

BREDGAR PARISH COUNCIL



Friendly Cottage
Primrose Lane
Bredgar
Sittingbourne
Kent ME9 8EB

T: 07545 808438
E: bpc.clerk@outlook.com

6th October 2023

For the Attention of the Customer Complaints Team
South East Water
Rocfort Road
Snodland
Kent
ME6 5AH

Re: Water Leak Problems in Swanton Street Bredgar

Dear sir/madam,

We wrote to you on the 30th July 2020 on behalf of all our residents to express our strong concerns about frequent water leaks in Swanton Street Bredgar (copy of that letter is attached). Since sending that complaint there has been no improvement and the series of water leaks have continued unabated. The latest leak on the same section or road is reference number 48866517.

Your response to each leak is to implement single spot repairs rather than addressing the poor condition of the water main that must exist on that section of road. This is not delivering an acceptable or lasting repair each time for our Parish or other road users.

Please provide us with a written response that includes an explanation for these repeated problems and a timescale for delivery of a permanent solution to the issue. We look forward to your reply within 10 days as per your code of practice.

Yours faithfully,

Mrs Teresa Hudson
Clerk
Bredgar Parish Council

Mr Brian Clarke
Chair
Bredgar Parish Council

Mrs T Hudson & Mr B Clarke
Friendly Cottage
Primrose Lane
Bredgar
Sittingbourne
Kent
ME9 8EB

17th September 2023

Our ref: SF/AS/6784748

Your Ref: Q30071-145

Subject: Leaks in Swanton Street, Bredgar

Dear Mrs Hudson & Mr Clarke,

Thank you for your recent letter which we received on 11th October 2023.

I am sorry to hear of the ongoing concerns raised within your Parish with regards to the water leaks along Swanton Street. I acknowledge these concerns have been brought to our attention previously within your letter dated 30th July 2020 and my colleague, Marlon, was in contact with you directly.

I have reviewed the points you have raised and provided my response below which I hope you will find helpful.

Work reference 48866517

I thank you for supplying a work reference number with regards to our latest works along Swanton Street.

I thought it may be helpful to confirm this leak is within a water meter chamber and requires a road closure for repair. This has been requested and we are hoping to complete our works on 18th October 2023.

Mains renewal schemes

South East Water has an ongoing programme of maintaining, renewing and refurbishing water mains and have over 9,000 miles of pipeline in the ground. Our renewal programme aims to target the older and most vulnerable pipes across South East Water's supply area which covers Kent, Sussex, Hampshire, Surrey and Berkshire. We target our investment to gain maximum benefit for our customers with a programme that is agreed with our regulator, Ofwat, every five years as part of our Business Plan.

Using deterioration models and within financial restraints, water mains are selected based on a number of factors which target those mains considered to be at the highest risk of failure

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

Pure know h₂ow

South East Water Ltd Registered in England No. 2679874
Registered Office: Rocfort Road, Snodland, Kent ME6 5AH



and could cause the most severe customer impact, particularly from prolonged supply interruptions over large areas. We can and do adjust our works programme to accommodate other renewals if a particular main is proven to be continually failing or shows signs of an increased failure rate and associated supply interruptions.

The main through Swanton Street has been identified as needing replacement. We will continue to monitor the area, however, we are unable to give any timescale on the renewal at the present time.

Investment

We plan our resources to deal with leakage, which includes 52 gangs repairing leaks reactively and over 60 leakage technicians looking for and finding leaks proactively, managing and reducing leaks across the network. In the future we plan to introduce new technologies to improve leak detection.

Over the next few years, we will be investing millions to make sure we continue to beat and improve our leakage targets. This investment will go towards innovative technology to help us identify even the smallest of leaks. We'll also aim to minimise leaks on our network by working to stabilise water pressures in our pipes.

Every year, we invest over £80 million in improving our infrastructure to provide a reliable service to our customers, and in total, we will be investing £430 million in improving our infrastructure between 2020 and 2025.

More information on our investments can be found using the link below.

<https://www.southeastwater.co.uk/about/community/investment-in-our-community>

Next steps

I hope I have provided some clarification on the points you have raised. If you do have any further questions or concerns, please feel free to call me directly on 01634 561837. Alternatively, if you are unable to reach me, please call the Resolution Team on 01634 562128 and we will be happy to help.

Yours sincerely,

Aimee Spencer
South East Water Resolution Team