

Welcome

to the South West Water Roadshow

Find out more about your water

The water that flows from your taps has been on a fascinating journey. Each drop tells a story of people and processes working hard to deliver clean water and a thriving natural environment.

Today you can find out more about where your water comes from and where it goes when it leaves your home.



Scan this QR code for more
information about what we do

What's happening with the wastewater network in your region?

The wastewater team has an ongoing programme to check, maintain and upgrade the network in this area. From installing new sewage pumps to raising awareness among holidaymakers, here's what the team has been working on recently.

Installation of new sewage pumps to help reduce pollution and save energy

Sewage pumping stations at Millford Park and Bishopsteignton are getting new pumps.

Each station will have three pumps – duty, assist and standby. They have suitable wear allowance and new variable speed drives.

The upgraded pumps will:

- Ensure control of flow rates to improve pump functionality
- Save energy by allowing pumps to operate at the most efficient speed in dry weather
- Provide futureproofing and resilience

Both sites will be upgraded to meet the technical standard TS418 (SPS Control and Instrumentation) to improve functionality and telemetry data quality. In turn, this should reduce pollution risk.

Reaching out to holiday parks over sewer misuse

Holiday parks sometimes experience problems with sewer misuse. This is often due to people flushing wet wipes and other unflushables, or pouring fat, oil and grease (FOG) down the sink.

Unflushables and FOG can build up in the network in that area (catchment) and cause blockages in the sewer. Blockages take time and resource to sort out and may lead to pollutions and use of storm overflows.

We've been helping holiday parks to tackle this problem, in partnership with environmental specialists ECAS.

Challenges in Shaldon and Bishopsteignton

The pumping regime at Shaldon is being reviewed to ensure it is working efficiently. The team is planning tank cleans – these need careful planning because they can't be carried out in winter due to the risk of heavy rainfall flooding the tanks, and for safe access cars need to be moved from the immediate area.

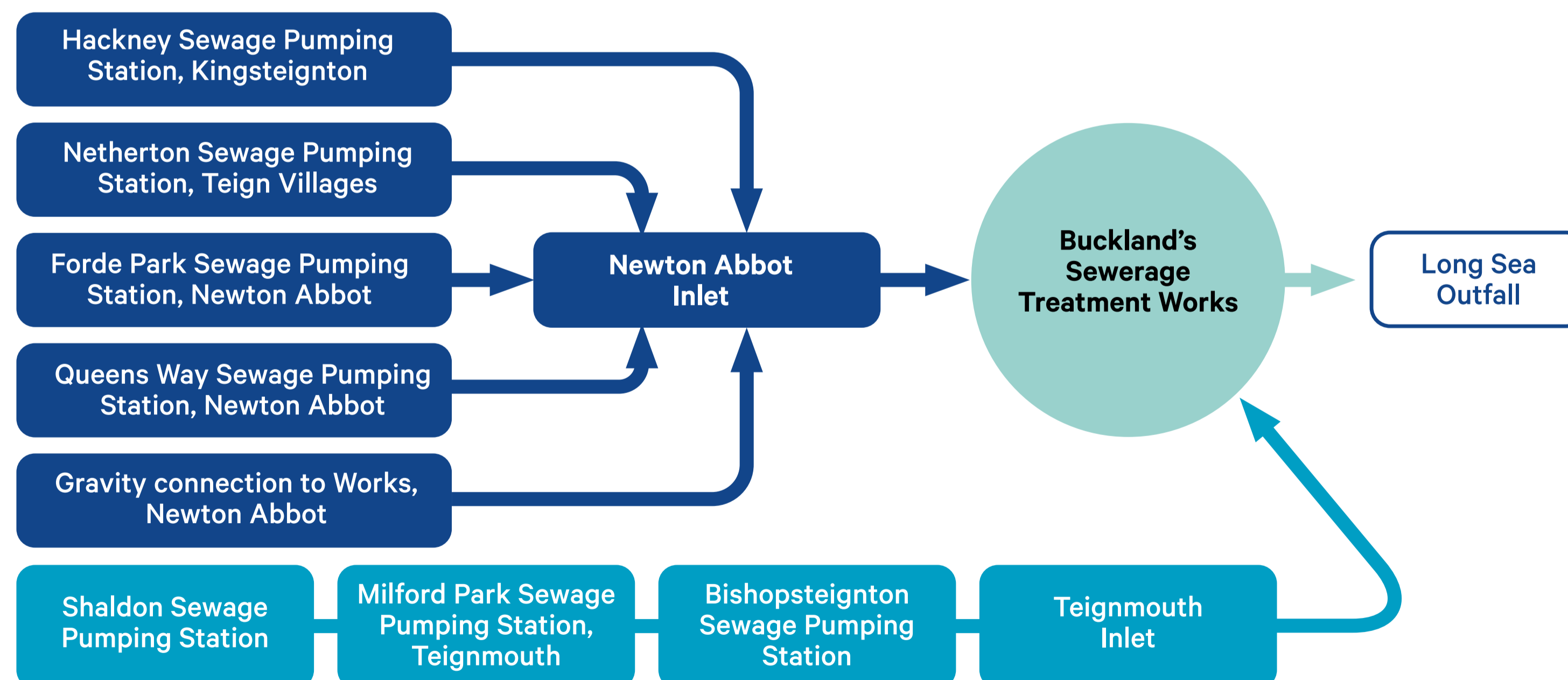
Answering some common questions

We put together answers to some common questions from customers in this area.

How do local storm overflows operate?

Combined storm overflows mix rainwater and wastewater in the same sewer. During heavy rainfall, the capacity of the system can be exceeded and sewage treatment works can't keep up. To stop the wastewater backing up into people's homes and local area, storm overflows work as a safety valve to release the wastewater.

