

# Improvements to the local wastewater network

We have been investing to ensure the local wastewater network is fit for purpose. Prioritising areas most at risk of pollution, these works should help to protect the local area.

## Above ground sewer replacement – Newquay Zoo

This project replaced 131 metres of 450mm diameter combined sewer with 600mm diameter ductile iron pipes. Seven new manholes were installed and the redundant sewer was removed. Sunlight exposure and tree growth pressure had increased risk of failure for the old pipe.

Works started in October 2023 and completed in March 2024. The total project cost was £512,000.

## West Pentire Sewage Pumping Station – main replacement and rerouting

The West Pentire rising main was at the end of its operational life. A replacement was needed to reduce the risk of pollution to the surrounding area, including bathing waters and a sensitive ecological site.

The replacement involved laying around 1km of new polyethylene (PE) pipe to replace the uPVC mains. To prepare for the works, detailed negotiations with landowners were required. The project was completed in January 2023, costing £240,000.



# Improvements to Crantock Sewage Pumping Station

Works have been carried out at Crantock with a value of £2,373,000. The work should ensure the site will be efficient and productive for many years to come.

## Mains replacement and rerouting

The existing rising main at Crantock was at the end of its operational life. Works were required to reduce risk of pollution.

A new rising main takes wastewater directly to Newquay Sewage Treatment Works, removing the main from the sensitive Gannel estuary entirely. The route avoids land belonging to the National Trust and Duchy of Cornwall. It crosses private land belonging to seven landowners, who agreed to the scheme through early stakeholder engagement. Works were completed in July 2022.

Improvements have also been made to Yellow Sands Pumping Station, increasing the level of the storage tunnel to maximise use for emergency wastewater storage and reduce flood risk. The existing disc screen was also upgraded. These works were completed in early 2024.

## Upgrade of the Sewage Pumping Station

The station has had a major upgrade. This modernises the assets to prolong the life of the pumping station. The upgrade involved replacing pumps, control equipment and improving alarm capability. The station now has a wireless communication device, helping to improve flow control between sites.



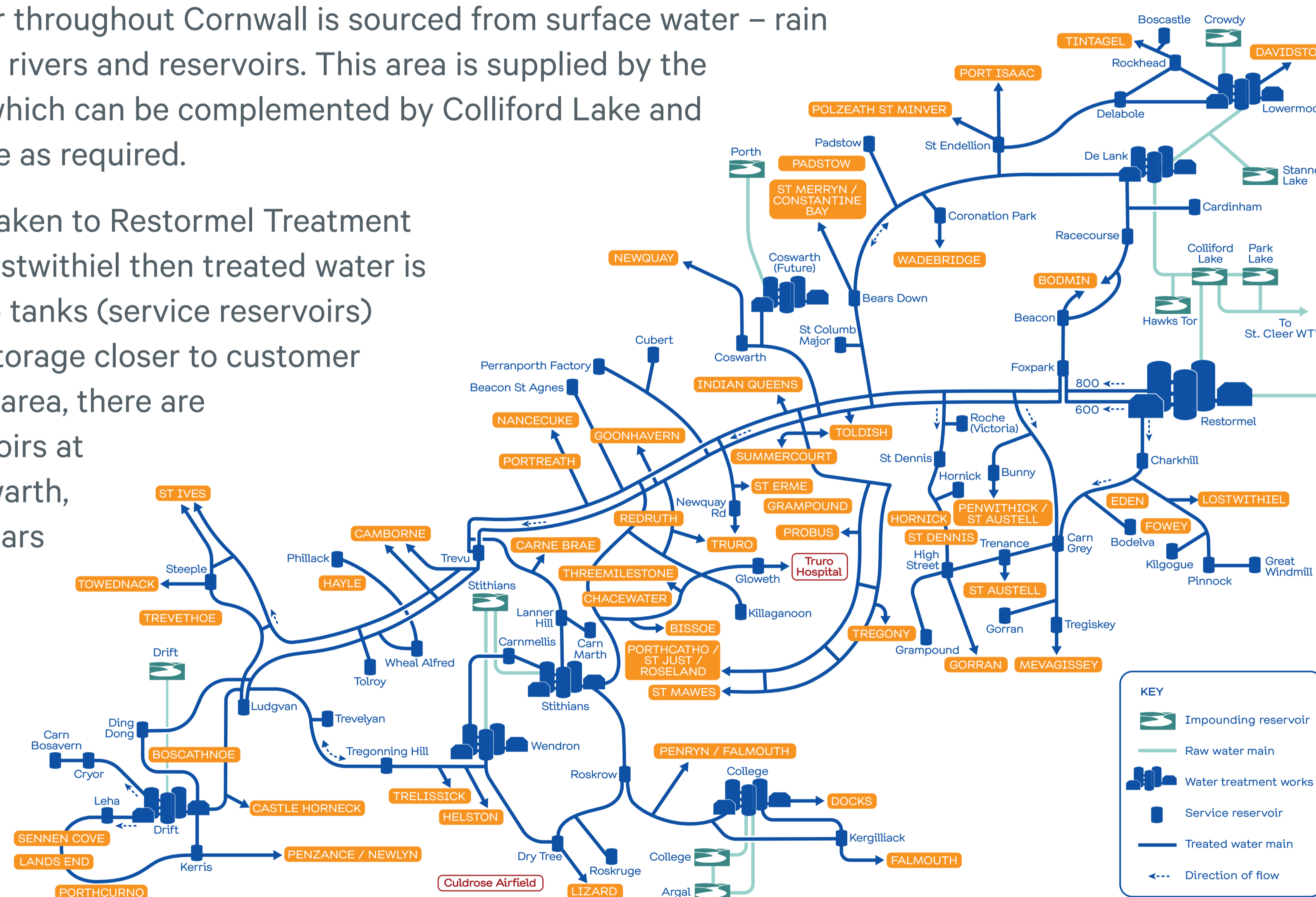
# Where does your drinking water come from?

This area enjoys high quality drinking water, thanks to the River Fowey and the water treatment works at Restormel.

## Cornish rain provides your drinking water

Drinking water throughout Cornwall is sourced from surface water – rain that flows into rivers and reservoirs. This area is supplied by the River Fowey, which can be complemented by Colliford Lake and Siblyback Lake as required.

Raw water is taken to Restormel Treatment Works near Lostwithiel then treated water is transported to tanks (service reservoirs) that provide storage closer to customer homes. In this area, there are service reservoirs at Foxpark, Coswarth, Cubert and Bears Down.



Cornwall West Drinking Water Network

## Your local water quality

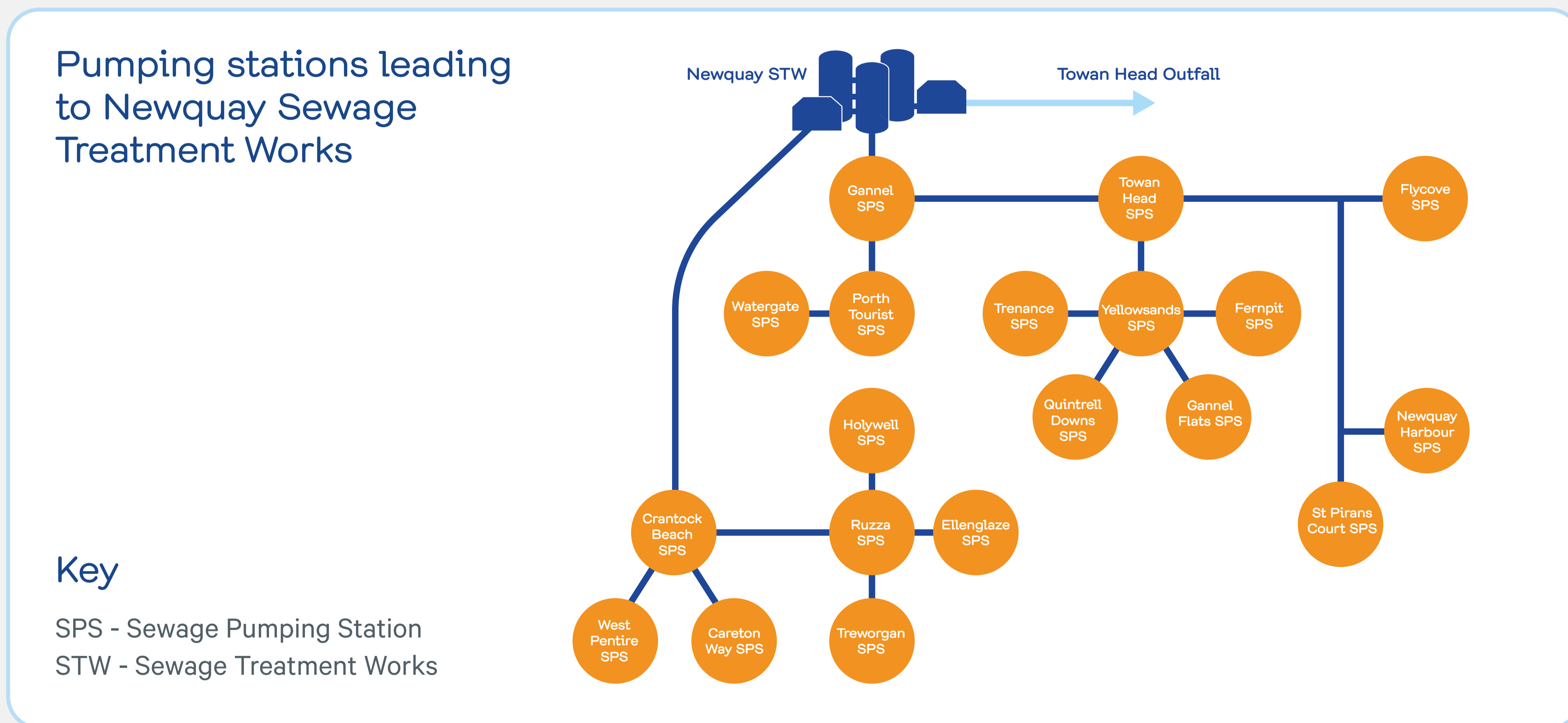
At Restormel Water Treatment Works, water undergoes clarification, filtration, granular activated carbon treatment and chlorine disinfection. This multi-barrier approach helps to provide a high quality product.

Water treatment is made easier by the fact that the River Fowey provides high quality untreated or raw water. This means impurities in the water are relatively low, so the treatment required to bring it to the right standard is less intensive.

We have plans to ensure all drinking water is lead free by 2050.

# How does wastewater reach Newquay Sewage Treatment Works?

Wastewater from this area travels to the Sewage Treatment Works in Newquay. A series of pumping stations move the waste along to its end destination.



# Our role in supporting the Boardmasters Festival

The Boardmasters Festival is an annual festival held in Newquay that combines music with surfing events against the backdrop of the stunning Cornish coastline.

## Meeting the needs of the festival

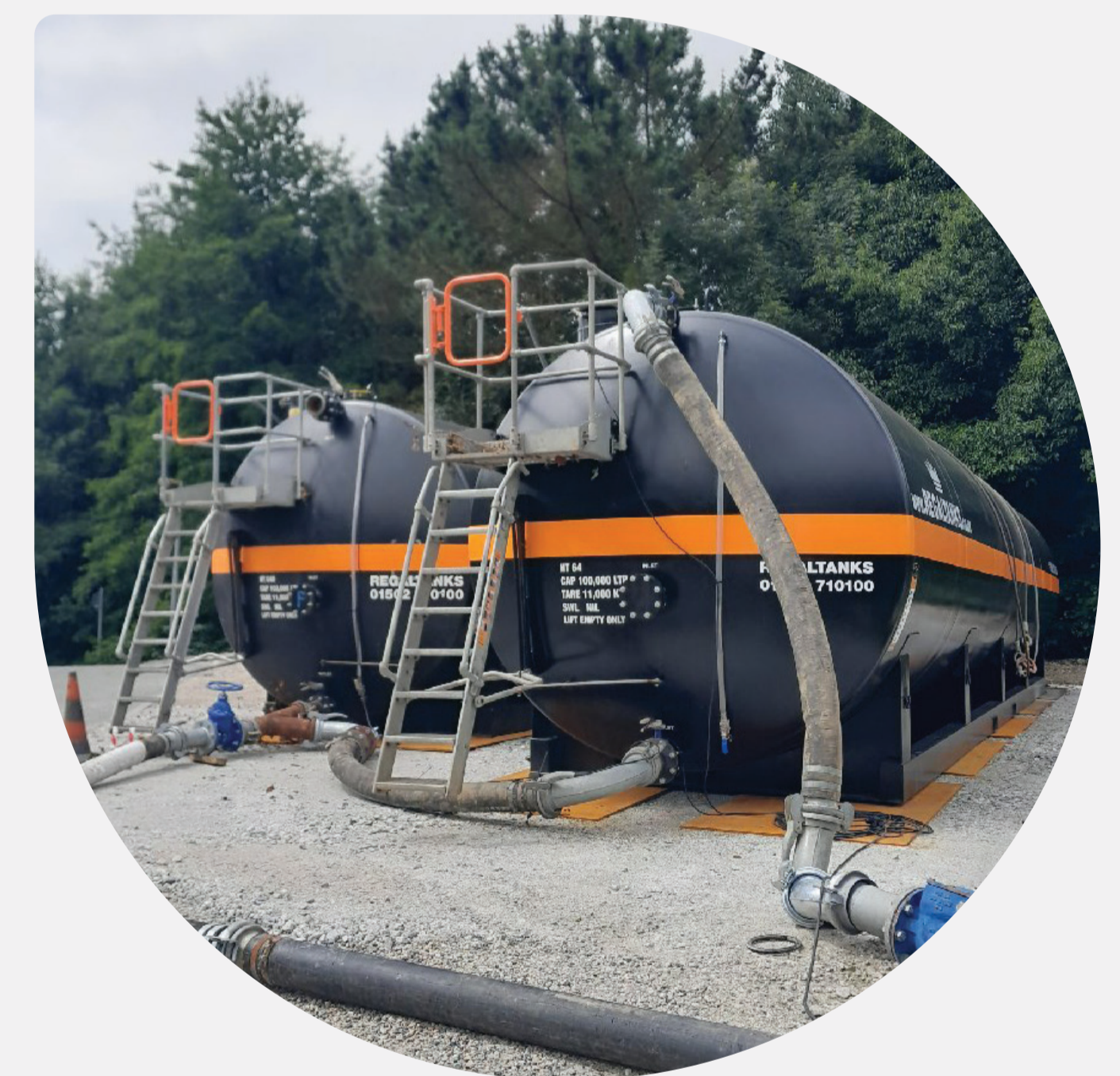
This year's festival attendance grew to 58,000 people. This increases the 'loading' (normal requirements) of the site by over 200%. Newquay has a population of around 25,000 people, but at peak times this can reach up to 150,000 people.

