HOUSE OF COMMONS
LONDON SW1A 0AA

Chris Train
South East Water
Rocfort Road,
Snodland
ME6 5AH

Reference No. HW72204 30 January 2026

Dear Chris

Thank you for your email and for our meeting at South East Water.

I am disappointed that the board was unable to meet the week following our meeting as discussed, but I am grateful that you are keeping me updated with progress.

I appreciate why you are acting with caution, but I cannot stress enough the inadequacy of the response to the water outage by South East water, along with the failure to address the shortcomings in the response in the summer despite the Chief Executive's personal commitment to doing so.

As I said in our meeting, I have no confidence in an improved response if the organisation continues with the same leadership. And I am not alone. Public confidence is on the floor.

I value your apology to customers and your confirmation that you are focused on providing the public water supply. That said, unless people see accountability at the top this is unlikely to be seen as meaningful commitment. As I stated in our meeting, the problem is as much about the response to the outage as the outage itself.

There is a lot of anger at the water bills currently landing on peoples' doormats. That includes thousands of people who have just experienced major disruptions in their water supply compounded by a terrible response by South East Water. If that was not bad enough, their bills have increased. Many are asking me, 'What exactly are we paying for?'

I look forward to receiving an update from you following the board meeting.

Yours sincerely



Helen Whately MP
Member of Parliament for Faversham and Mid Kent