Teign Estuary Sewer Network



How will the new WaterFit Live website change how water quality on Shaldon Beach is represented?

Currently, WaterFit Live only shows storm overflows which have been designated by the Environment Agency as impacting bathing water quality.

The new WaterFit Live website expands the scope to include all storm overflows in the region. Additional storm overflows will show up on the map, but these do not impact water quality at Shaldon.

Information about your local bathing water quality – Teignmouth Town

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

Annual classifications for Teignmouth Town:

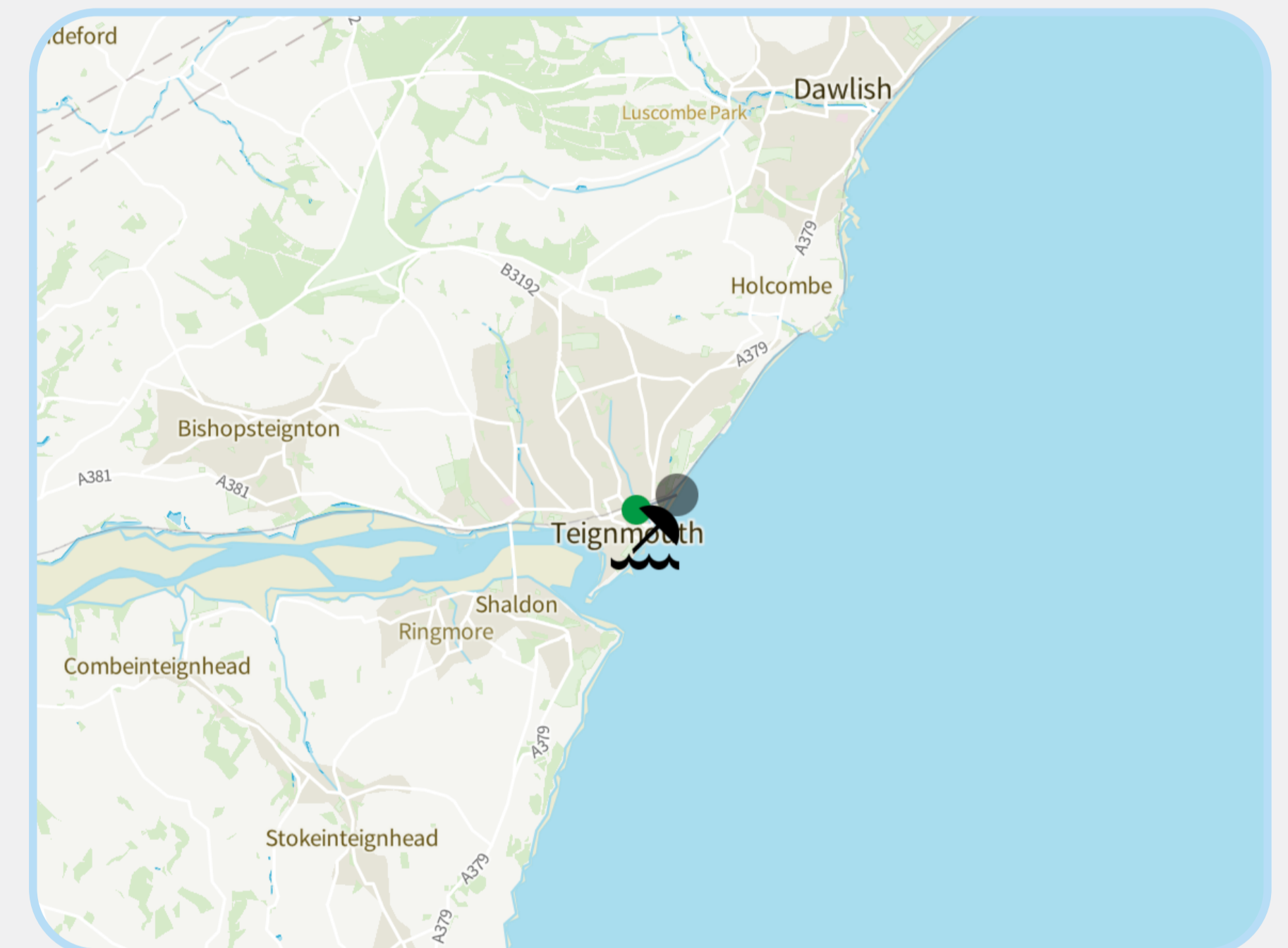
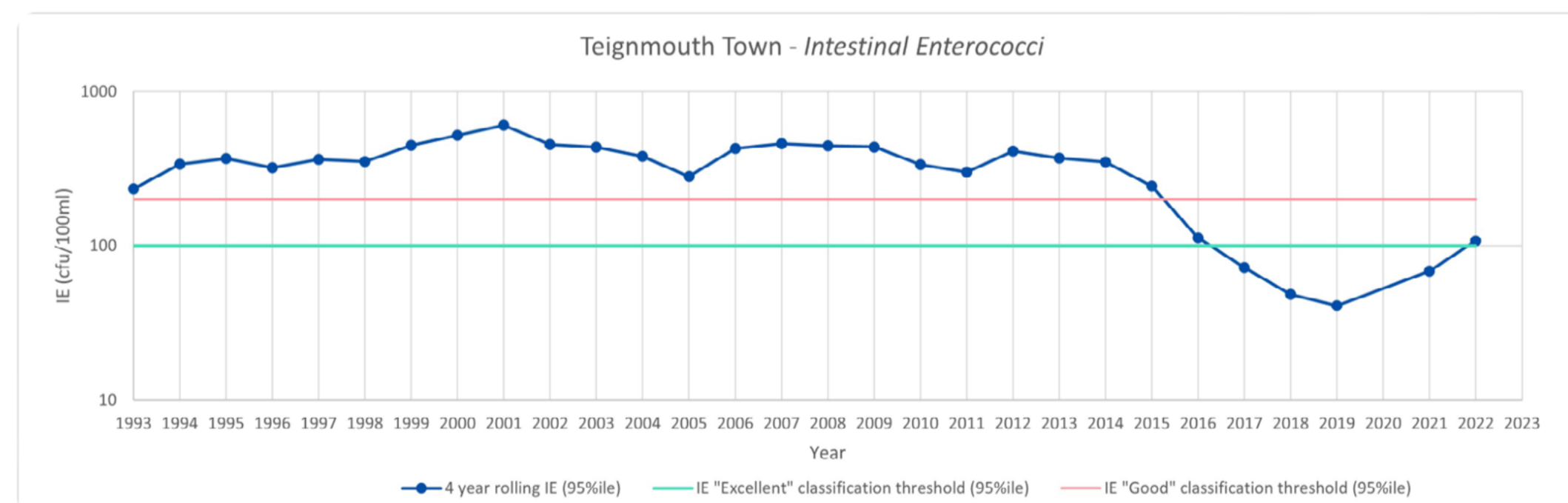
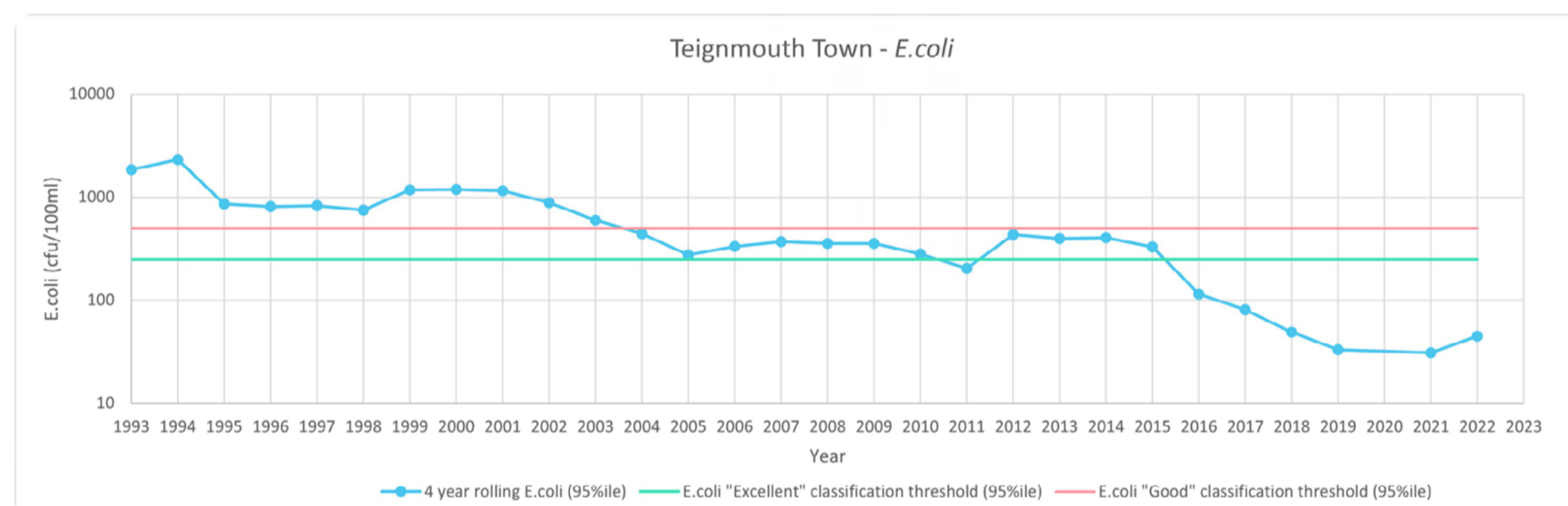
- 2023 – 2* Good
- 2022 – 2* Good
- 2021 – 3* Excellent
- 2019 – 3* Excellent