The festival changes the levels of ammonia in incoming sewage to the treatment works – this is usually around 60 micrograms per litre (mg/L), but increases to 168mg/L at peak times.

## We're always on hand to help

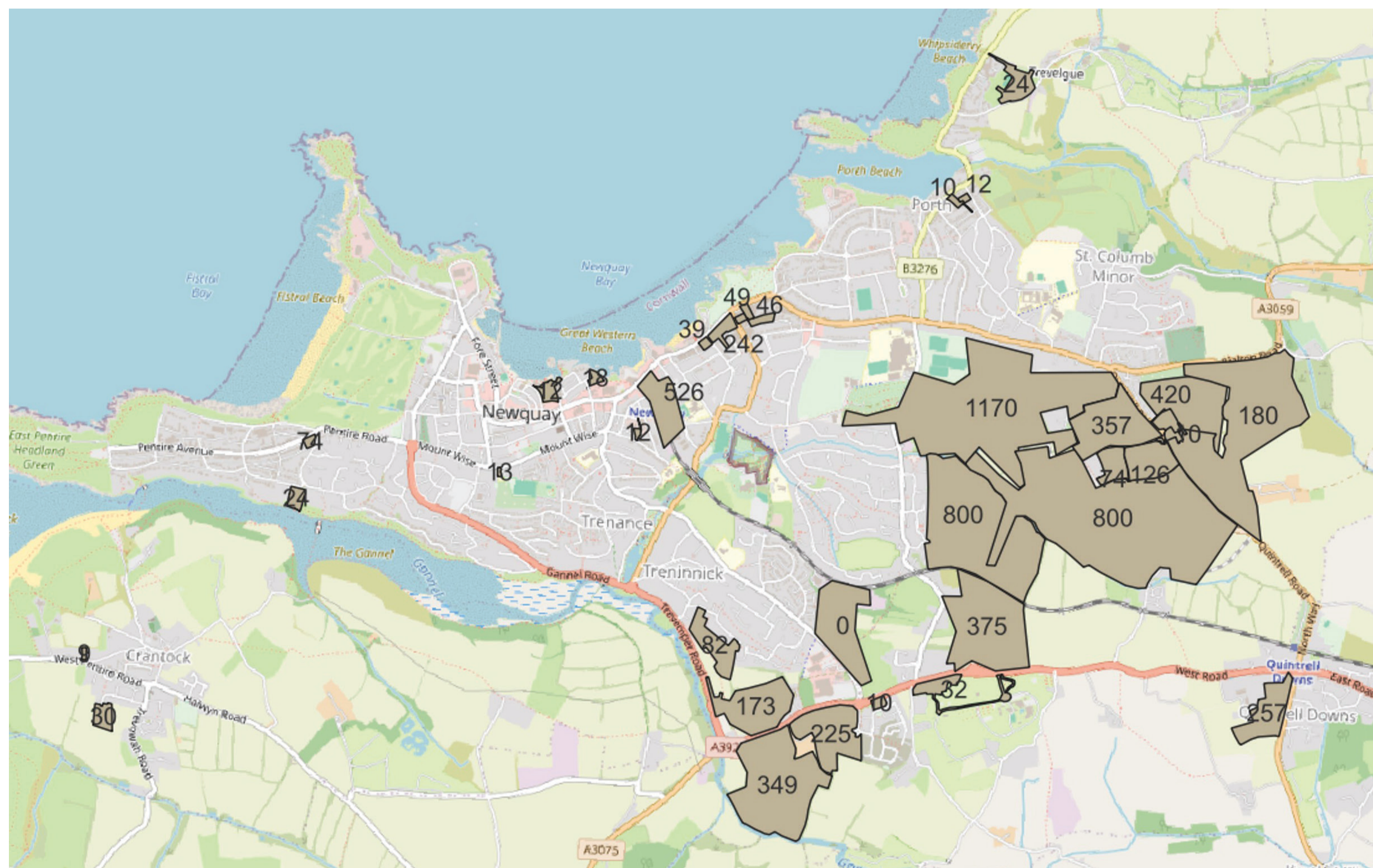
We start planning for the festival in late March each year. This year we installed new holding tanks to allow increased capacity at the sewage treatment works during Boardmasters and to control flow at peak times if needed.

We have someone on-site at the festival for 11 hours a day to help with problems. Out of hour, a standby rota ensures issues are sorted out quickly.



# New developments in Newquay

New developments create additional demand for drinking water and wastewater services. We need to ensure the network can meet this demand, adding extra capacity to the system where necessary.



Site	Type	Build Plan	Planning Reference	Development
Trevenson & Kosti Veur:Nansledan	Housing Development	1170	COR-SWW971-971	Planning Permission Received
Land At Chapel Gover Newquay Growth Area	Mixed Use Development	800	COR-SWW000-116	Awaiting Planning Permission
Land Off Quintrell Road	Housing Development	800	COR-SWW000-142	Under Construction
Station Quarter	Mixed Use Development	526	COR-SWW974-974	LDF
Riel:Nansledan Newquay Growth Area	Housing Development	420	COR-SWW973-973	LDF
Hendra:Nansledan	Mixed Use Development	375	COR-SWW000-069	LDF
Land At Quintrell Road - Phase 2	Housing Development	357	COR-SWW000-151	Under Construction
Land At Trevithick Manor Farm Trevenner	Mixed Use Development	349	COR-SWW000-063	Planning Permission Received
Land Off West Road South Way Quintrell Down	Housing Development	257	COR-SWW000-140	Under Construction
Land At Hotel Bristol Narrowcliff	Housing Development	242	COR-SWW000-171	Planning Permission Received
Land South Of A392 Opposite Supermarket Trevenner	Housing Development	225	COR-SWW000-064	Planning Permission Received
Land East Of Quintrell Road, Newquay, Cornwall (1)	Mixed Use Development	180	COR-SWW000-118	Planning Permission Received
Land North West Of Trevithick Manor Between A392 And Trevenner Road Trevenner Road Newquay TR7 2HS	Housing Development	173	COR-SWW000-062	Planning Permission Received
Land At Quintrell Road - Phase 1	Housing Development	126	COR-SWW000-150	Built
Land Off Wych Hazel Way And Elm Close Elm Close	Housing Development	82	COR-SWW000-066	Under Construction
Fistral Bay Hotel 1 Pentire Avenue	Housing Development	74	COR-SWW000-114	Awaiting Planning Permission
Land At Quintrell Road - Phase 2	Housing Development	74	COR-SWW000-141	Under Construction
Edgcombe Hotel	Housing Development	49	COR-SWW000-156	Awaiting Planning Permission
Land East Of Narrowcliff Surgery To Rear Of Whitewater Hilgrove Road	Housing Development	46	COR-SWW000-117	Under Construction

# Information about your local bathing water quality – Tolcarne

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

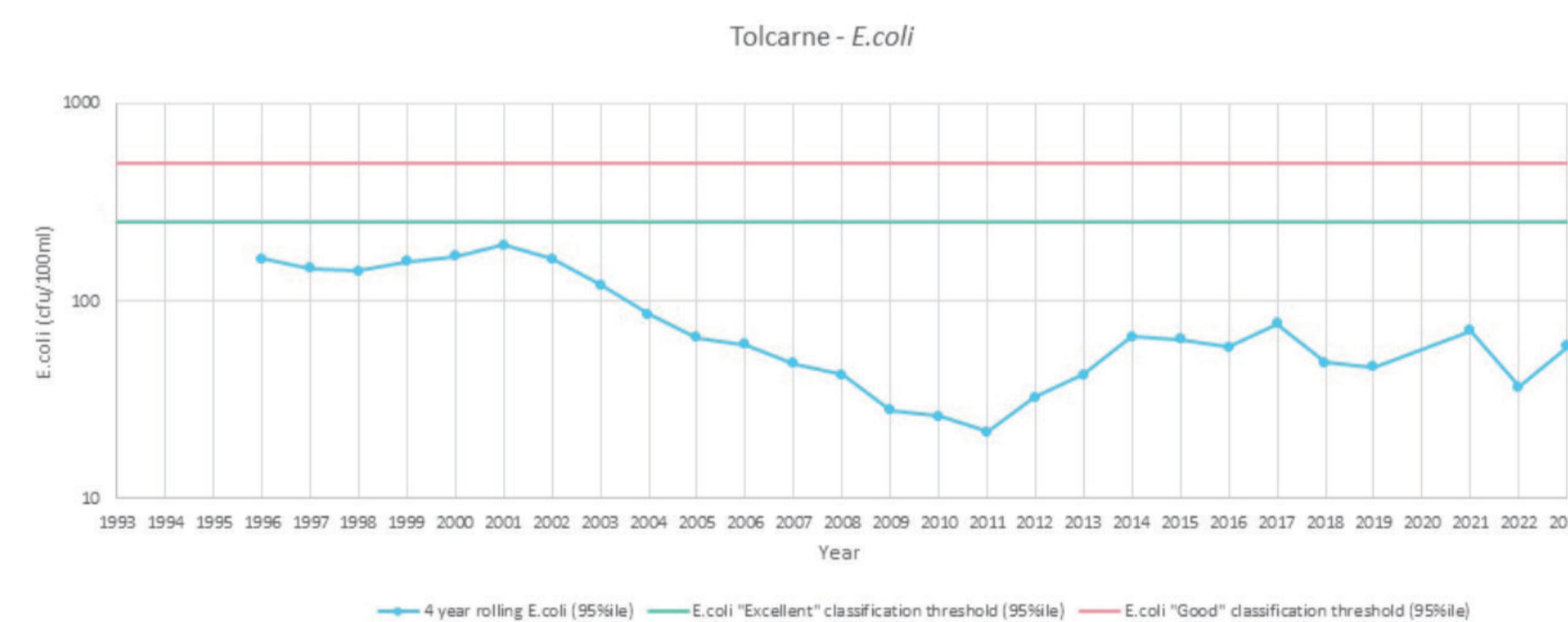
## Bathing Water Classification

Environment Agency annual classifications for Tolcarne:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent

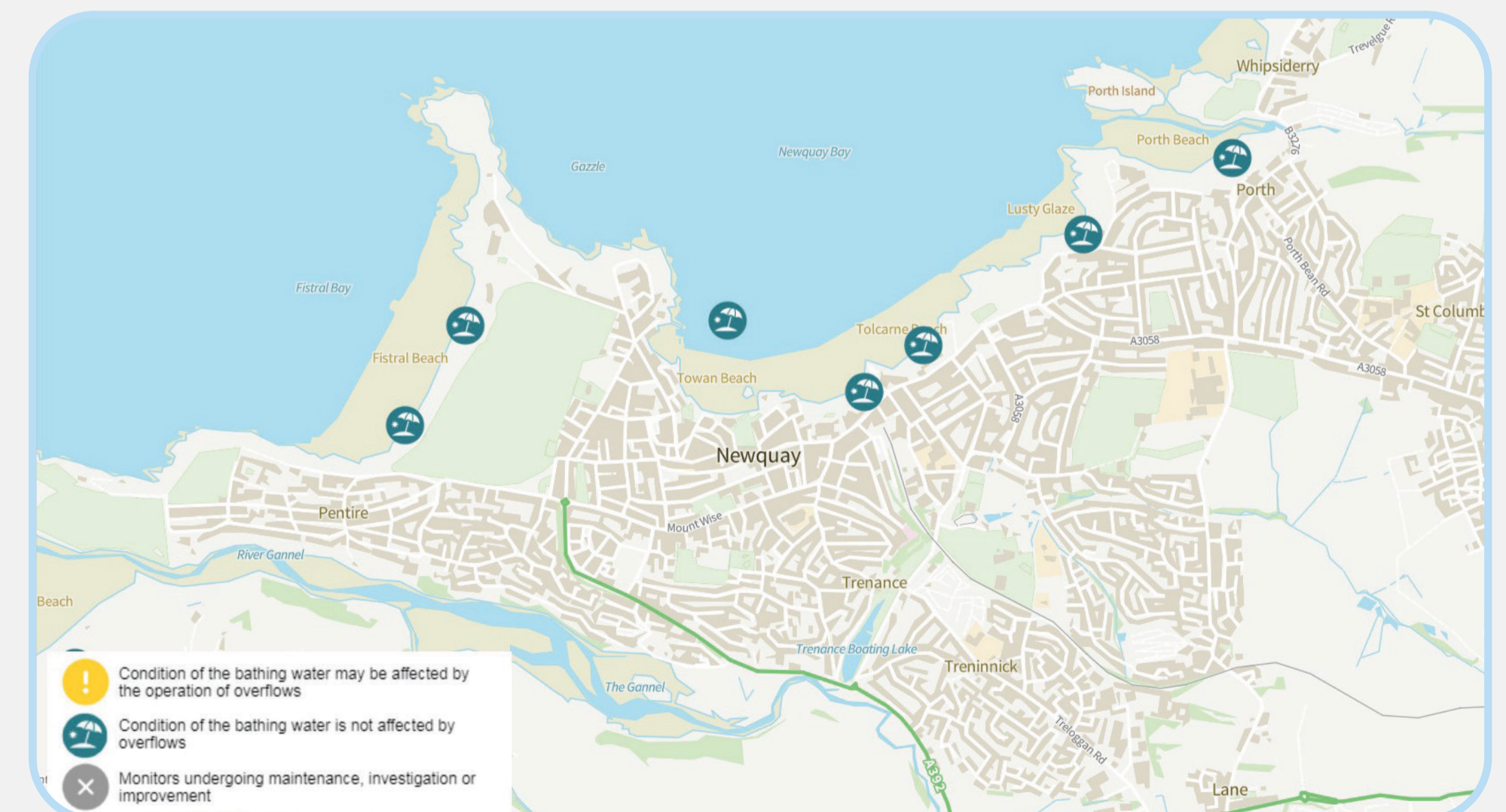
## What can reduce water quality?

Environment Agency samples show levels of Escheria coli at Tolcarne have reduced since the 1990s.



## How many times have storm overflows been in operation?

There are no storm overflows that impact this beach. There may be bacteria in the water from other sources – such as agricultural runoff, waste from dogs and birds, and misconnected waste pipes from private properties.



