

Good afternoon,

Customers in the west Kent area should now have had their water supplies restored following the burst pipe at our water treatment works over the weekend.

We've been working to release trapped air in our system to aid the recovery in our network and we're continuing to monitor the situation and respond to any further issues that arise.

We're also continuing to use tankers to inject water into our network to support the recovery in the west Kent area.

We're very sorry to all customers who have experienced no water or low pressure and we thank everyone for their patience while we worked to resolve issues.

What's the latest?

The majority of customers, including the 117 properties in the Swanton Valley and West Peckham area experiencing no water earlier today, should now have had their drinking water supplies restored.

Our teams have been out and about in the area working to clear trapped air in our system and we're continuing to address isolated instances of low pressure caused by air pockets in the system in some other areas as issues arise.

Any customers experiencing further supply issues should contact us on 0333 000 0002.

Bottled water stations:

Our bottled water station at West Kingsdown Library & Village Hall, London Road, West Kingsdown, TN15 6BZ, will close at 4.45pm this afternoon.

Our station at ASDA, Kings Hill - 1 Alexander Grove, Kings Hill, West Malling, ME19 4SZ, closed at 2pm this afternoon.

What to do when water supplies return?

When supplies return to customers, the water may splutter and look cloudy or discoloured. Please be assured both cloudy and discoloured water pose absolutely no risk to health. Our advice to customers is to simply run their cold water tap until the water turns clear.

Once it does clear, the tap water remains perfectly safe to consume.

Compensation

While our focus has been on restoring supply to the affected customers, we'd like to assure you that we'll be reviewing the supply interruption to establish the compensation due to customers.

Where compensation is owed, this will be an automatic process and customers will not need to contact us to claim this.

The next steps

With most customers now having their supplies restored, no further meetings are scheduled for our incident team.

However, we'll be continuing to closely monitor water levels in the area over the next 24 hours and work to resolve any remaining issues with trapped air as soon as possible.

Once again, I'm very sorry to all our customers in west Kent who have been affected by this and thank them for their patience while we worked to restore supplies.

Please share this latest information through your channels to ensure as many people in your community are aware of the latest.

Kind regards,

Nick Bell

Incident Manager