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Lawrence Gosden
Chief Executive Officer
Southern Water Services Limited,
Southern House,
Yeoman Road,
Worthing,
West Sussex, BN13 3NX
Lawrence.Gosden@southernwater.co.uk
cc. ExecDirectors@southernwater.co.uk

Re: Contingency Planning for Water Supply Issues in Medway

Dear Mr Gosden,

I am writing to enquire about Southern Water's contingency planning in case of water supply issues in Medway. The recent incident in Tunbridge Wells, understandably by another company, South East Water, where residents and businesses were left without water for more than six days, is deeply concerning. The prolonged disruption caused significant hardship to tens of thousands of households and resulted in substantial losses for local businesses during an important trading period.

Of particular concern in that event was the apparent lack of adequate contingency planning, specifically regarding alternative water provision and the organisation of bottled water distribution sites.

In light of this, I am seeking clarity on Southern Water's preparedness for any comparable disruption in Medway. Residents, community organisations, and local businesses need confidence that robust plans are in place to prevent a repeat of the issues experienced in Tunbridge Wells.

I would therefore appreciate clear responses to the following questions:

a) What contingency plans does Southern Water currently have in place in the event of a failure in Medway's drinking water supply?

What operational, logistical, and emergency-response measures would be deployed, and what are the likely timelines for restoring service and providing interim solution to customers.

b) Where would bottled water distribution sites be located in such an incident, and how are the stakeholders responsible for these sites informed and prepared?

It would be helpful to understand the location of these sites, whether agreements already exist with landowners and local authorities, and how logistics would be managed to avoid the confusion observed in Tunbridge Wells by South East Water.

c) What support and services would be offered to vulnerable residents registered on the Priority Services Register in the event of a supply failure in Medway?

Given the heightened risks faced by medically dependent or otherwise vulnerable individuals, it is vital to understand how Southern Water ensures timely and reliable support for these households.

The recent events have highlighted the profound impact water supply failures can have on communities. It is crucial that lessons are learned and that residents in Medway are reassured that similar shortcomings will not occur here.

I look forward to receiving your detailed reply and to better understanding the measures Southern Water is taking to ensure resilience, preparedness, and protection of customers in the event of future service disruptions.

Yours sincerely,

Nicholas Chan