Storm overflow operation

In the last four years, there have been 22 overflow activations at this location, according to Environment Agency data.

What can reduce water quality?

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



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 – Ness Cove

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

Annual classifications for Ness Cove:

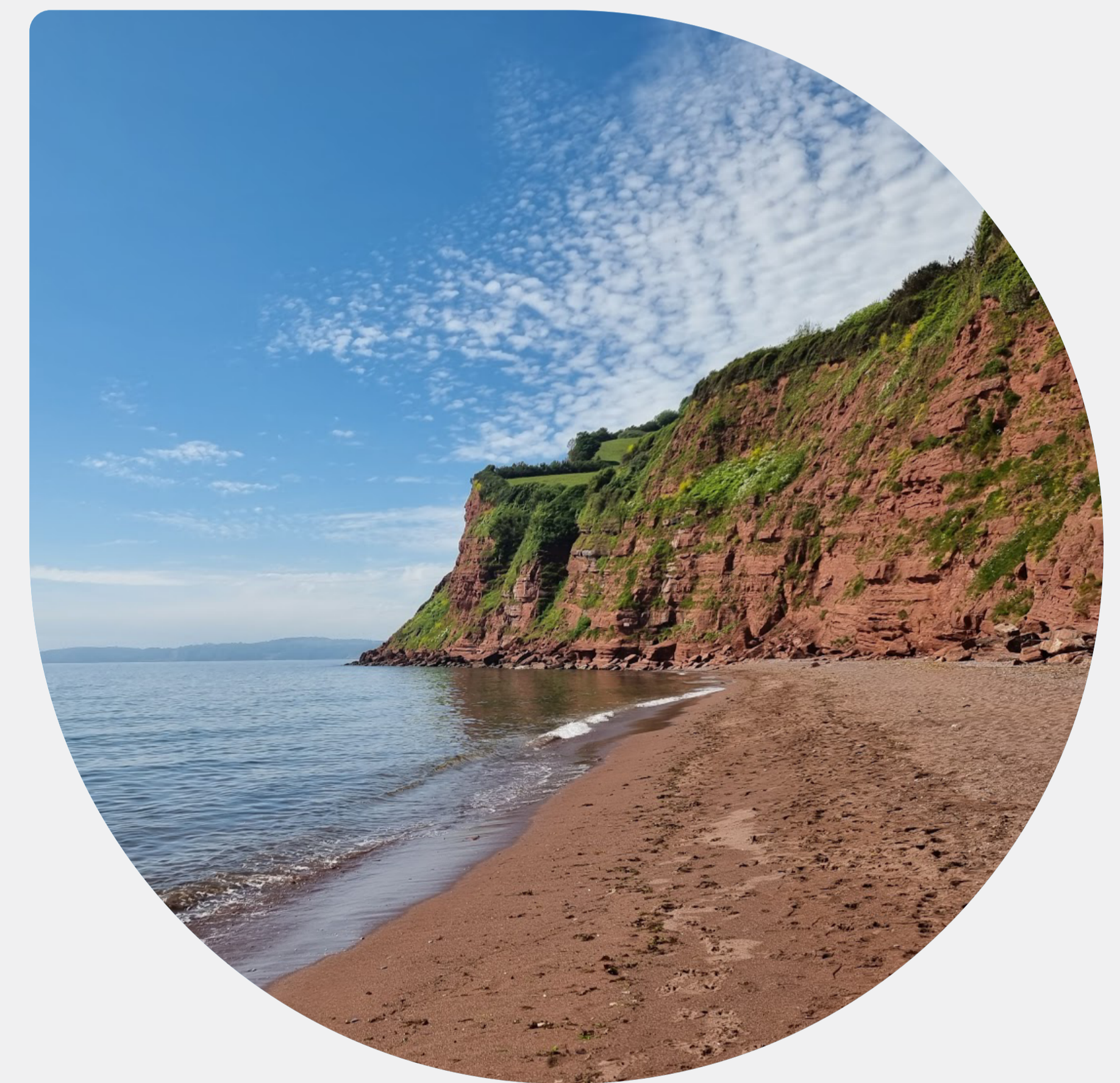
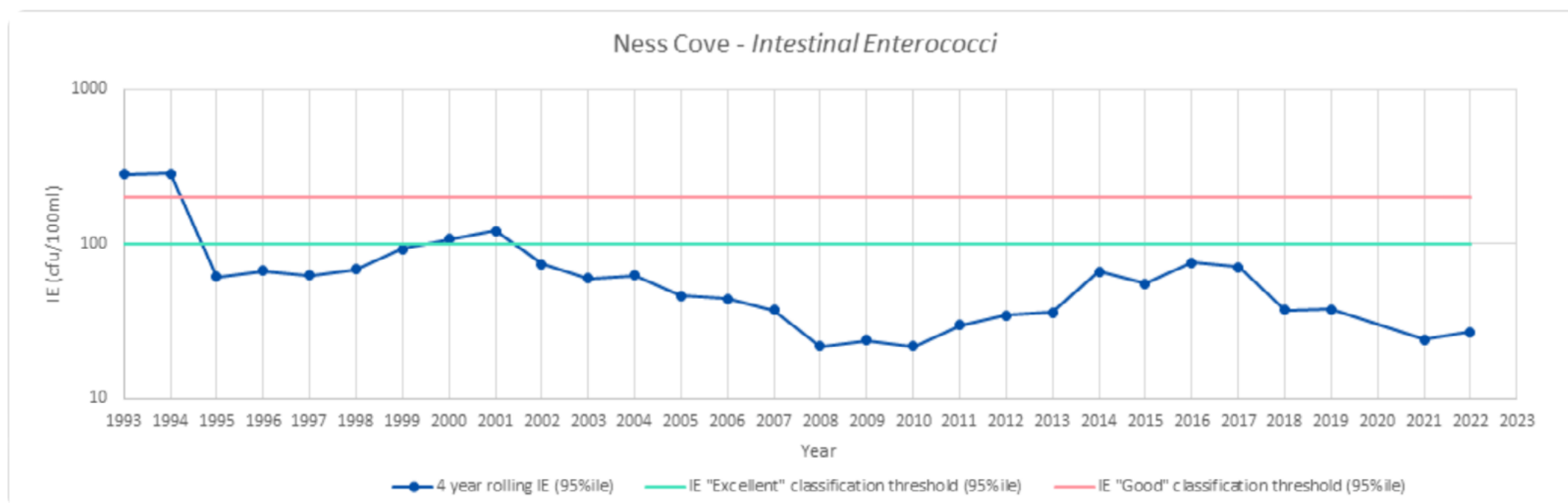
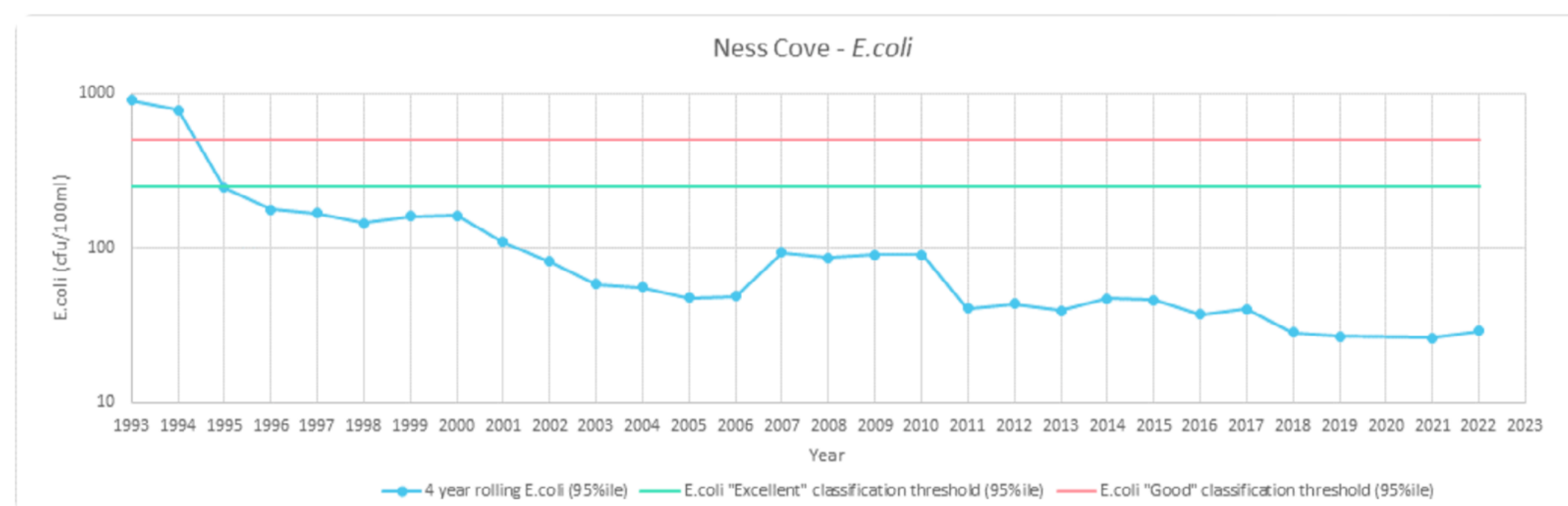
- 2023 – 3* Excellent
- 2022 – 3* Excellent
- 2021 – 3* Excellent
- 2019 – 3* Excellent

