



Clearwater Court
Vastern Road
Reading, RG1 8DB

23 December 2021

Loughton water network

Good morning,

I am writing about the supply interruption which impacted Loughton over the weekend and some of our on-going work in the area.

Firstly, I want to apologise to everyone who was affected by the burst to one of our 15-inch diameter pipes. This resulted in a number of properties losing their supply or experiencing low pressure for several days.

Unfortunately, the repair was complicated due other infrastructure in the ground which needed attending to before we could properly start work. However, the fix was completed on Monday and supplies have returned to normal.

I also want to provide an update on the work we are carrying out on Roding Road which follows a different burst on a 12-inch diameter pipe earlier this month.

In this instance, a large section of pipe needs repairing which is located next to an underground river so special permits are needed allowing us to work.

We know this causing a lot of problems for road-users and are again sorry for this disruption. Our plan is to re-line the existing pipe with plastic which will both reduce the chances of future bursts and is much quicker than replacing the pipe entirely.

Once this work is completed, then we believe it will also cut the likelihood of bursts elsewhere in Loughton. There is not currently a time scale for this work as we need to work with the highways authority to obtain permissions. As soon as we have more detail, I will write and let you know.

Many of these supply problems are caused by the topography in the area, which results in challenges to water pressure in the network. With the exception of Roding Road, repairing the pipes is not the solution.

We are constantly monitoring the area for pressure fluctuations and taking action when we can to reduce problem areas. Any leaks reported to us in Loughton are dealt with as a priority.

As a business, we know our performance has not been good enough and a major turnaround plan has been implemented to get to where our customers expect us to be.

One of these actions is to bring much of our work back in house and relying on contractors less, which will give us far greater local knowledge which can be used to improve network performance.

I hope this explains some of what has happened but if you have any questions please do not hesitate to get in contact.

Many thanks

Mike Benke

Local Government Liaison