



Stuart Macnaughtan
Deputy Director, Communications
Via Email

Our Ref: CC08482

16 October 2025

Re: Box Hill Power

Dear Stuart,

I am writing to you as the Member of Parliament for Dorking and Horley regarding ongoing power reliability issues in the Box Hill area of Tadworth, which are having a direct impact on the local water supply.

I have been in correspondence with SES Water (now part of Pennon Group) regarding the Box Hill Water Tower, which remains out of service pending major repair works. In the interim, water is being supplied via pumps powered by generators. These generators are themselves dependent on a consistent power supply, and frequent electricity outages in Box Hill are causing repeated failures in both power and water supply.

Residents report that every time there is a power cut (whether it be a blip or for a long period), water service is lost until an engineer can manually restart the generators, which is typically a process that takes around two hours. These power cuts are sometimes happening multiple times within a week and have occurred at least 14 times in the past year. For those living in mobile homes, these power cuts often cause damage to their pipework due to high water pressure surges when the generators restart.

While I appreciate that the water infrastructure repairs are the responsibility of Pennon/SES Water, the repeated electricity interruptions that trigger these failures fall within UK Power Networks remit for ensuring power reliability and resilience. Residents are frustrated that local power instability is coinciding with an already difficult water situation.

I would be grateful if you could clarify what assessments Ofgem has made of the frequency and causes of power outages in Box Hill and what steps are being taken to ensure that UK Power Networks improve reliability in this area.

Given the frequency and impact of these incidents, I would be grateful for your early attention to this matter and for any information you can provide regarding actions being taken to address the underlying power reliability issues in Box Hill.

Yours sincerely,

Chris Coghlan
Member of Parliament for Dorking and Horley