Storm overflow operation

There are no storm overflows that impact bathing water quality at this beach.

Water quality over time

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



Information about your local bathing water quality – Teignmouth Holcombe

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

Annual classifications for Teignmouth Holcombe:

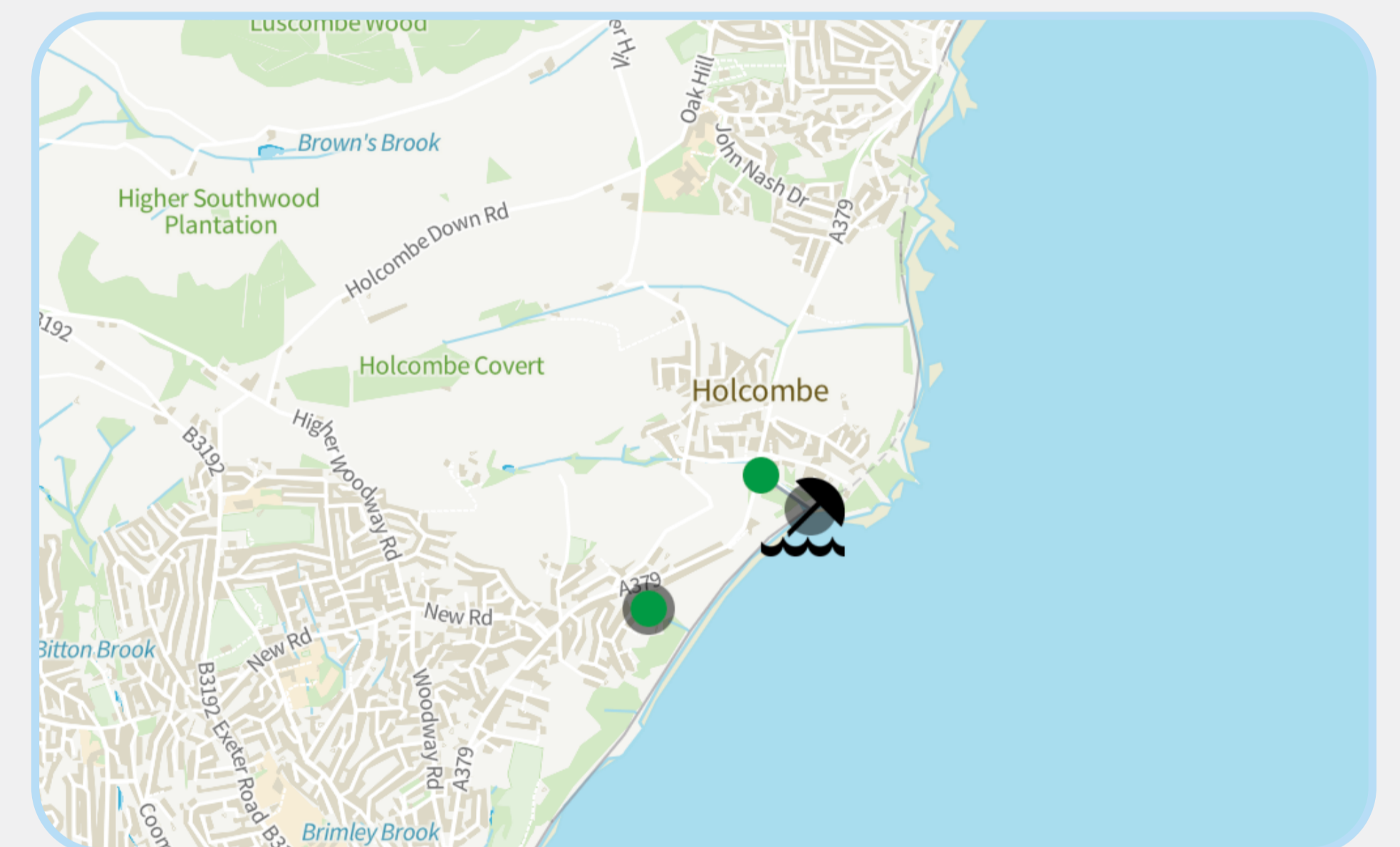
