

Mrs Tracy Brown
Challock Parish Council
C/o 14 Chapmans Close
Blind Lane
Challock
Ashford
TN25 4AX

17th November 2025

Our ref: TS/DM/12036717

Subject: Water Supply Interruptions Affecting Challock

Dear Mrs Brown,

Thank you for your recent letter which we received on 3rd November 2025. I hope you are keeping well.

We sincerely apologise for the interruptions and inconvenience which have been caused to the constituents of Challock. We do appreciate and understand these circumstances have caused significant disruption.

A Five-Year Commitment to Better Service (2025 - 2030)

We understand that service reliability is important, and we are embarking on a major five-year investment program to strengthen our water infrastructure. This program, which runs from 1st April 2025, until 31st March 2030, is designed to create a more robust and resilient network.

Our Core Focus: Improving Resilience

We are investing in three key areas to make your service more dependable:

- **Water Resilience:** We are committed to increasing the amount of water available and improving storage capacity through new pipelines and Service Reservoirs. This means a more secure supply, especially during challenging periods.
- **Network Resilience:** We have several different projects planned across the five years to improve the network as a whole.
- **Power Resilience:** Recognising that power failures have caused outages, we are actively looking into solutions and ways to reinforce the power supply to our critical sites, helping us to keep the water flowing.

We will have many projects running concurrently throughout this period. While we can't provide specific delivery dates for all of our individual projects, please know that the work is actively underway. We will notify the parish council whenever a major investment project is

Customer enquiries: 0333 000 1122
24 hour emergencies: 0333 00 00 365
Web: southeastwater.co.uk

Pure know **h₂ow**

planned, ensuring they receive complete information about the project and its benefits for the local community.

While our primary goal is increasing resilience, we are aware of concerns regarding water pressure. Although we cannot comment on specific pressure changes at this moment, the network improvements we are undertaking may provide a beneficial effect on water pressure in the area.

Confirm eligibility and payment of compensation under the Guaranteed Standards Scheme

Following a review of the dates you provided, we can confirm that none of those interruptions met the eligibility criteria for a compensation payment under the Guaranteed Standards Scheme (GSS).

The GSS for water supply only becomes due when an interruption exceeds a specific duration of 12 hours (depending on the cause and number of properties affected). The interruptions you experienced were restored within the required standard timeframes.

Ongoing communications

We value our partnership with the council and aim to keep them well-informed, especially during service disruptions.

To support this, we encourage the council to utilise our dedicated AquAlerter portal, which provides immediate notifications about water outages as they occur.

Furthermore, in the event of a significant, large-scale emergency where a formal incident team is established, we will implement proactive communications to ensure the council receives timely and relevant updates directly from our operations team.

Next steps

I hope the above information has been helpful. However, if you do have any further questions or concerns, please do get in touch and we will be happy to help.

Yours sincerely,



Tanya Sephton
Customer Services Director