# Information about your local bathing water quality – Great Western

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

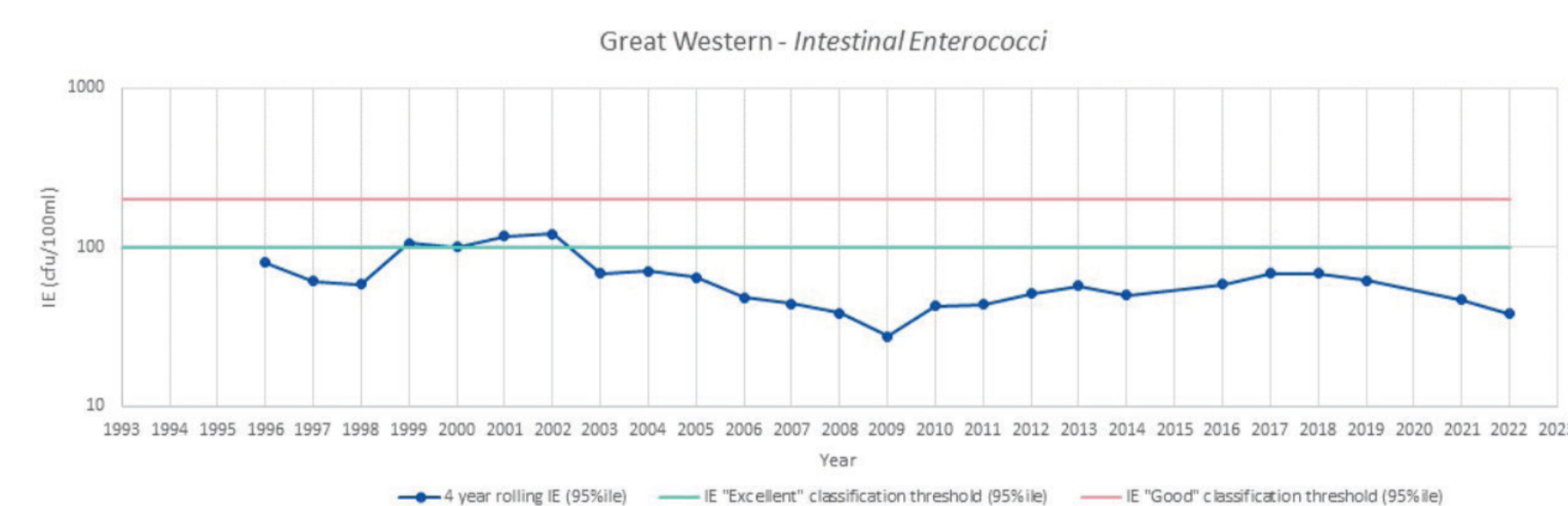
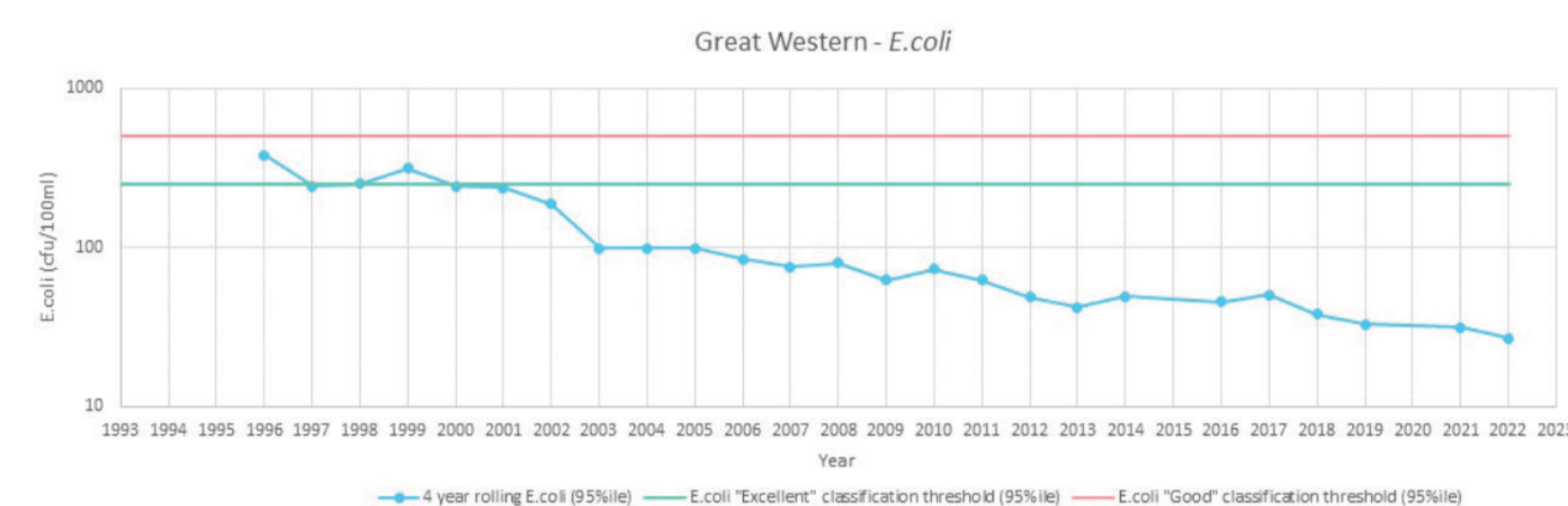
## Bathing Water Classification

Environment Agency annual classifications for Great Western:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent

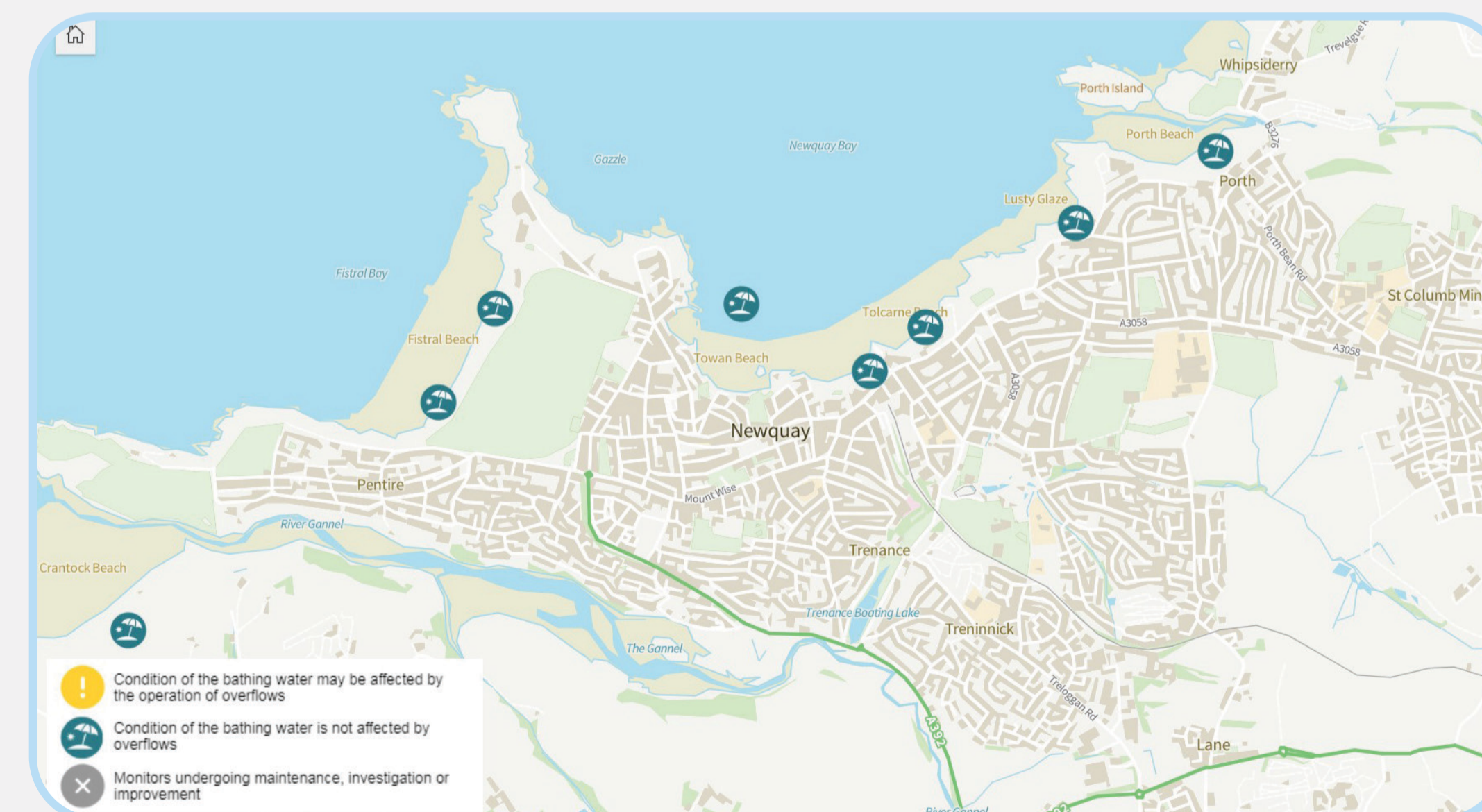
## What can reduce water quality?

Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Great Western have reduced since the 1990s.



## How many times have storm overflows been in operation?

There are no storm overflows that impact this beach. There may be bacteria in the water from other sources – such as agricultural runoff, waste from dogs and birds, and misconnected waste pipes from private properties.



# Information about your local bathing water quality – Lusty Glaze

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

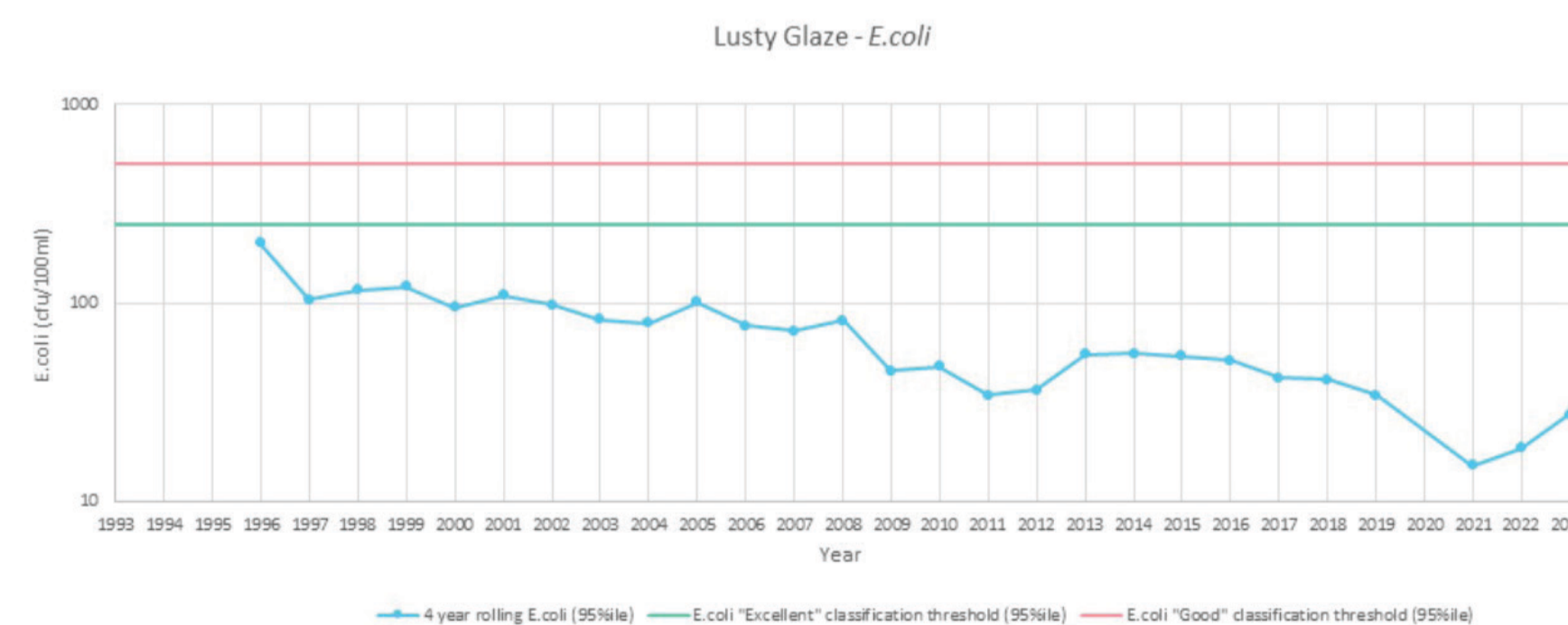
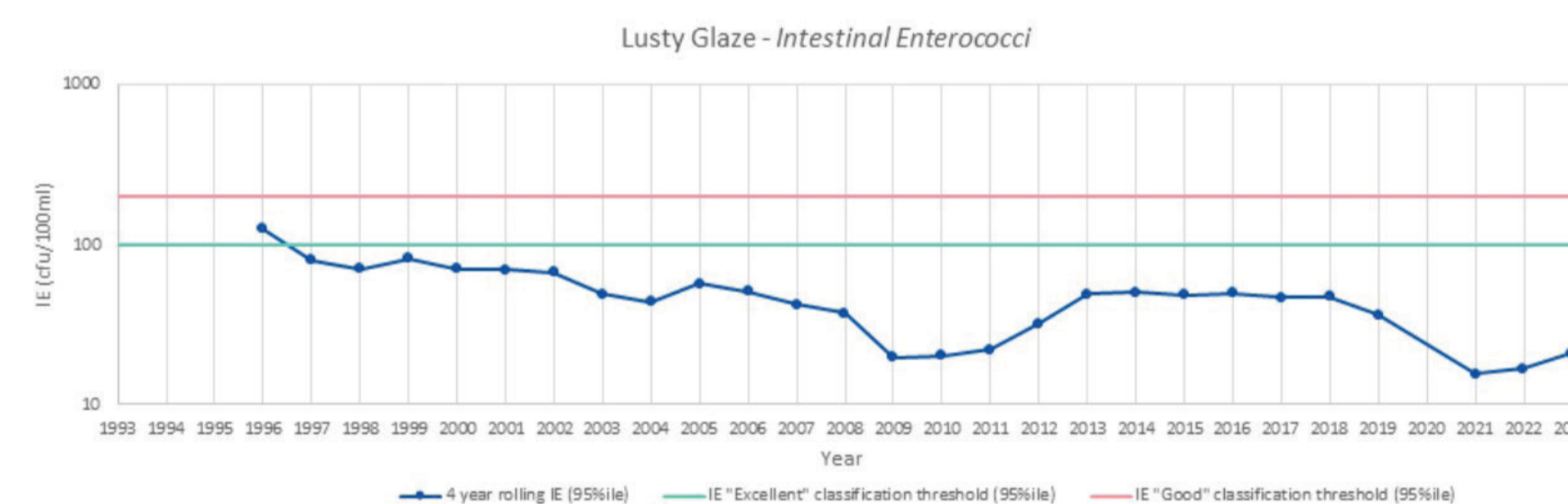
## Bathing Water Classification

Environment Agency annual classifications for Lusty Glaze:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent

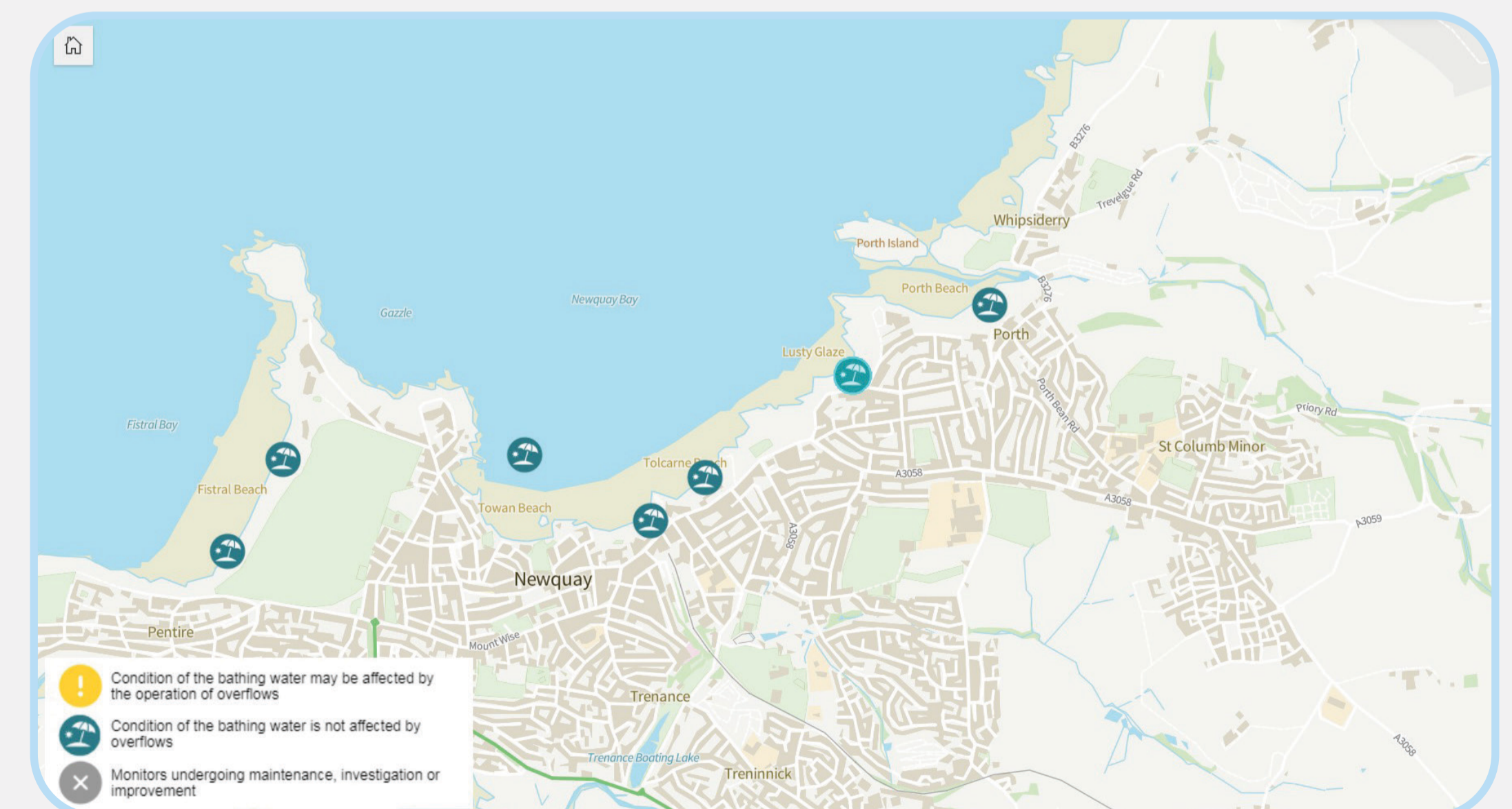
## What can reduce water quality?

Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Lusty Glaze have reduced since the 1990s.



## How many times have storm overflows been in operation?

There are no storm overflows that impact this beach. There may be bacteria in the water from other sources – such as agricultural runoff, waste from dogs and birds, and misconnected waste pipes from private properties.



# Information about your local bathing water quality – Towan

Water quality in this area has consistently been rated Good or Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

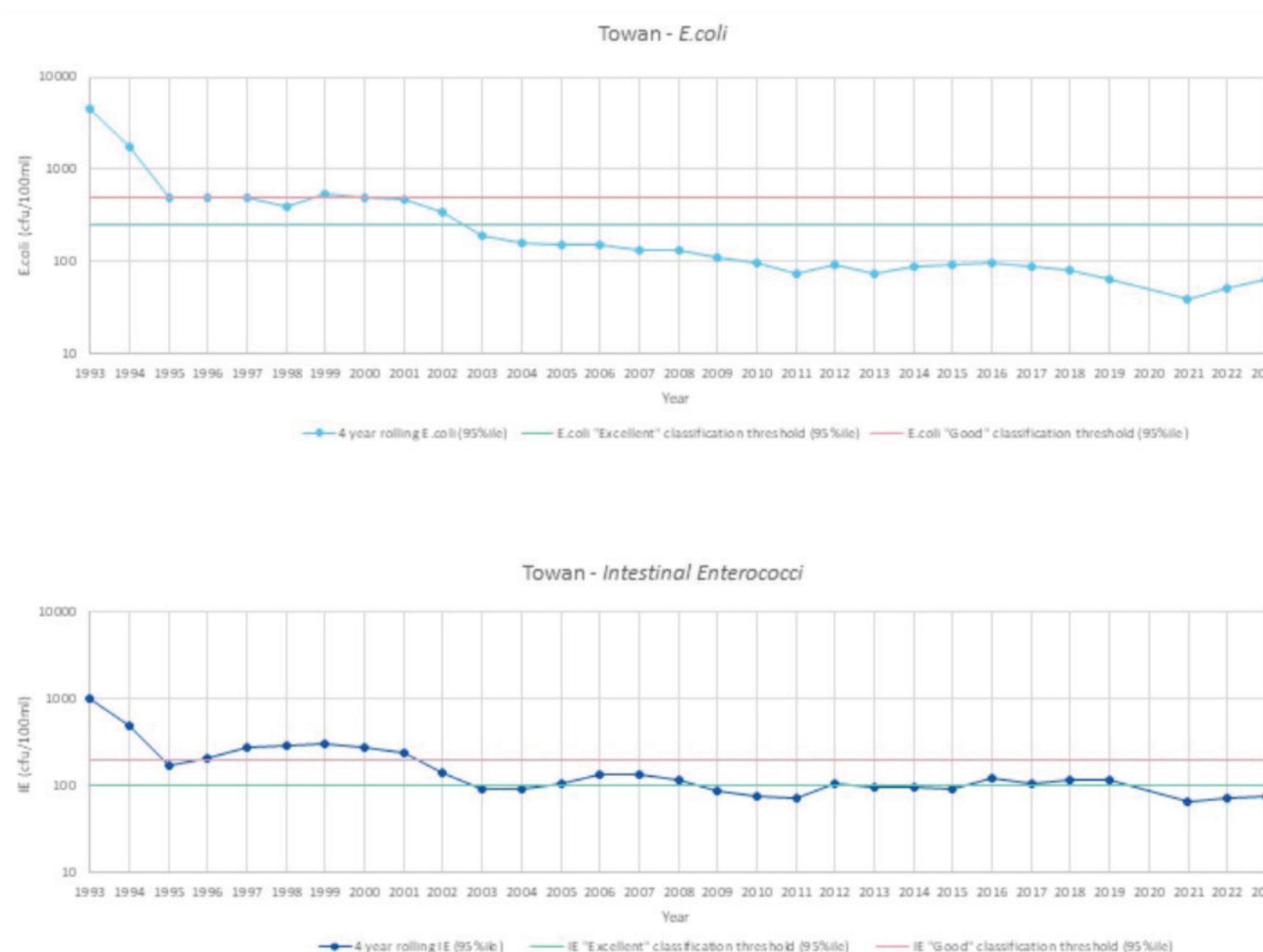
## Bathing Water Classification

Environment Agency annual classifications for Towan:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 2\* Good

## What can reduce water quality?

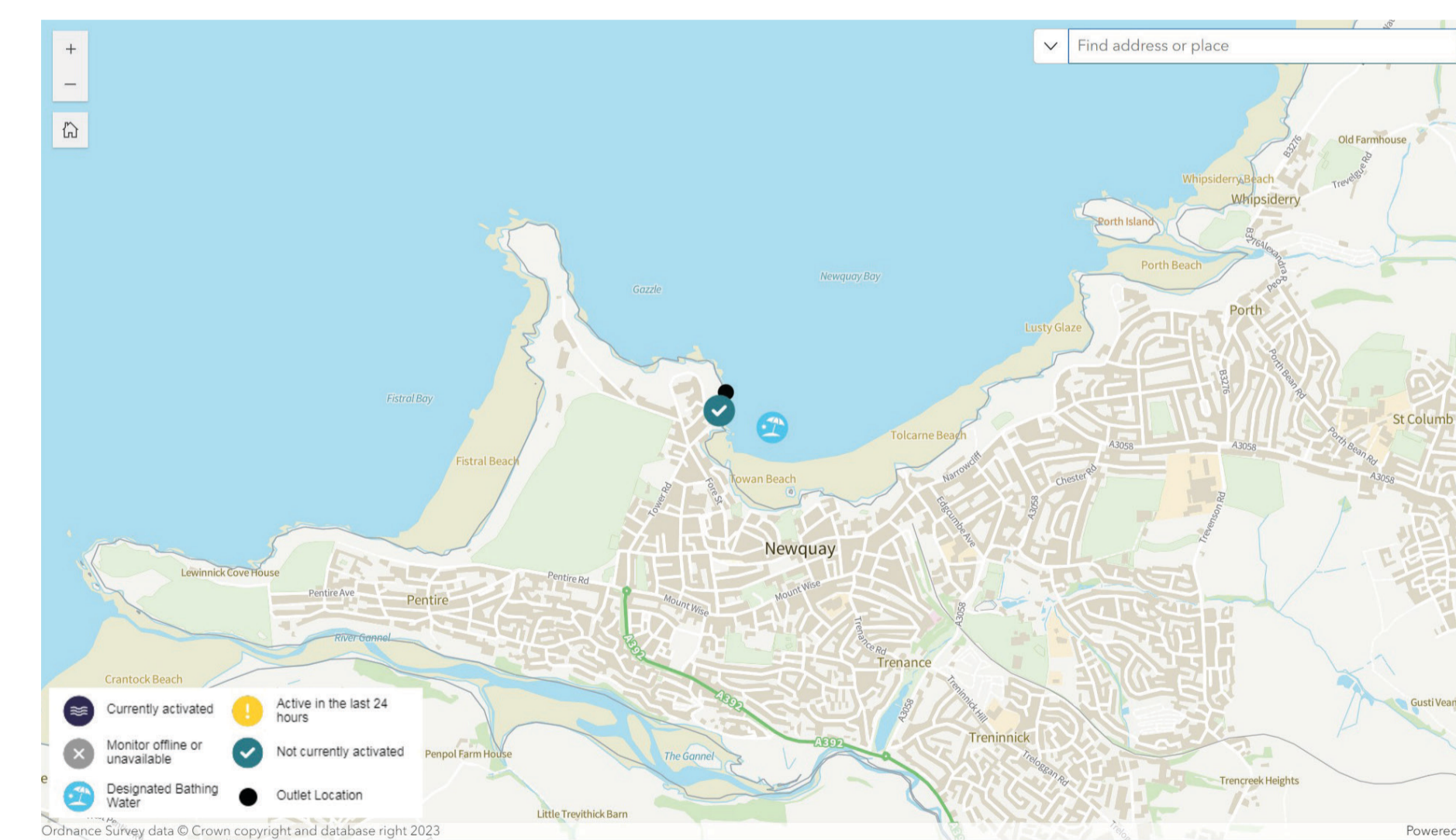
Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Towan have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been no overflow activations at the Flycove Pumping Station overflow, according to our Event Duration Monitor (EDM) data.

There may be bacteria in the water from other sources – such as agricultural runoff, waste from dogs and birds, and misconnected waste pipes from private properties.



# Information about your local bathing water quality – Porth

Water quality in this area has consistently been rated Good. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

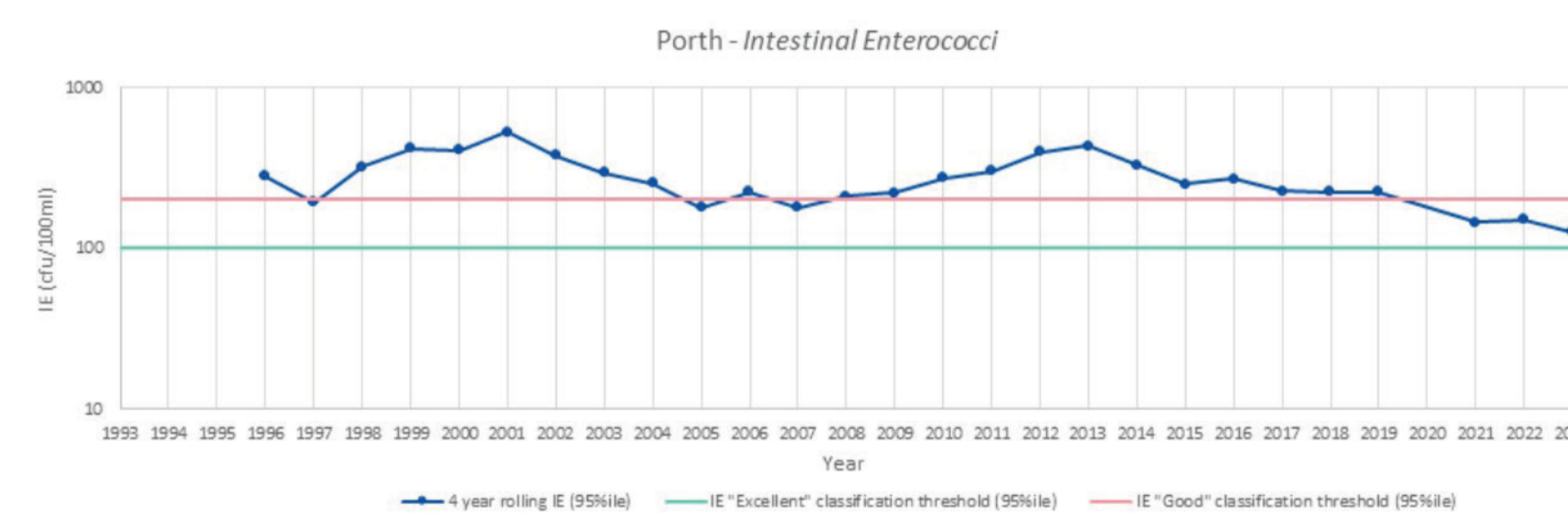
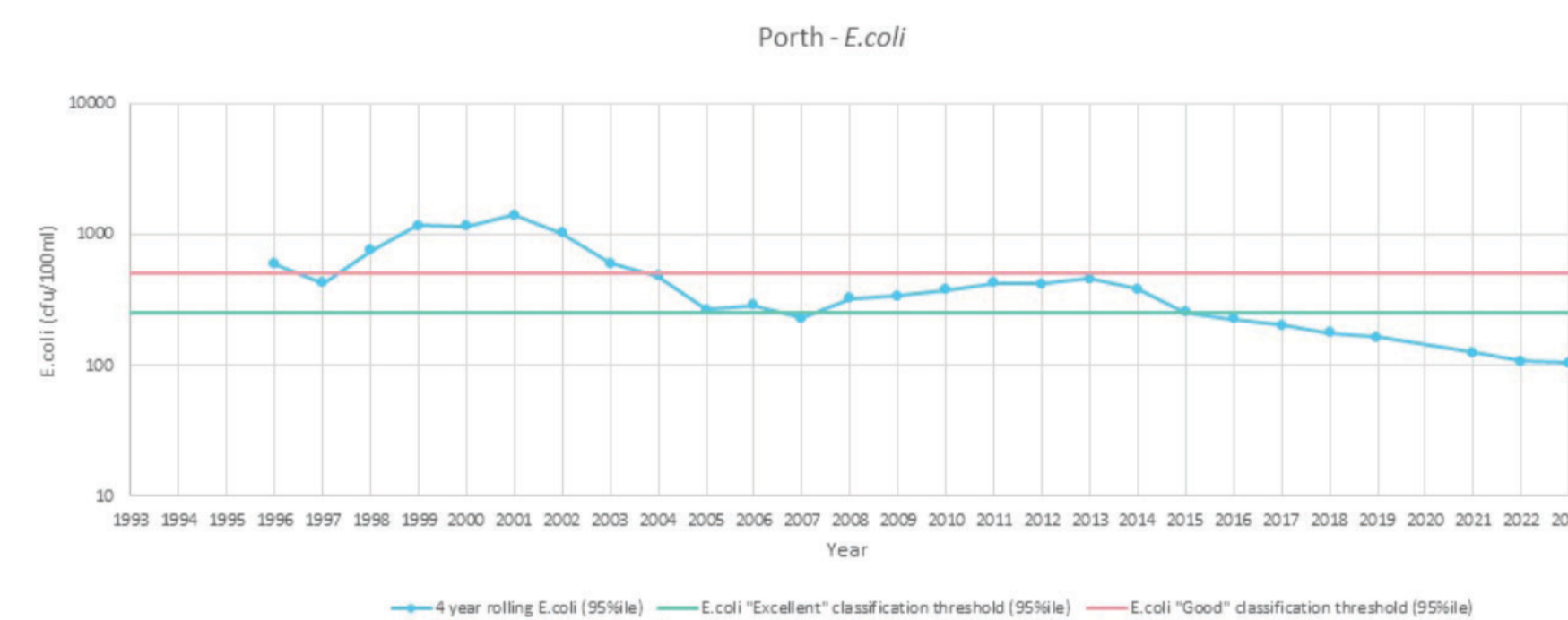
## Bathing Water Classification

