



Ref. number



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 316 9800

Lines always open

18 August 2026

Interruption to your water supply

Hello,

I am writing to you following the recent water supply interruptions and low water pressure you may have experienced. We are sorry for any disruption caused to you and your household. We know how disruptive it is when water doesn't flow as it should.

What happened?

On 8 August, a burst pipe occurred on the Chigwell Road. This caused additional bursts on High Road and Daisy Road. These incidents caused a significant loss of pressure within the water network, affecting the local booster pumping station and impacting water supplies.

Our technicians were deployed immediately to investigate and isolate the bursts, helping to prevent further flooding and minimise disruption. Once the affected sections of the water main were identified, repair teams were mobilised to begin restoration work.

Our teams worked around the clock to complete the repairs as quickly as and as safely as possible. Due to the complexity of the bursts, deep excavations were needed to access and repair the damaged pipework.

On 12 August, we had successfully repaired three of the damaged pipes and returned them to service. Following these repairs, some customers began to see their water supplies restored.

The final repair involved replacing a three-metre section of water main. This required extensive excavation while carefully avoiding other underground utilities and preventing any additional damage. This work was completed on 13 August. By that evening, most customers in the Chigwell area had their water supply restored, although we recognise that some households continued to experience lower-than-normal water pressure.

Once all repairs were completed, our focus shifted to restoring normal operation to the network. This involved rebuilding pressure across the system, removing air trapped in the network and recovering local reservoirs. On 14 August, we were able to bring the booster pumping station back into operation, restoring supplies to all customers.



Our support to you

Following the initial burst, we delivered bottled water directly to customers registered as water dependent on our Priority Services Register.

We also opened a bottled water distribution station on 9 August at Tesco Superstore, Southend Road, IG7 8GE. Demand was extremely high, and unfortunately the site had to close sooner than we would have liked after supplies were exhausted. We subsequently opened a second bottled water station that day at Fairlop Waters Ice Rink, Forest Road, Ilford, IG6 3HN.

As the incident continued, we expanded our support by opening additional bottled water stations at Roding Sports Centre, Beal High School, New City College and the Girlguiding Campsite. As water supplies were gradually restored across the area, the number of stations was reduced.

Throughout the incident, we kept customers updated through regular text messages and updates on our website. Our customer contact centre remained available 24 hours a day, seven days a week.

Looking ahead

We understand and recognise that this has been a very difficult time for customers across the Chigwell area, particularly for those who were without water for an extended period during the recent warm weather.

Please be assured we will carry out a thorough review of the events that led to these bursts and the subsequent loss of supply. We will use the findings and lessons learned from this incident to help strengthen the resilience of the local network and improve our response to any future events.

Thank you

We would like to thank all affected customers for their patience, understanding and cooperation throughout this incident. Your support has been greatly appreciated while our teams worked around the clock to restore water supplies as quickly and safely as possible.

Compensation

We're currently carrying out a full review under the Customer Guarantee Scheme (CGS) following the recent interruption to water supplies.

If your water was off for more than 12 consecutive hours, you don't need to get in touch with us. We'll automatically make the appropriate CGS payment to you, there's nothing you need to do.

As part of our review, we're assessing the duration and impact of the interruption across the affected area to make sure every eligible customer receives the compensation they're entitled to. Because the incident affected a large number of homes, it may take a little time to complete this process, but we'll make sure any payment is applied to your account as soon as possible. More information about the Customer Guarantee Scheme is available at thameswater.co.uk/our-commitment.

Get extra help

Our Priority Services Register (PSR) is a free service to help you or someone you know with extra support. This includes a dedicated phone number for extra assistance, bottled water if you're water dependent, extra security measures, or bills that are easier to read.

If you're already registered, you won't need to do anything further. However, if you'd like to sign up, more information about our extra help and to join our PSR visit thameswater.co.uk/priorityservices. Carers, friends, or family can register on behalf of someone they think could benefit from extra support.

Feedback and learnings

We're always looking for ways to improve, and hearing from you really helps. If you'd like to share your experience or give us some feedback, just head over to thameswater.co.uk/chat-with-us and quote reference **BB01844448**. Your feedback helps us understand what worked, what didn't, and how we can do better next time.

Yours faithfully

Thames Water