



HOUSE OF COMMONS

LONDON SW1A 0AA

Ms Rachel Fletcher  
Chief Executive  
OFWAT  
4th floor  
21 Bloomsbury Street  
London  
WC1B 3HF

Our Ref: HM/FM/362

6 March 2018

Dear Ms Fletcher,

**Re: Water Supply Problems**

I write to you as a matter of urgency. Thousands of my constituents have been without their water supply since Saturday 3rd March. The impact on householders has been quite stark:


- schools have been closed (for the second week now following the bad weather);
- sick, elderly and vulnerable people with already challenging circumstances have been put under additional pressure;
- providers of essential services have had to step up in order to deliver for the community; and
- there has been a loss to business.

Having been impacted myself, I can attest to the challenges which this has brought to my constituents. I have written to South East Water on this issue, as attached, but I would also seek your advice and reassurance on the following points:

- what steps is OFWAT taking to ensure that South East Water have the contingencies and plans in place to avoid a repetition;
- what sanctions and powers is OFWAT planning to use against South East Water for a failure to supply; and
- what measures will OFWAT be suggesting South East Water use to compensate householders for the loss of supply.

I look forward to hearing from you at the earliest opportunity.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Huw Merriman'. The signature is stylized with large, rounded letters and a long, sweeping underline that extends to the right.

Huw Merriman  
Member of Parliament for Bexhill and Battle