

## KATIE LAM – PARISH NEWSLETTER: MARCH

Like many of you, I was deeply concerned by the disruption caused by the water outages across Kent and Sussex at the start of this year. When running water was cut off for days, tens of thousands of people were left struggling, with no warning and limited support.

While South East Water couldn't get its act together, it was left to local people to step up where they had failed. Volunteer groups worked tirelessly to deliver bottled water and support those in need. Their response showed the very best of our community. By contrast, South East Water were utterly useless. Throughout the crisis, what they said was often a completely different story from the situation on the ground. Rightly, Ofwat has now launched a formal investigation into South East Water, and the Chief Executive is due to be recalled to the House of Commons Environment, Food and Rural Affairs Select Committee.

I want to make sure they hear the truth, not just the company's official version. So I'm asking all of you to tell me any and all problems you've had with the water, and how South East Water have dealt with them. You should have received a survey in the post by now, so please do fill it out and return it to me, or just scan the QR code below or use the web link. It's very short so should only take a few moments to complete!

I'll submit all the responses as evidence to both Ofwat and Parliament.

### UPCOMING EVENTS:

**19<sup>th</sup> March 2026:** Business Club Crime & Policing Forum

These events will bring together local voices, the police and club members to discuss rural and retail crime.

Find out more or register, at:

- <https://www.katieforkent.com/crime-policing-forum>

Finally, please do share the survey and event information with friends and neighbours. As always, if there's anything I can do to help, please don't hesitate to contact me at [Katie.Lam.MP@Parliament.UK](mailto:Katie.Lam.MP@Parliament.UK).



**Water Survey:** <https://www.papersurvey.io/s/efv9gn>