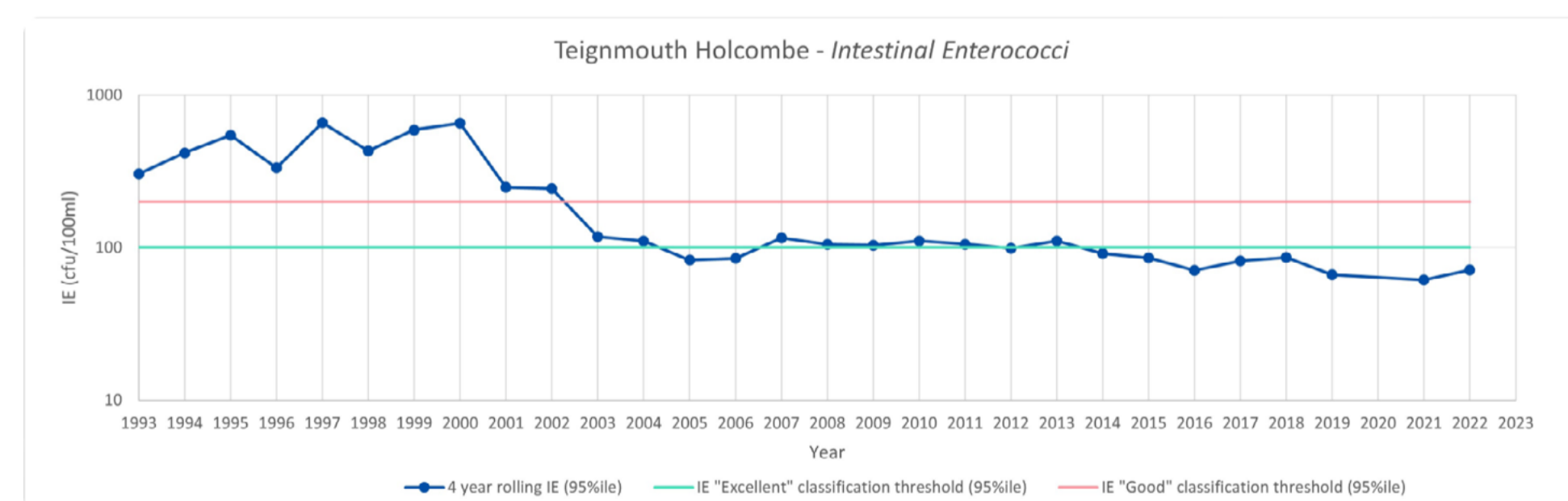
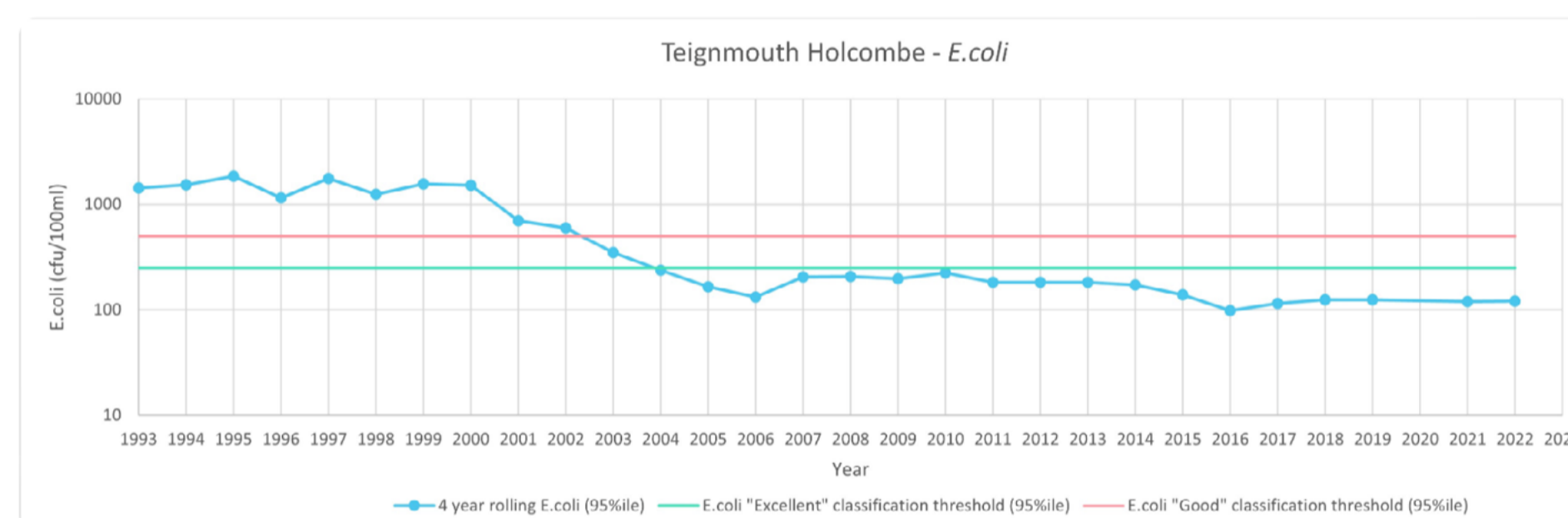
- 2023 – 3* Excellent
- 2022 – 3* Excellent
- 2021 – 3* Excellent
- 2019 – 3* Excellent

Storm overflow operation

In the last four years, there have been 237 overflow activations at Smugglers Lane Pumping Station overflow, Dawlish, and 145 at Woodland Avenue overflow, Holcombe according to Environment Agency data.