Environment Agency annual classifications for Porth:

- 2023 – 2\* Good
- 2022 – 2\* Good
- 2021 – 2\* Good
- 2019 – 1\* Sufficient

## What can reduce water quality?

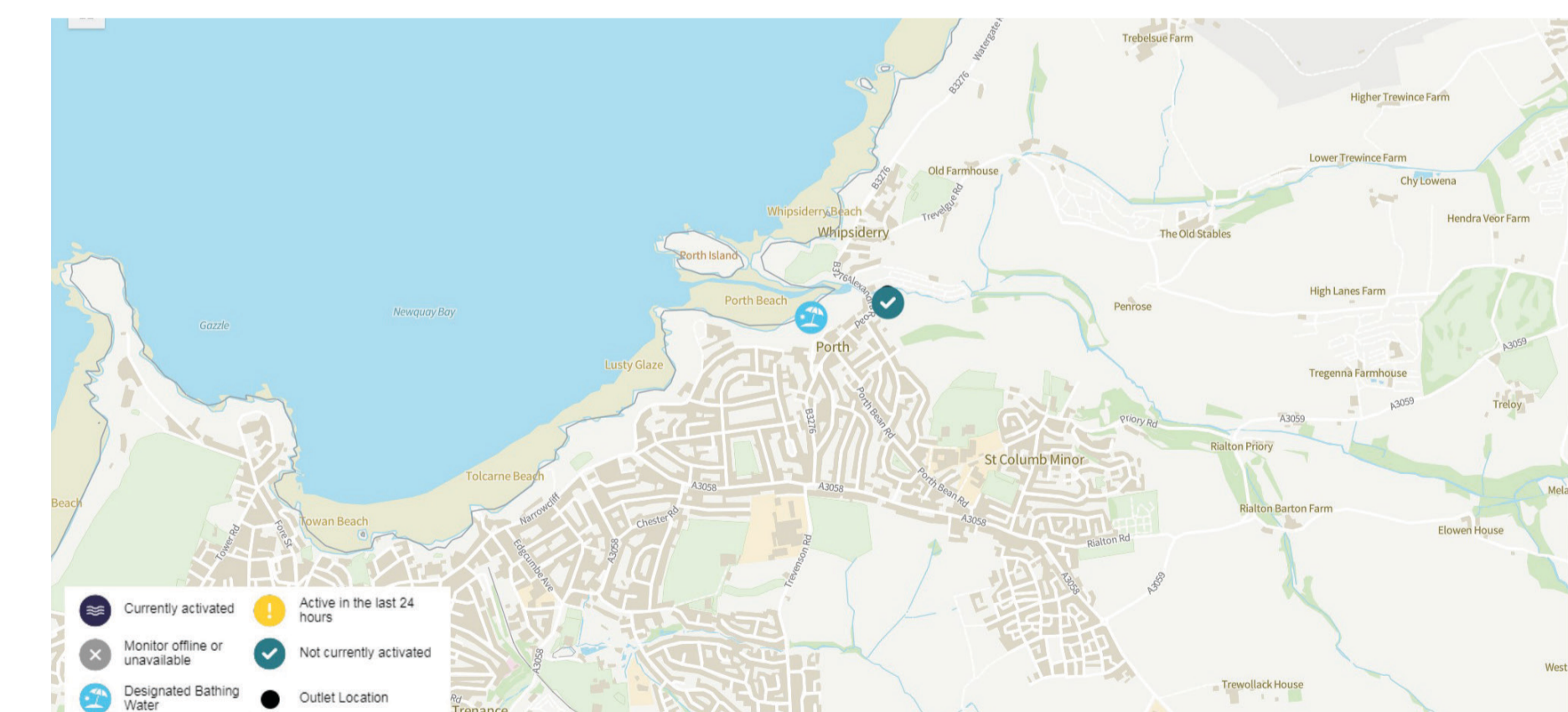
Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Porth have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been no overflow activations at the Porth Tourist Park Pumping Station overflow, according to our Event Duration Monitor (EDM) data.

There may be bacteria in the water from other sources – such as agricultural runoff, waste from dogs and birds, and misconnected waste pipes from private properties.



# Information about your local bathing water quality – Watergate Bay

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

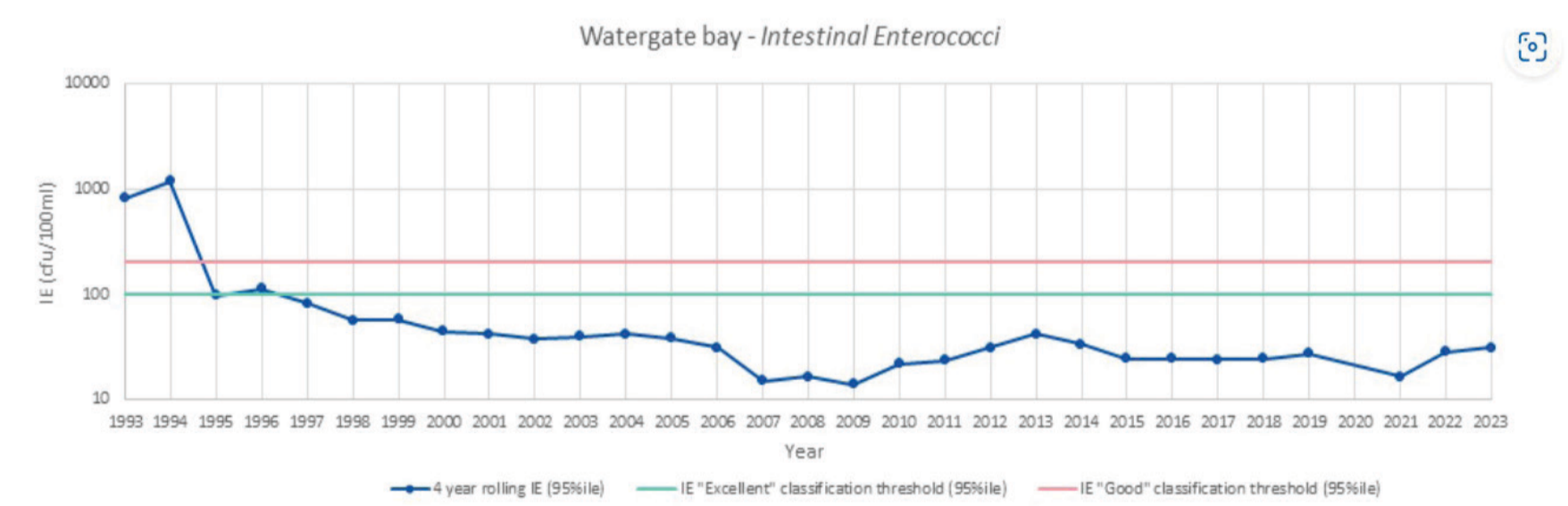
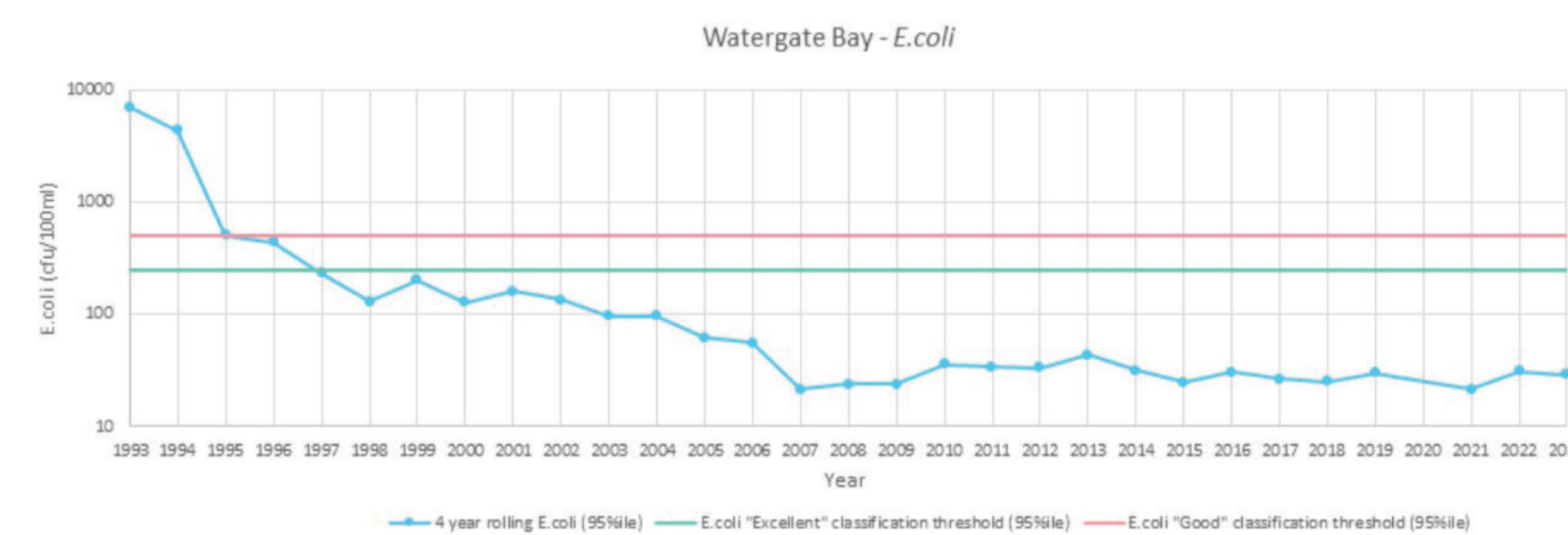
## Bathing Water Classification

Environment Agency annual classifications for Watergate Bay:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent

## What can reduce water quality?

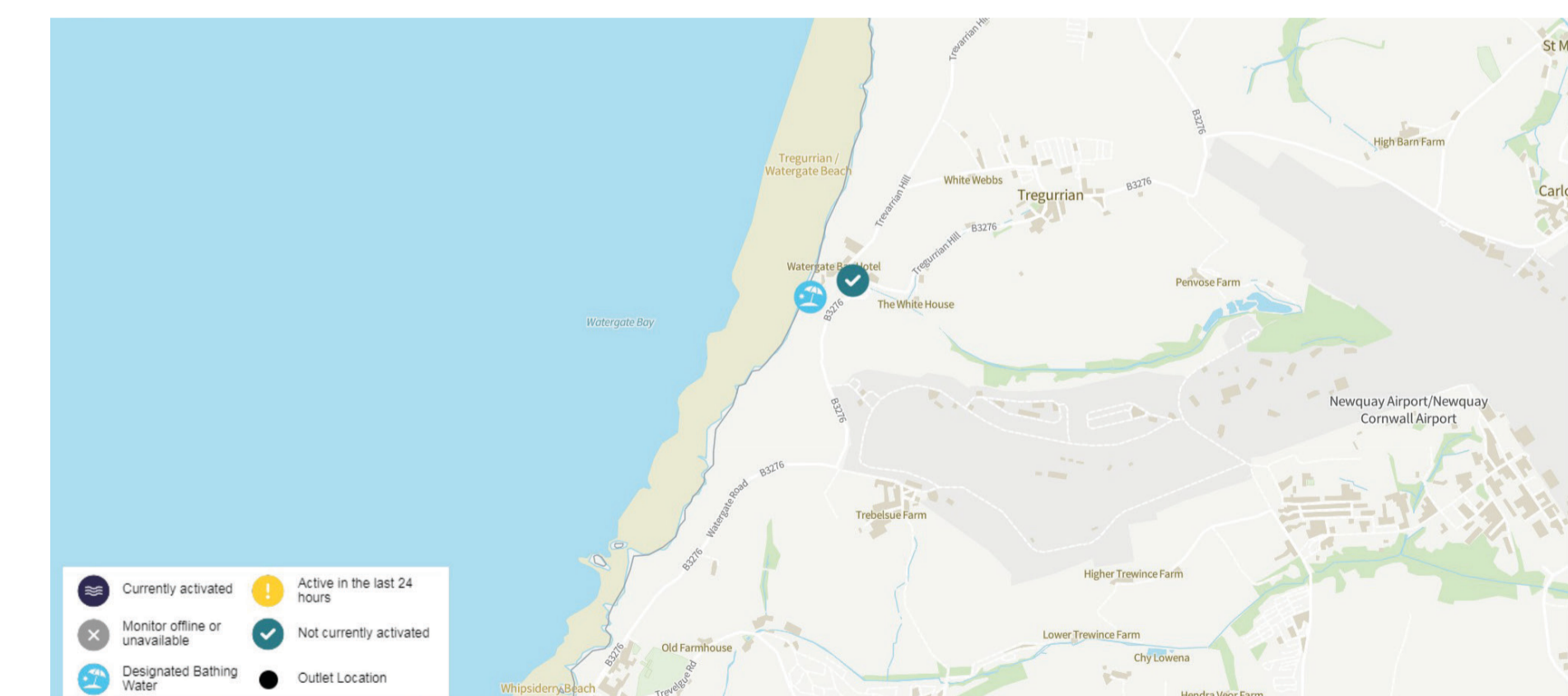
Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Watergate Bay have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been 68 overflow activations at the Watergate Pumping Station overflow, according to our Event Duration Monitor (EDM) data.

