

Monday 7th July 2025

Dear Mr Hinton,

As we write, thousands of residents in our area are nearing a week without water, with many others suffering low pressure and poor service.

These same people have recently seen significant rises in the amount of money they pay to your company, only to find themselves relying on bottled water or being forced to make their own arrangements. It is not just homes, but schools, farms, and businesses left without water, meaning significant hardship and serious long-term effects. The threat to livestock in some areas is now critical.

Instead of the clean tap water your company should be providing, residents have been fed a stream of conflicting and confusing messages. We have been told of electrical surges, lack of supply from recent hot weather, broken pumps, and failed airlocks across the pipe networks; it seems the one thing you are able to deliver efficiently is excuses.

We fully expect a stock response expressing your concern and heartfelt apologies; these will continue to ring hollow unless we see immediate action in the following areas:

- Provide a date for when supplies will resume.
- Make a clear statement of the root causes and steps being taken to restore services to residents.
- Provide details of how you intend to proactively compensate residents.
- Set out how the company plans to avoid the situation recurring, especially in the longer-term when new housing developments put additional strain on water resources.

This whole situation is particularly galling given South East Water received a £200 million cash injection from its owners just one month ago. Something we expect to see reflected in your approach to the third point above.

We look forward to your reply, and a significant improvement in your future service.

Yours sincerely,

Cllr Mike Sole (Group Leader, and KCC member, Canterbury South), Cllr Alex Ricketts (Deputy Group Leader, and KCC member, Canterbury North), Cllr Lee Castle, Cllr Michael Dixey, Cllr James Flanagan, Cllr Roben Franklin, Cllr Steph Jupe, Cllr Peter Old, Cllr Dan Smith.

Liberal Democrat Group, Canterbury City Council.