Operation Streamclean?

It was established in the Wessex Water region to help reduce the pollution to local streams.

Domestic drains that are plumbed in incorrectly (misconnections) result in waste going to local streams and rivers instead of to the sewage treatment works. Operation Streamclean aims to find these misconnections so that they can be put right. Operation Streamclean aims to discover the sources of such pollution and identify the cause.

Since it began Operation Streamclean has located numerous properties with misconnections. A high proportion have been rectified by the property owners but in some cases enforcement is necessary from various government agencies.

Why do we need it?

Many housing areas, particularly those completed after 1920, have two completely separate drainage systems.

Surface water drainage collects rainwater and drains into streams. The foul sewer collects waste water which is taken to the local sewage treatment works.

One of the major problems we face is that some local households have appliances misconnected to the rainwater drains. All household waste water should go into the foul sewer.

These misconnections often occur during renovation work or during the building of extensions but in some instances properties have been found with faulty plumbing. The result is that waste water from washing machines, dishwashers, drains and, indeed, toilets can discharge directly into rivers and streams.

As well as damaging the environment this is a potential public health risk.

Correct drainage connections

In houses built after 1920 drains generally connect to separate sewer systems (pipe colours are for illustration only).

A toilet waste pipe usually has a larger diameter than a roof drainpipe and often has an air vent at the top.

A roof drainpipe is connected to the roof gutter and carries rainwater to the surface water drain.

Pipes carrying foul water should not join to this pipe or feed into the same drain.

Surface water
for clean rainwater from roofs and ground runoff.

Foul water
for dirty water from toilets, sinks, washing machines etc.