

To Whom It May Concern,

Libra Utilities have been instrumental in establishing the groundbreaking Revamp Your Tank scheme, which has enabled residents across the Avon catchment area to upgrade their sewage treatment systems and improve water quality within this environmentally sensitive landscape.

Since the scheme commenced, Libra Utilities have successfully installed over 100 package treatment plants, with an estimated project value exceeding £3.5 million.

The scheme was developed by Wiltshire Council with support from Dean and his team at Libra Utilities. Throughout our partnership, they have consistently demonstrated professionalism, technical expertise, and an exceptional understanding of drainage and wastewater management. From project planning and management through to installation and ongoing aftercare, Libra have excelled in communication, problem solving, and customer service. As a result, we have received consistently positive feedback from participating residents.

Libra Utilities adhere to all relevant statutory compliance requirements and maintain high standards of health, safety, and environmental management. The team fully appreciates the sensitivity of the Hampshire Avon and its internationally important chalk stream habitats, which the scheme is designed to protect and enhance. They work closely with our Ecology teams to ensure that installations are carried out in accordance with environmental regulations and with minimal impact on the surrounding environment.

The quality of Libra's work is of an exceptionally high standard. Feedback from residents has been overwhelmingly positive, our Building Control team has expressed satisfaction with the completed works, and our Asset Management team has advised that works undertaken on Council-owned systems have been exemplary.

Based on our experience, we would have no hesitation in recommending Libra Utilities for similar projects. They continue to be a valued delivery partner and have played a significant role in the success of the Revamp Your Tank scheme.

Yours faithfully,

**Paul Thornton**

Environment Services Project Officer  
Wiltshire Council