Not all overflows impact bathing water quality – this depends on factors such as tidal state and weather conditions. Debris can also cause false spills to be recorded.



# Information about your local bathing water quality – Holywell Bay

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

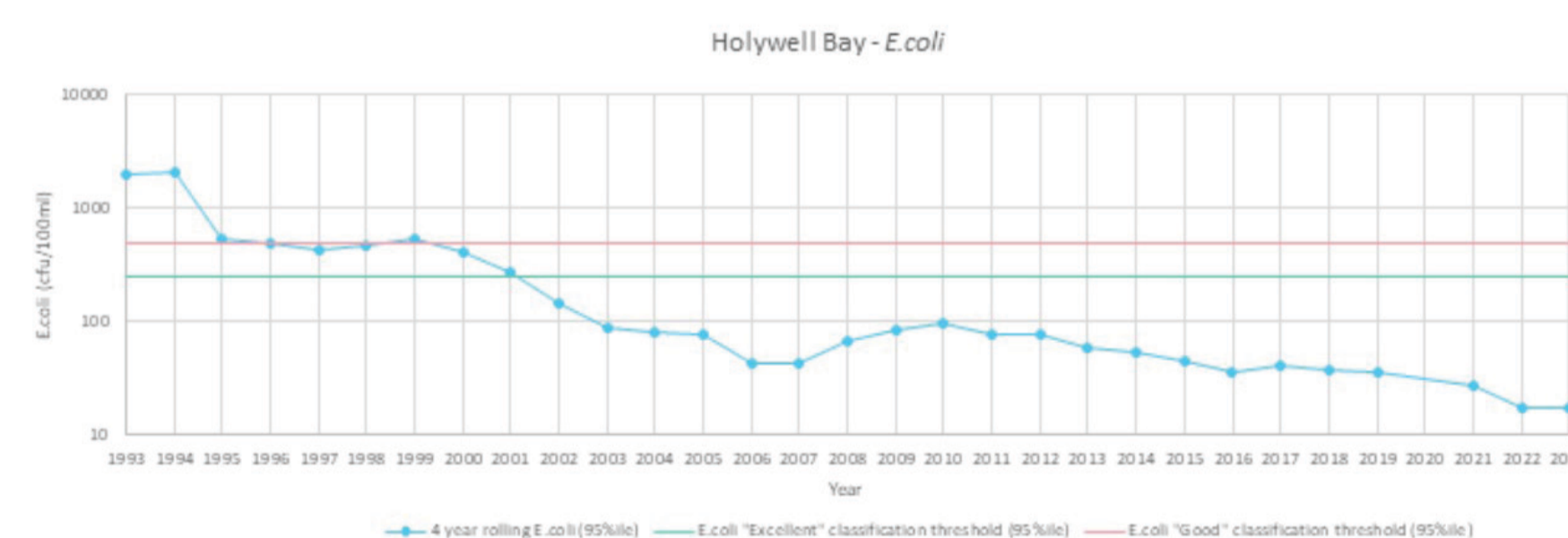
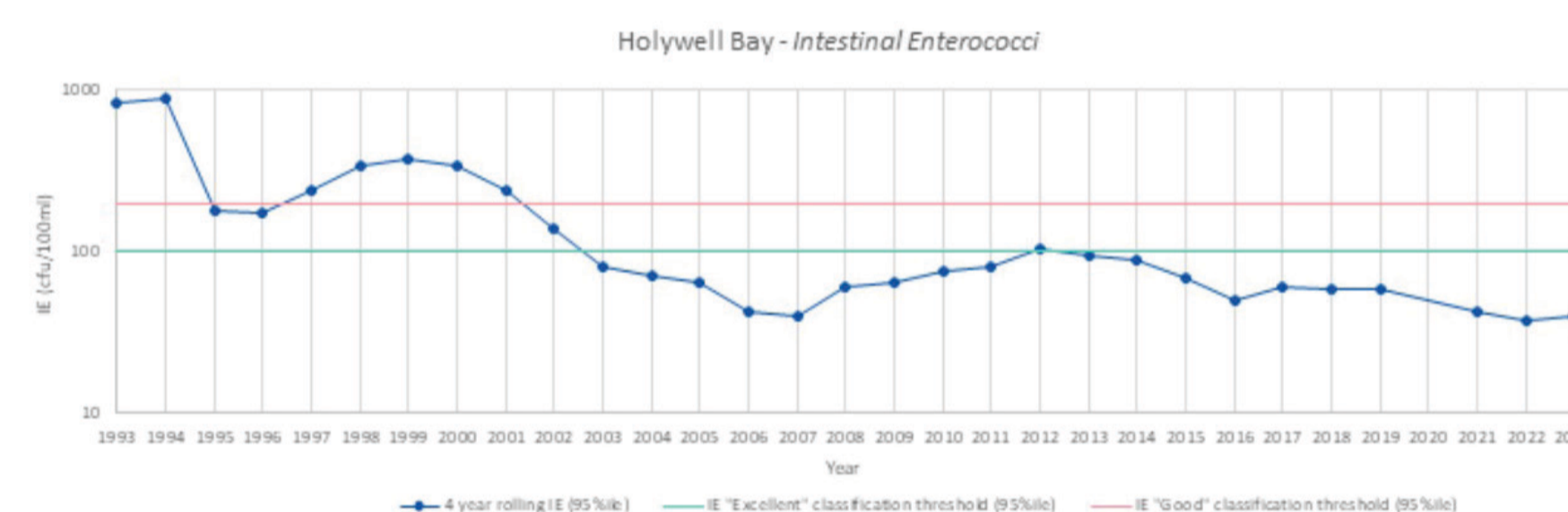
## Bathing Water Classification

Environment Agency annual classifications for Holywell Bay:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent

## What can reduce water quality?

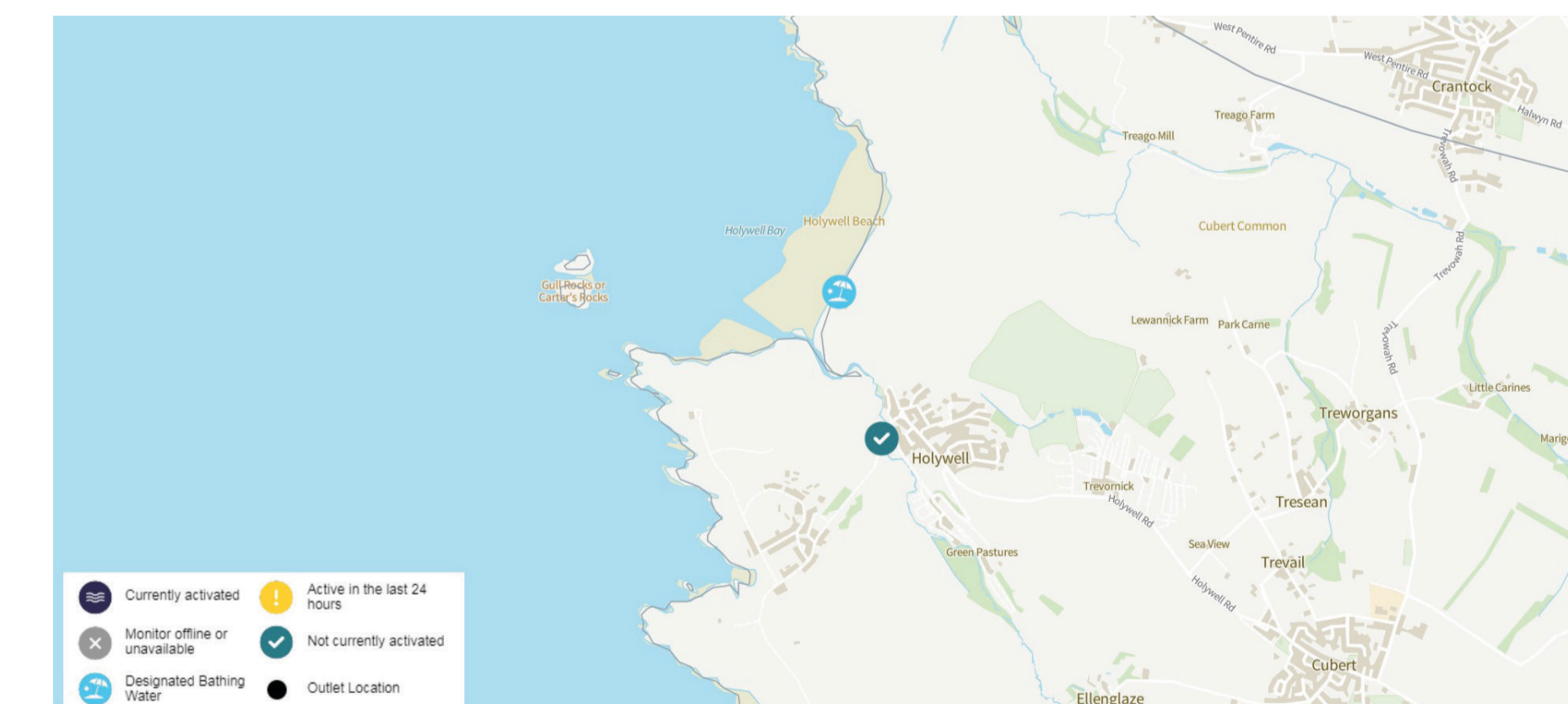
Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Holywell Bay have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been 42 overflow activations at the Holywell Pumping Station overflow, according to our Event Duration Monitor (EDM) data.

Not all overflows impact bathing water quality – this depends on factors such as tidal state and weather conditions. Debris can also cause false spills to be recorded.



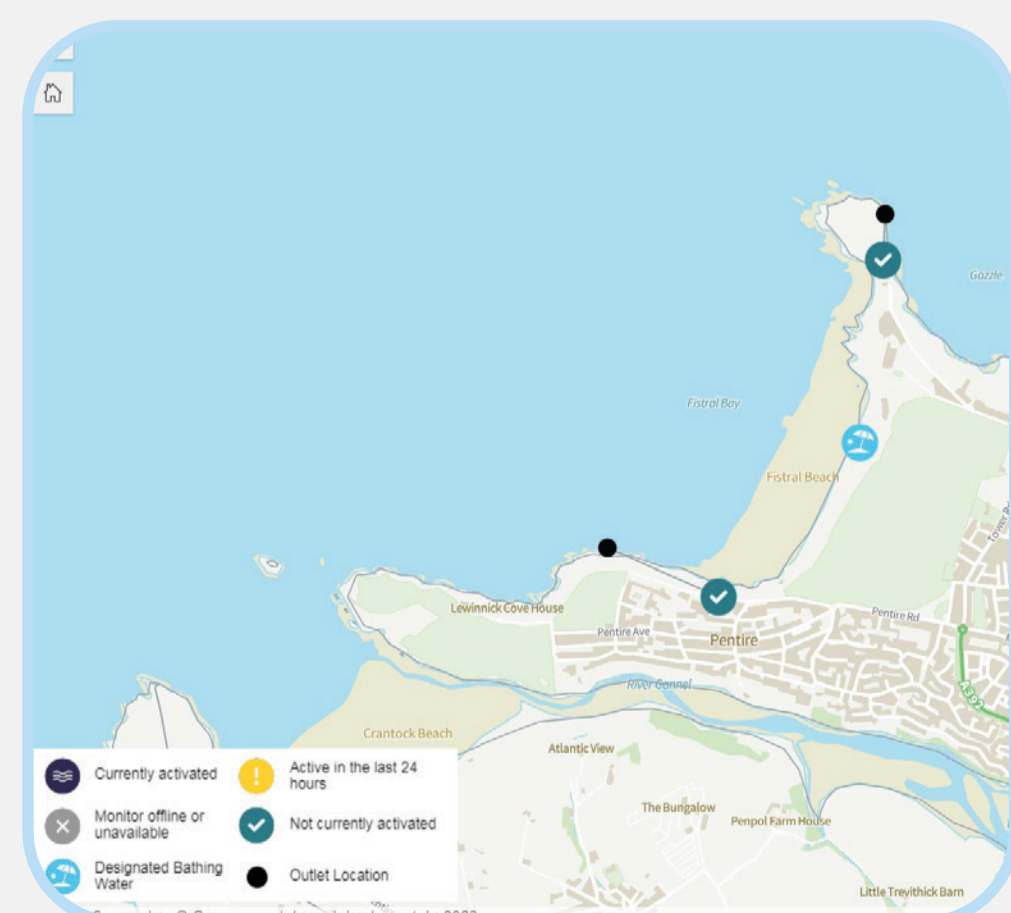
# Information about your local bathing water quality – Fistral North

