

# GRAFHAM WATER SUPPLY

*Listening. Explaining. Improving.*

## Tonight's purpose



**Explain why**  
interruptions have occurred



**Share what**  
we have done so far



**Discuss planned**  
improvements



**Listen and answer**  
your questions



**Grafham Parish Council Meeting**

June 2026

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## 2 Why Does My Water Keep Going Off?



Power issue



Pumping station stops



Pressure drops



Some homes lose supply



Equipment restarted



Supply restored

The improvements we are making are designed to reduce the impact of this sequence.

## 3 What Have We Already Done?

2020



Remote reset capability installed



Brownout timer changes

2026



Pump controller (VSD) changes



Enhanced monitoring

April 2026



Replacement generator installed







24-hour security introduced



We have already made a number of improvements to reduce the frequency and duration of interruptions.

# 4 Why Hasn't This Been Fixed Already?

## THE HONEST ANSWER

-  **Not a simple equipment fault**  
This is a resilience issue caused by the way the network is configured, not a fault with one item of equipment that can be permanently repaired.
-  **Improvements have reduced interruptions**  
A number of improvements have been made over the years to reduce the frequency and impact of interruptions.
-  **Risk reduced but not removed**  
These improvements have helped, but the risk of outages has not been completely eliminated.
-  **Permanent solution requires investment**  
The remaining solution requires significant investment in the network to provide the resilience we need.
-  **Investment now being progressed**  
That investment is now being progressed through our 2025–2030 investment programme (AMP8).

## WHAT HAS CHANGED?

- 2025–2030 (AMP8)**
-  **New resilience scheme being promoted**
  -  **New PRV proposed**
  -  **1km water main upgrade proposed**
  -  **1.8km water main upgrade proposed**
  -  **Investment exceeding £750,000**

The proposed investment aims to keep customers on supply during Buckden outages, although some customers may experience lower pressure.

# 5 What Are We Doing Now?

-  **New PRV**
-  **1km reinforcement (proposed)**
-  **1.8km reinforcement (proposed)**
-  **Buckden High Lift (pumping station)**



- PROPOSED INVESTMENT**
-  **New resilience valve (PRV)**
  -  **1km network reinforcement**
  -  **1.8km network reinforcement**
  -  **Total investment exceeding £750,000**

# 6 What Difference Will This Make?

**TODAY**

 Up to **965** properties could lose supply during a Buckden outage




**AFTER PRV**

 Around **400** properties at risk for most of the year



**AFTER FULL SCHEME**

 Customers remain on supply during Buckden outages, although some may experience lower pressure.

The proposed investment is designed to significantly reduce the impact of Buckden outages on Grafham customers.

# NEED A LITTLE EXTRA SUPPORT?



## Priority Services Register (PSR)

Free additional support for customers who may need extra help during a water supply interruption.



### You may be eligible if you:



Are of pensionable age



Have a disability or mobility issue



Have a medical condition that requires water



Have young children in the household



Have additional communication or accessibility needs



### How we can help



Priority updates during interruptions



Access to bottled water and support during longer interruptions



Tailored communication based on your needs



Additional help for eligible customers during incidents



SCAN TO FIND OUT MORE OR REGISTER



[anglianwater.co.uk/  
help-and-advice/water-care/  
priority-services](https://anglianwater.co.uk/help-and-advice/water-care/priority-services)



The Priority Services Register is free and does not affect your water bill.



# Questions & Discussion

*Thank you for your time*



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June 2026

**anglianwater**  
love every drop 