

**Subject: Water supply issues in your area following recent hot weather**

Dear customer,

Thank you for your recent communication which we received. I am sorry you have needed to write to us regarding recent interruptions to your water supply, although I hope that the information I have included below is able to alleviate your concerns.

Firstly, I'm sorry you recently experienced a loss of water supply to your home following the recent hot weather. I know a loss of water at any time is incredibly inconvenient and unacceptable, but even more so during the hot weather.

I will shortly be writing to customers to explain what happened in more detail, but in the meantime I wanted to briefly update you now supplies have been restored and confirm our approach to compensation.

We were far more prepared for hot weather and periods of high demand than in previous years. We increased the number of operational storage tanks which hold clean water before being pumped to homes, replaced valves and flow meters as well as installed new pipes so we can move water around more easily. In the days before the hot weather arrived we filled all our drinking water storage tanks to capacity.

However, when the hot weather hit, demand rose far quicker than anytime previously and our systems, despite working at maximum capacity, could not extract, treat and pump the amount of water needed to keep taps flowing.

Customer enquiries: 0333 000 1122  
24 hour emergencies: 0333 00 00 365  
Web: [southeastwater.co.uk](http://southeastwater.co.uk)

Social:  
[twitter.com/sewateruk](https://twitter.com/sewateruk)  
[facebook.com/sewateruk](https://facebook.com/sewateruk)



Typically, we supply 540 million litres of water a day during summertime. On Saturday 10 June demand peaked at 678 million litres of water, a phenomenal 138 million litres of extra water to supply – enough to fill four towns the size of Maidstone and Eastbourne and far higher than our long term planning predicted. Demand then remained above 631 million litres a day through much of the following week.

We also experienced site power outages during electrical storms which affected equipment used to treat water to the standard safe enough for you to drink, meaning this also impacted the amount of treated water available.

Despite this and the efforts we made to prepare for summer it was not enough for us to keep all properties in supply.

A bottled water station was set up in Headcorn and we also set up a number of unmanned sites where we were unable to set up a full bottled water station. Our Customer Care team also delivered water direct to those most in need on our Priority Services Register.

### **Are you going to compensate me?**

We abide by our Customer Code of Practice - further details can be found on our website. This forms part of our Guaranteed Standards of Service (GSS) for household customers, and is based on the requirements of the Water Act.

We are now using our data analysis to understand how your area was impacted and for how long.

Following that analysis we will then assess what levels of customer compensation will be payable.

Compensation will then be applied directly to your water account automatically. You do not need to contact us.

We will be carrying out a thorough review of this incident and as part of that we are keen to receive your feedback to help us to make our service more resilient.

To leave your feedback, please visit [southeastwater.co.uk/summer2023](https://southeastwater.co.uk/summer2023)

I hope that you find that explanation responds to the concerns that you have raised. As mentioned above, I will shortly be writing to you with more detail as to what happened and I am extremely sorry for any inconvenience and distress this period of being without water has caused you.

Yours sincerely

**David Hinton**

Chief Executive Officer