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

## Bathing Water Classification

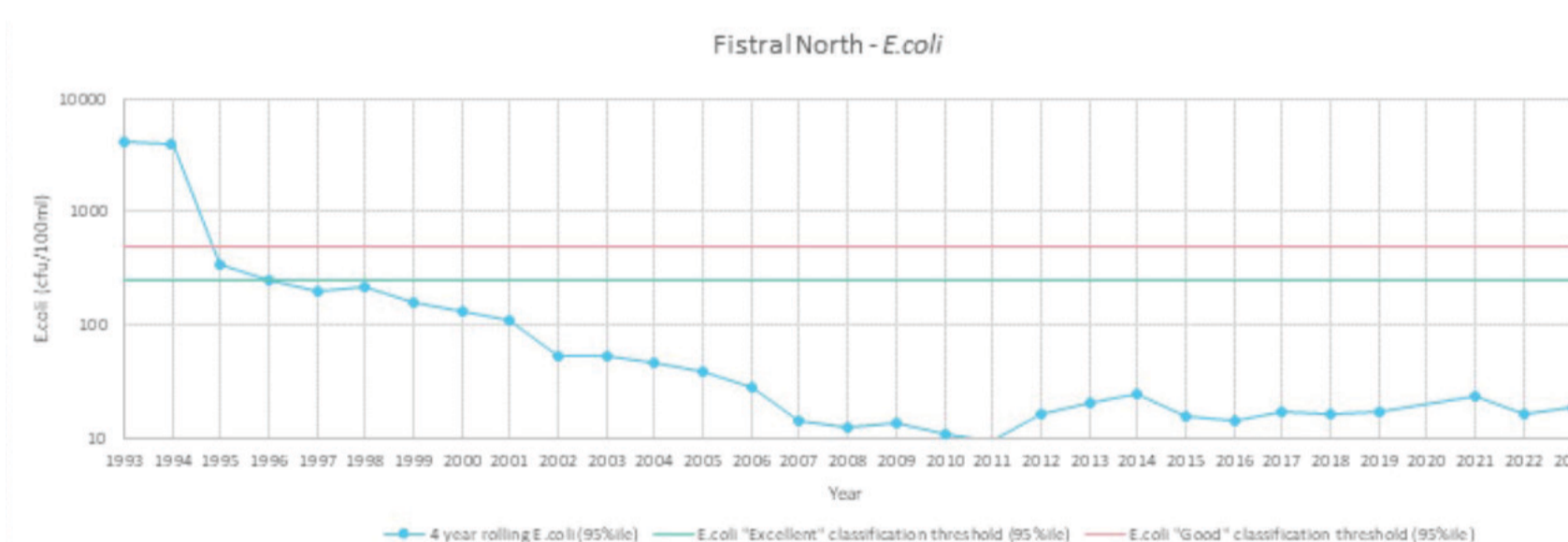
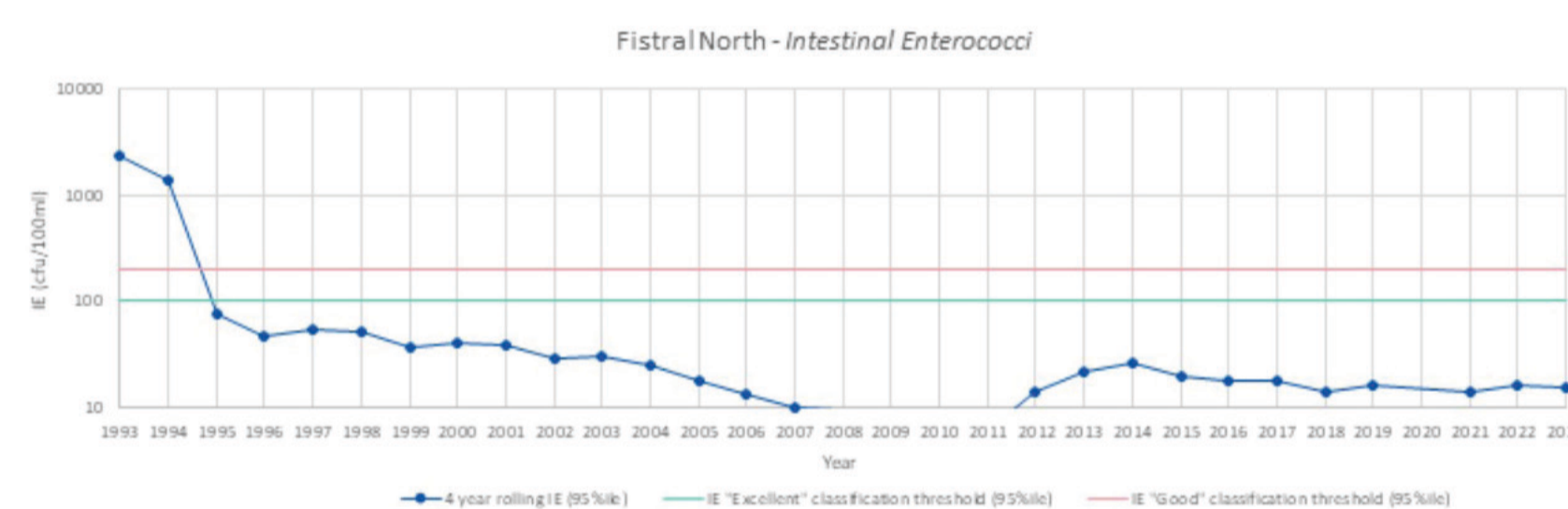
Environment Agency annual classifications for Fistral North:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent



## What can reduce water quality?

Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Fistral North have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been 111 overflow activations at Towan Head Pumping Station overflow and 110 at Yellow Sands Pumping Station overflow according to Environment Agency data.

Not all overflows impact bathing water quality – this depends on factors such as tidal state and weather conditions. Debris can also cause false spills to be recorded.

Up to 2025, around £300,000 of investment is focused on improving bathing water quality at Fistral North. This investment has funded the replacement and redirection of the rising main (pressurised sewer pipe) from Crantock Pumping Station – water from this pumping station now goes directly to Newquay sewage treatment works.

Improvements have also been made to Yellow Sands Pumping Station, increasing the level of the storage tunnel to maximise use for emergency wastewater storage and reduce flood risk. The existing disc screen was also upgraded. These works were completed in early 2024.

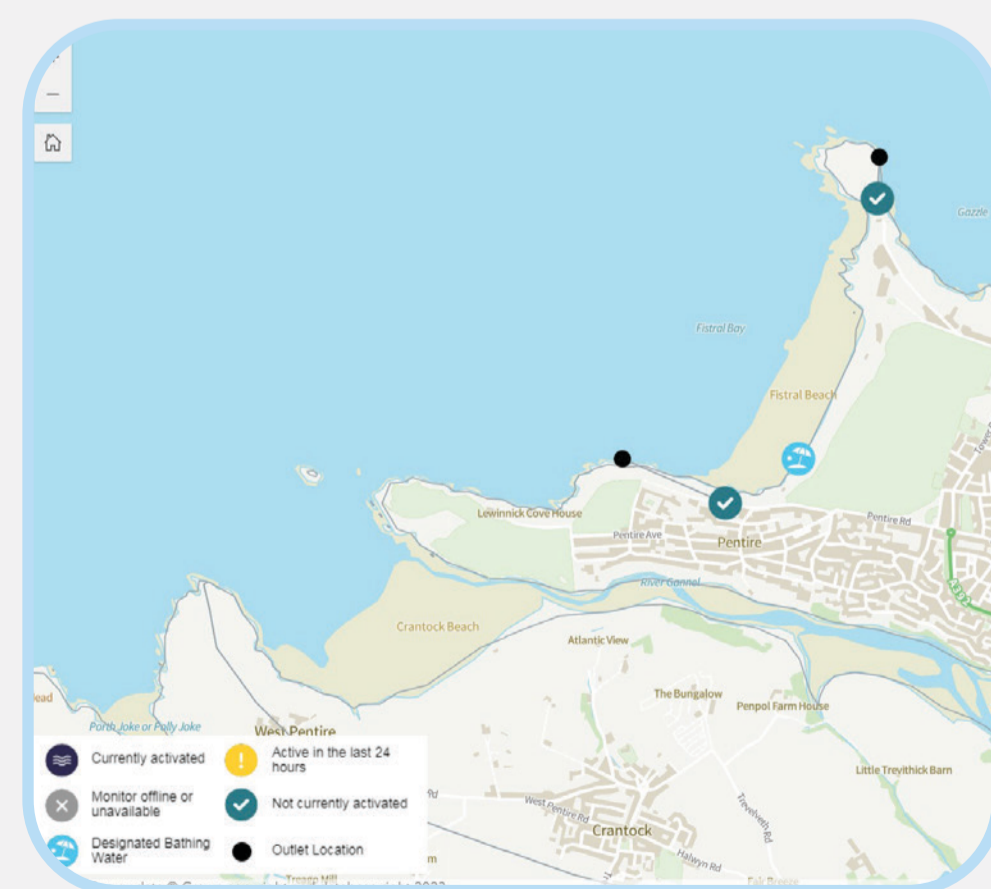
# Information about your local bathing water quality – Fistral South

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

## Bathing Water Classification

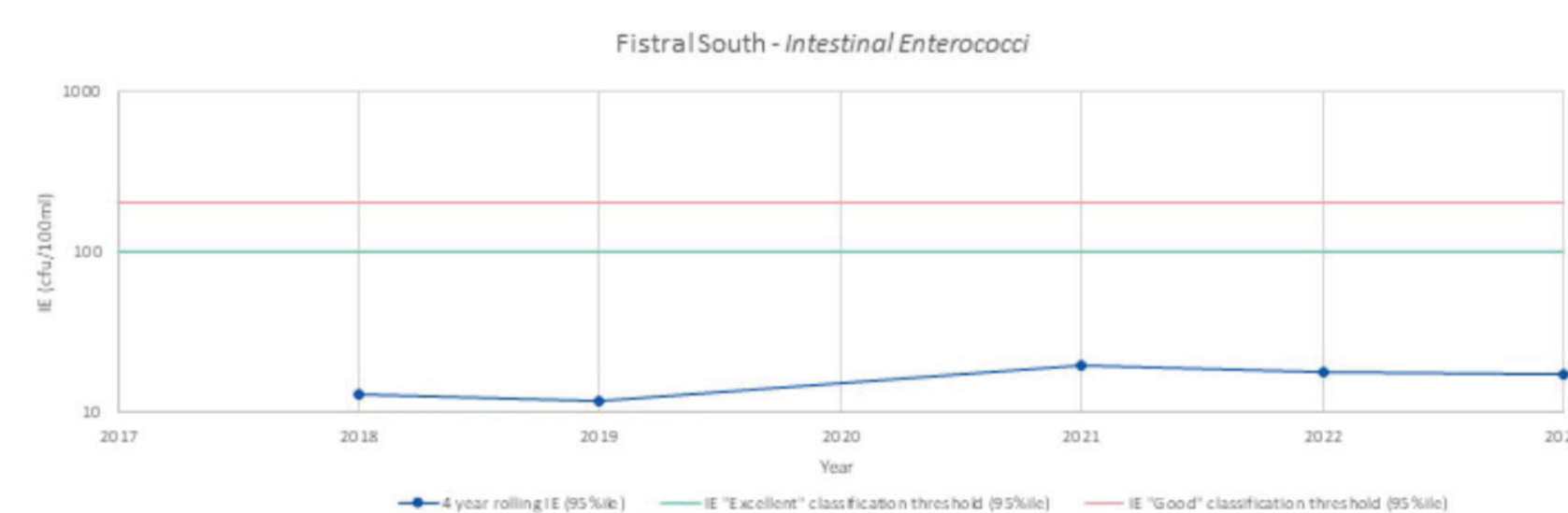
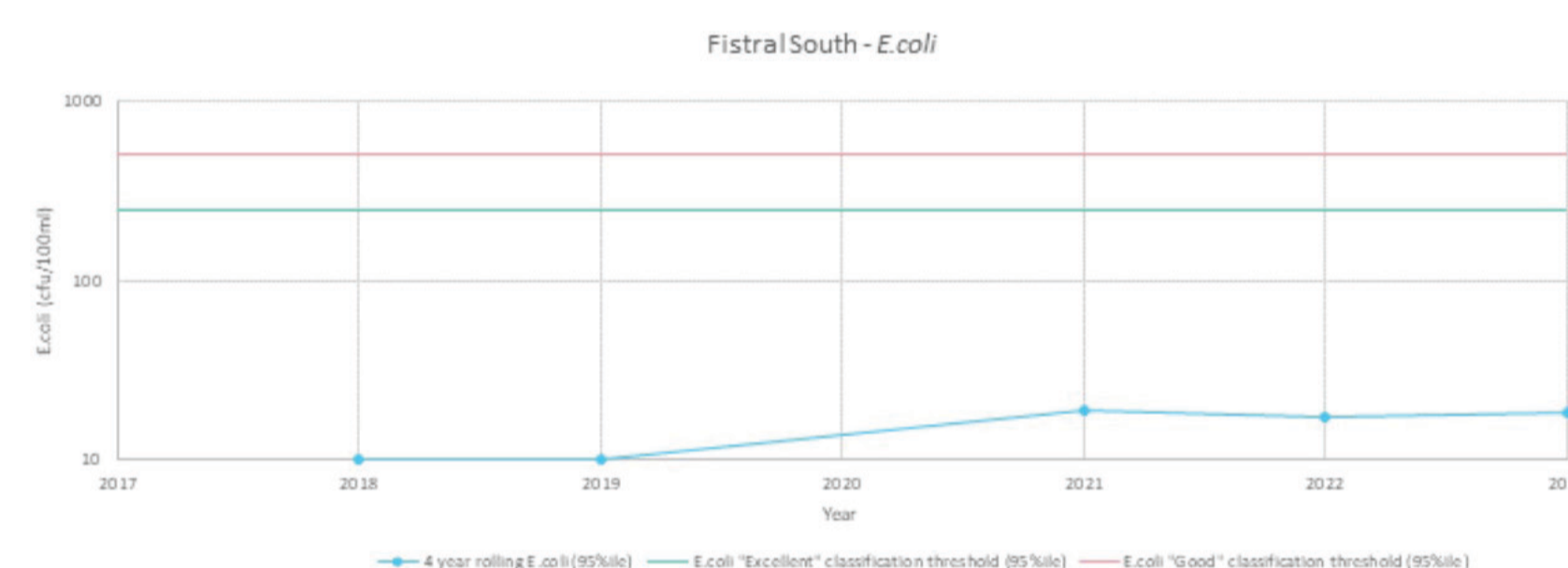
Environment Agency annual classifications for Fistral South:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent



## What can reduce water quality?

Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Fistral South have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been 111 overflow activations at Towan Head Pumping Station overflow and 110 at Yellow Sands Pumping Station overflow according to Environment Agency data.

Not all overflows impact bathing water quality – this depends on factors such as tidal state and weather conditions. Debris can also cause false spills to be recorded.

Up to 2025, around £300,000 of investment is focused on improving bathing water quality at Fistral North. This investment has funded the replacement and redirection of the rising main (pressurised sewer pipe) from Crantock Pumping Station – water from this pumping station now goes directly to Newquay sewage treatment works.

Improvements have also been made to Yellow Sands Pumping Station, increasing the level of the storage tunnel to maximise use for emergency wastewater storage and reduce flood risk. The existing disc screen was also upgraded. These works were completed in early 2024.