Water quality over time

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



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 Teignmouth Beach. This investment is being used to reduce environmental impact from the wastewater network and help improve bathing water quality.

Information about your local bathing water quality – Shaldon

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

Annual classifications for Shaldon:

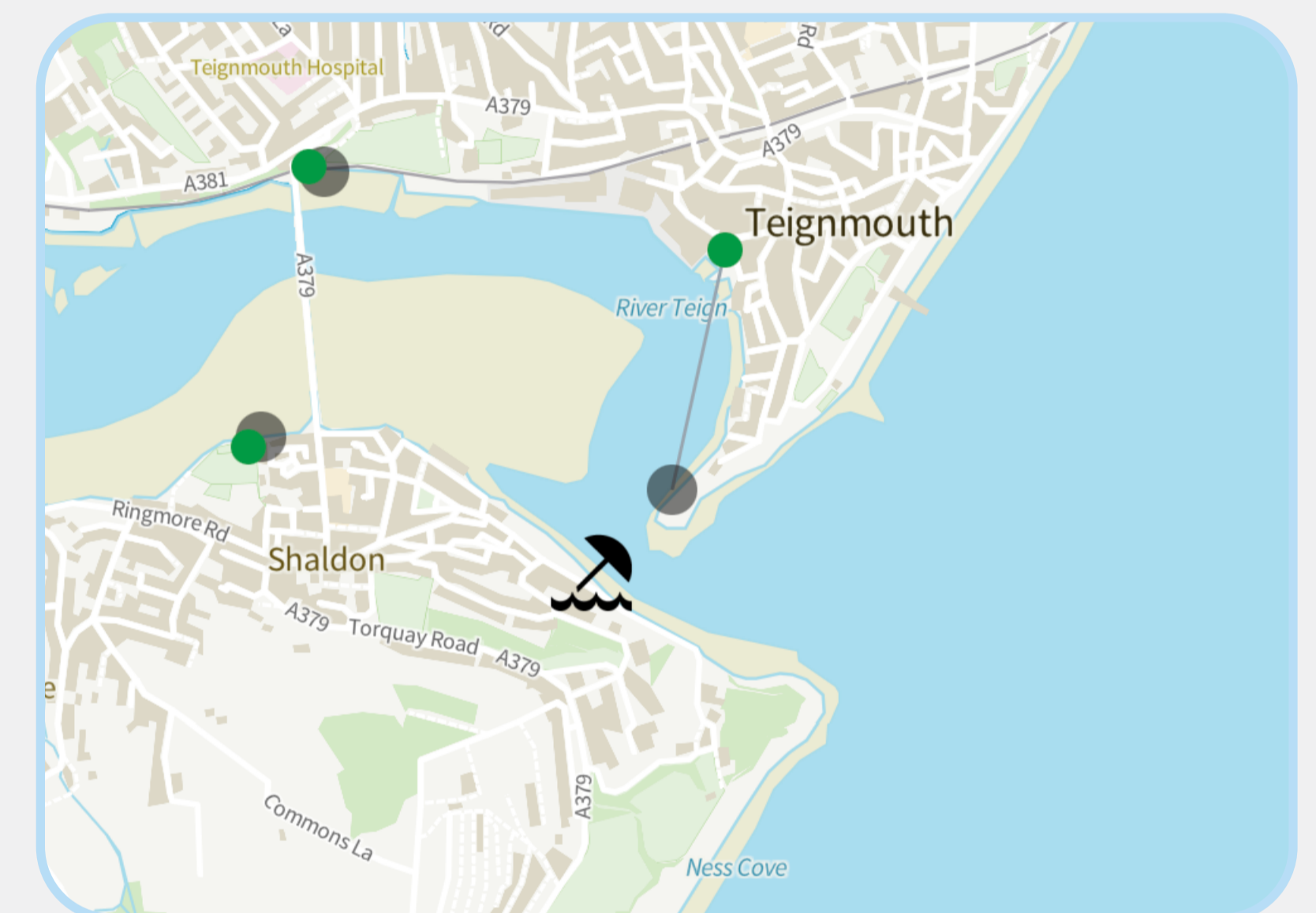
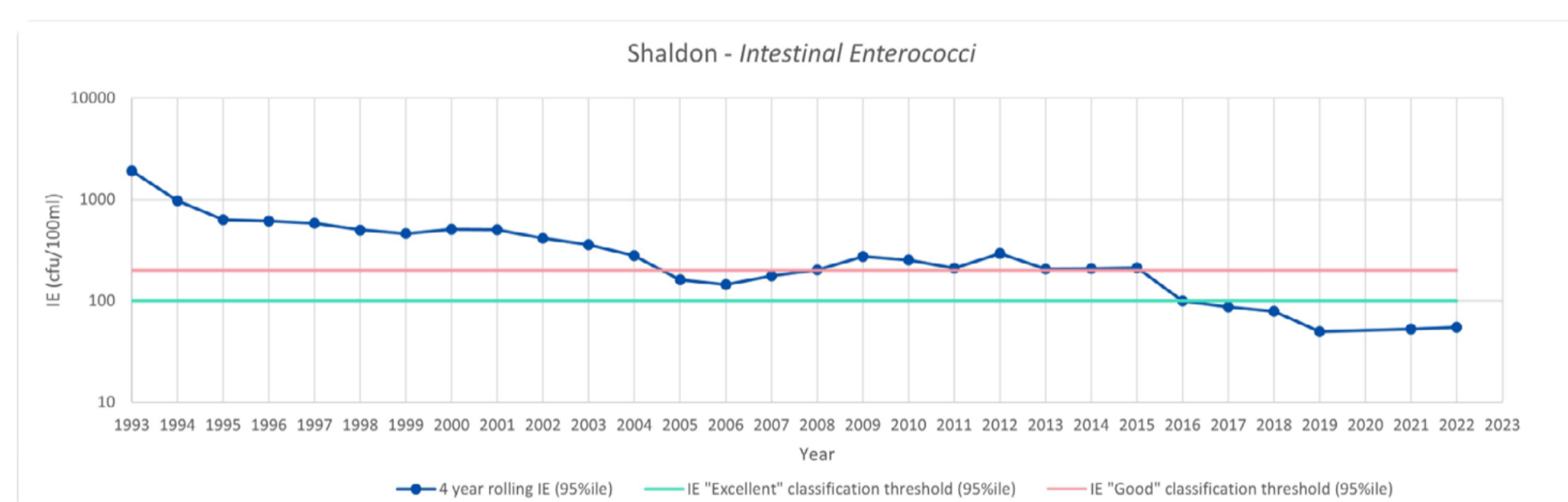
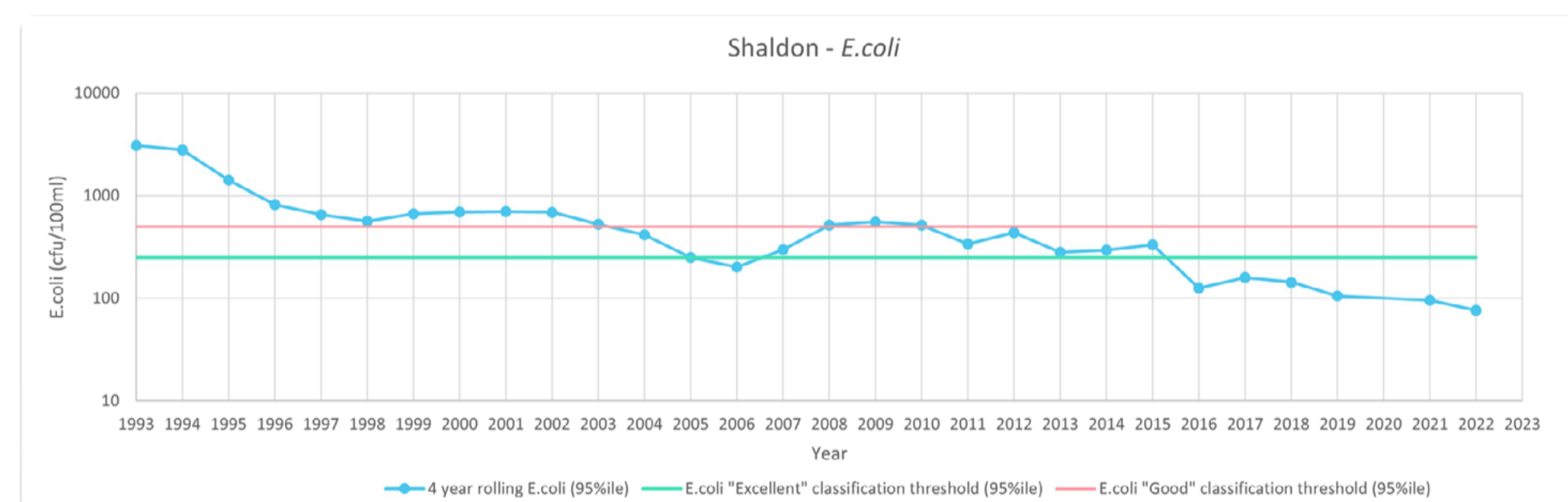
- 2023 – 3* Excellent
- 2022 – 3* Excellent
- 2021 – 3* Excellent
- 2019 – 3* Excellent

