Your reference number
02019610

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12 November 2026

Important update from Thames Water

ATAC Unit assembly – Cirencester

From the week commencing 16 November, Thames Water will be installing an ATAC Eco Filter unit in the car park on Beeches Road, Cirencester.

The ATAC unit is a mobile filtration system designed to help manage flows within the sewer network during periods of prolonged wet weather and high groundwater levels. The unit can operate 24 hours a day when required and forms part of our winter preparedness plans for the town.

Why is this needed?

Cirencester experiences high groundwater levels during wet periods. When groundwater enters the foul sewer network it can significantly increase the volume of water within the system.

It is important to note that there is no operational issue with the sewer network itself. The challenge is that groundwater and rainwater entering the foul sewer can cause the network to become hydraulically overloaded during heavy rainfall, reducing the available capacity for wastewater.

The ATAC unit provides an additional way of managing these flows and helps reduce the risk of sewer flooding during periods of exceptionally wet weather.

How does it work?

A pump transfers water from the sewer network into the filtration unit, where contaminants are removed before the treated water is safely discharged. The system may require pumps and generators to operate continuously while it is in use.

By removing excess groundwater from the network, the filtration process helps maintain capacity within the foul sewer system and supports the continued operation of the network during wet weather. You will see our team on site everyday taking water quality readings of the watercourse as per our agreement with the environment agency, they will also be conducting checks of the ATAC unit itself to confirm its operating correctly.

Ongoing Investigations:

Over the summer, we carried out extensive CCTV investigations across the sewer network in Cirencester to identify locations where groundwater is entering the foul sewer.

Using the findings from these surveys, we have already begun installing sewer lining in areas where infiltration was identified. This work helps seal defects within the network and reduces the amount of groundwater entering the sewer system.

These investigations and repairs will continue as part of our long-term programme to protect the foul sewer network and improve its resilience during periods of high groundwater.

How can you help?

Sewers are only designed to take away the three p's – pee, paper and poo, everything else belongs in the bin. With your help we can reduce these unsightly items spilling onto your streets.

- **Do not flush wipes down the toilet, even if they are labelled as 'flushable'. They're made of plastic and won't break down like toilet tissue.**

- **Nappies and sanitary products belong in the bin, never down the toilet. They will clog pipes and cause blockages.**

- **Never pour fat or oil from cooking down the sink. Let it cool, pour it into a container and put it in the bin. Please remember: Bin it – don't block it.**

What does it look like?

Outside view:



Foul sewer water entering the unit, is pumped to the top of the filter and filtered through the unit before being returned to the watercourse

What does it look like?

Inside view:

Foul sewer water pumped to the top of the chamber where it is filtered first through mats to trap large items and then down through the filter box. At the base it is then discharged via pipe work to the environment



Next steps

The ATAC unit will stay in situ until early spring time, it will be turned on and off as needed. We are also hiring 5x parking spaces in the Beeches Road carpark; the rest of the carpark is available as normal. If you have any questions, please call our 24-hour customer centre on **0800 316 9800** quoting your address and reference number **BB 02019610**

Thank you for your help to reduce the impact.

Yours faithfully
Sophie Thomas
Customer Liaison
Thames Valley Wastewater