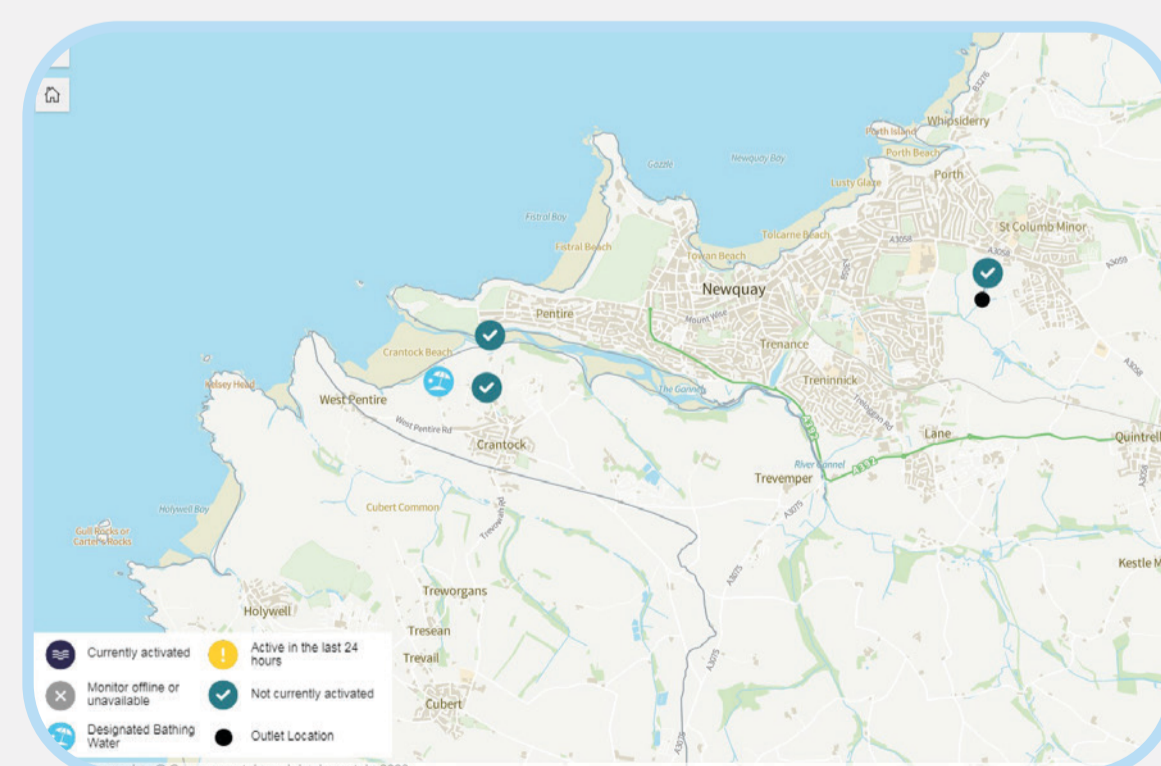
# Information about your local bathing water quality – Crantock

Water quality in this area has consistently been rated Good. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

## Bathing Water Classification

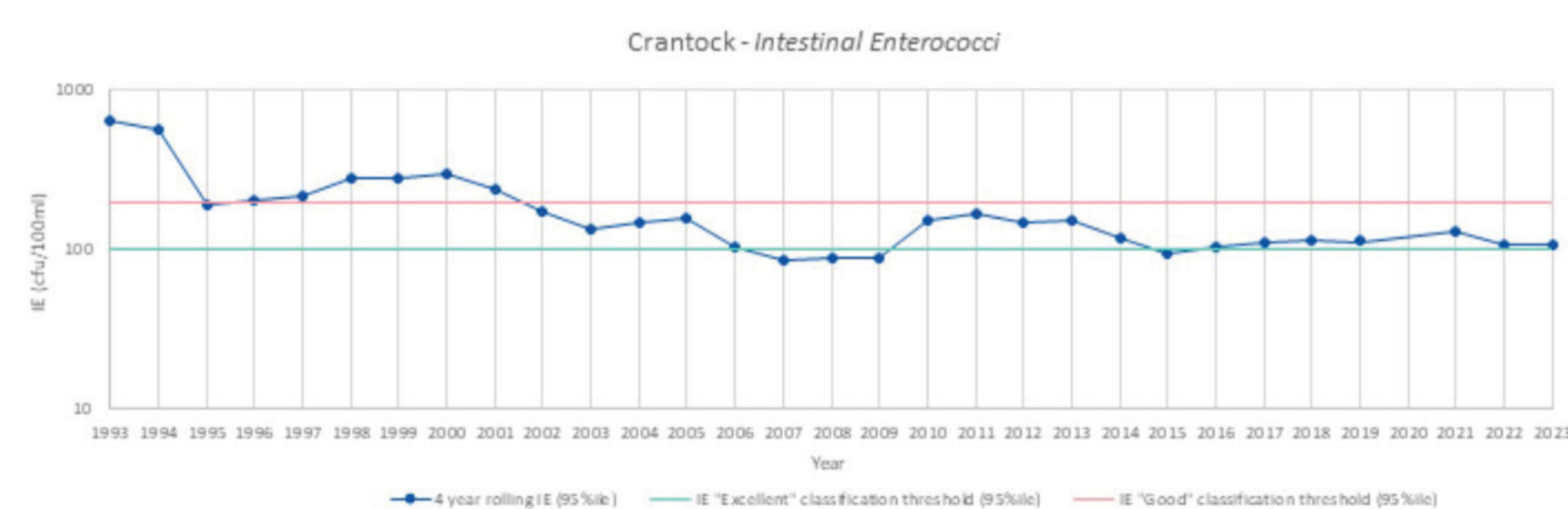
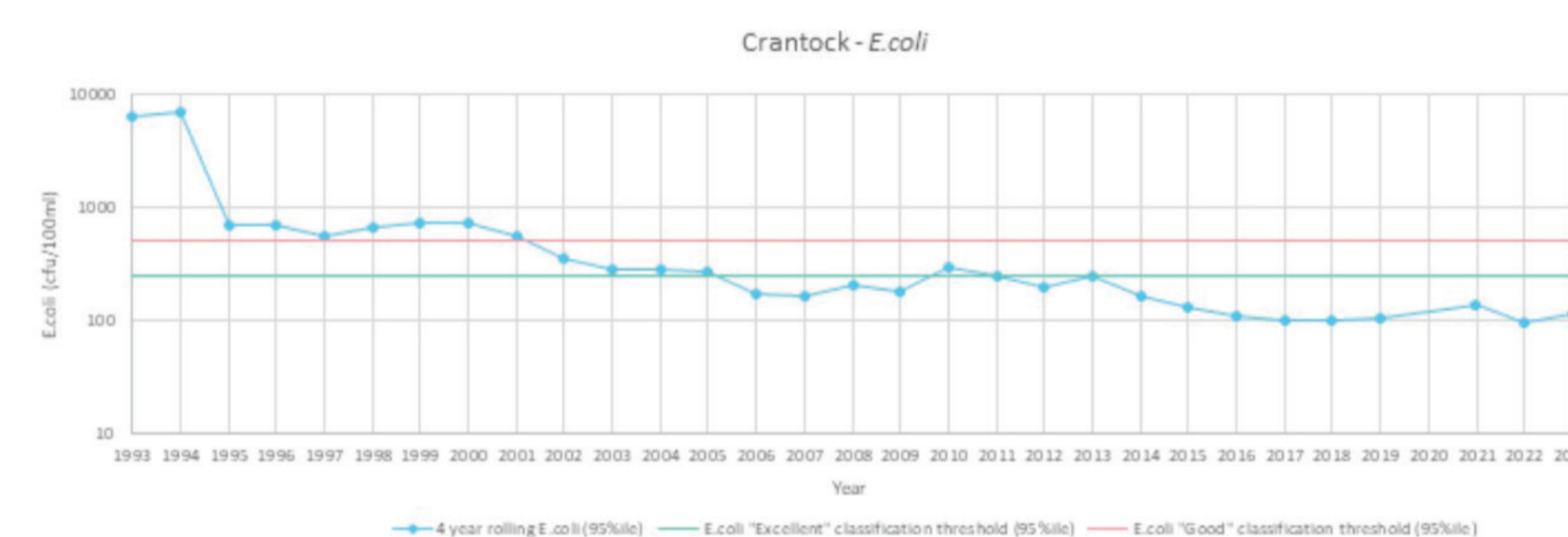
Environment Agency annual classifications for Crantock:

- 2023 – 2\* Good
- 2022 – 2\* Good
- 2021 – 2\* Good
- 2019 – 2\* Good



## What can reduce water quality?

Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Crantock have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been 11 overflow activations at Crantock Beach Pumping Station overflow, 205 at Fernpit Pumping Station overflow and 175 at Gusti Veor storm overflow according to Environment Agency data.

Not all overflows impact bathing water quality – this depends on factors such as tidal state and weather conditions. Debris can also cause false spills to be recorded.

Up to 2025, around £800,000 of investment is focused on improving bathing water quality at Crantock. This investment is being used to work with a developer to find a solution for the Gusti Veor storm overflow. We are also looking to reconfigure the Fernpit Pumping Station.

# Information about your local bathing water quality – Mawgan Porth

Water quality in this area has consistently been rated Excellent. We want to ensure water quality is even better in future. We've been investing and making plans to help increase standards.

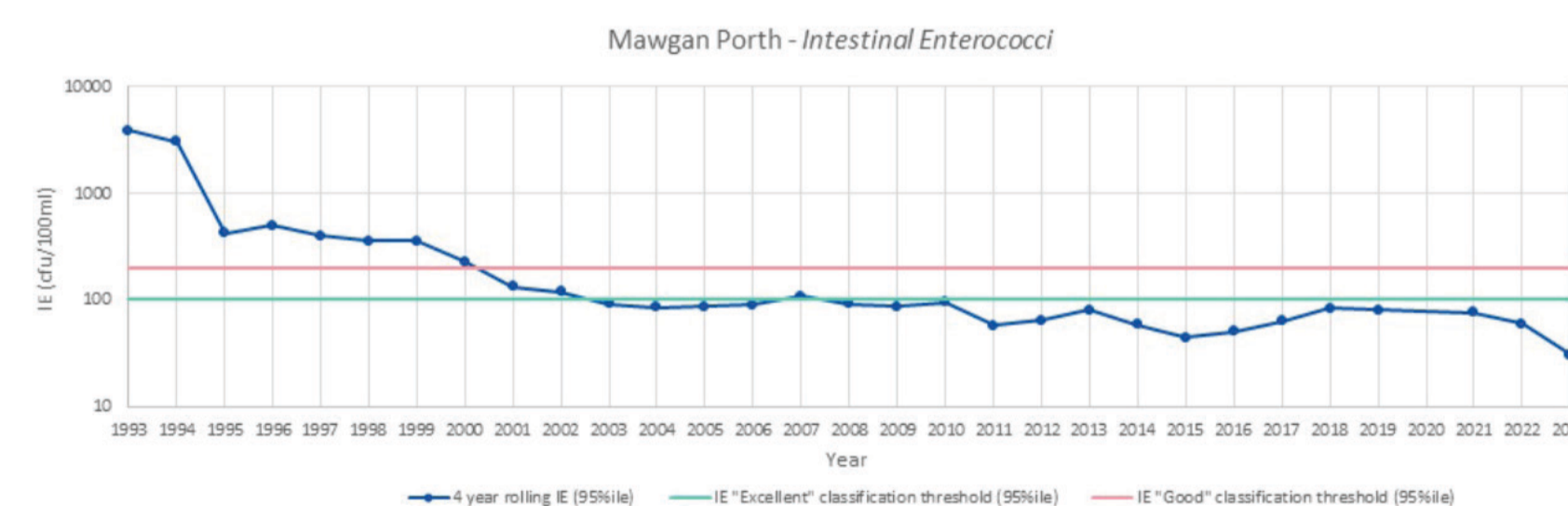
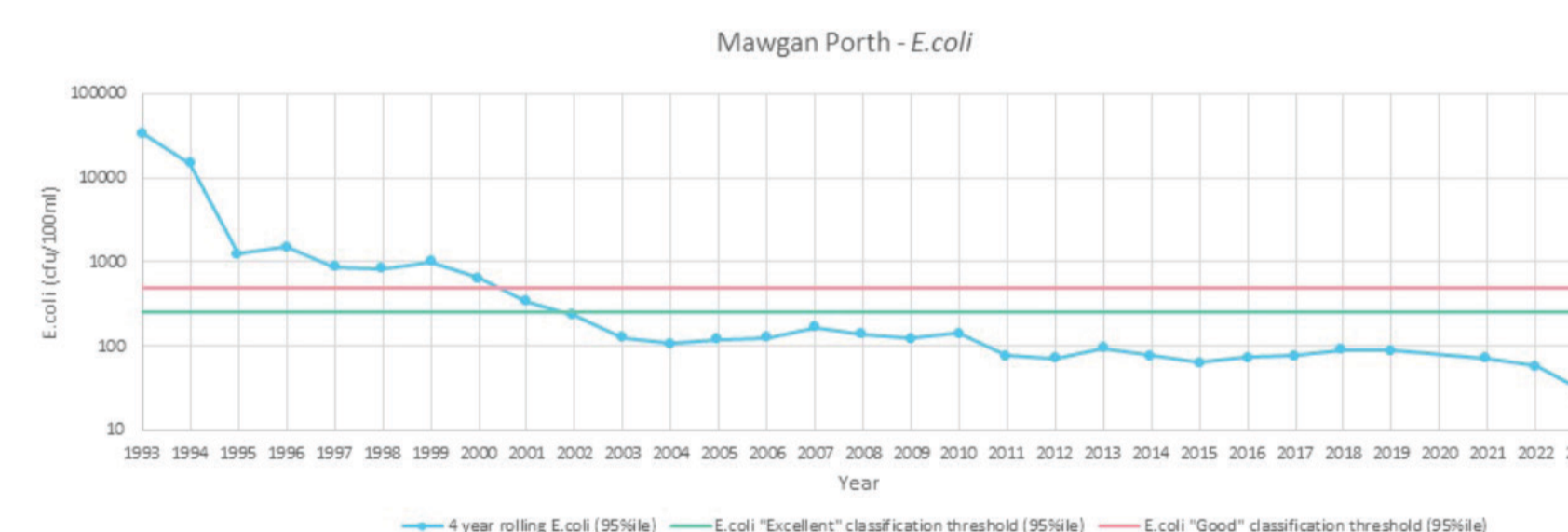
## Bathing Water Classification

Environment Agency annual classifications for Mawgan Porth:

- 2023 – 3\* Excellent
- 2022 – 3\* Excellent
- 2021 – 3\* Excellent
- 2019 – 3\* Excellent

## What can reduce water quality?

Environment Agency samples show levels of Escheria coli and Intestinal enterococci at Mawgan Porth have reduced since the 1990s.



## How many times have storm overflows been in operation?

In the last four years, there have been 41 overflow activations at Mawgan Porth Pumping Station overflow, 151 at St Columb Sewage Treatment Works settled storm overflow, 48 at Trenance Porth Pumping Station overflow and 23 at Village Pumping Station overflow, St Mawgan according to Environment Agency data.

Not all overflows impact bathing water quality – this depends on factors such as tidal state and weather conditions. Debris can also cause false spills to be recorded.

Up to 2025, around £1,242,000 of investment is focused on improving bathing water quality at Mawgan Porth beach. This investment is being used to install additional storage for storm water at St Columb sewage treatment works and explore increasing storage capacity further if needed.