Storm overflow operation

In the last four years, there have been 95 overflows at Shaldon Pumping Station, 11 at Millford Park Pumping Station and none at Gales Hill Pumping Station overflow, according to Environment Agency data.

Water quality over time

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



Not all overflows impact bathing water quality – this depends on different factors. Debris can also cause false spills to be recorded.

We are investing £675,000 to fund upgrading pumps in order to help improve bathing water quality.

Drinking water in Teignmouth

Where does your drinking water come from?

Most of Teignmouth's drinking water comes from Tottiford Water Treatment Works, which is located above Bovey Tracey.

Tottiford Water Treatment Works treats upland surface water from four storage reservoirs:

- Kennick
- Tottiford
- Trenchford
- Fernworthy



How is your water treated?

Tottiford Water Treatment Works produces around 30 megalitres (6599077 gallons) of water a day. The plant uses a series of processes to ensure water is safe to drink:

- Dissolved air flotation – removes solids, oils and metals
- Rapid gravity filtration – further filtration through gravel or sand to remove solid particles
- Granular activated carbon – removes pesticides and compounds that could affect taste and odour
- UV disinfection – ensures viruses and bacteria are removed from water
- Chlorination – an extra level of protection to ensure water is thoroughly clean

Kingsteignton is sometimes supplemented from Burrows Water Treatment Works

When required, Kingsteignton water supply is topped up by water from Burrows Water Treatment Works. Here, water is pumped from a borehole then treated through pH correction and chlorine disinfection. The flow is typically around 2 megalitres (439938 gallons) when in use.

Burrows Water Treatment Works is only active when required. The water is then blended with the supply from Tottiford.