



David Sproul
Chair, Pennon Group
Via Email

19th September 2025

Our Ref: CC08482

Re: Box Hill Water Tower within my Constituency

Dear David,

I am writing to you in my capacity as the Member of Parliament for Dorking and Horley regarding water supply issues in Box Hill, Tadworth.

Last year, I wrote to what was then SES Water to raise residents' concerns regarding the generators currently being used to power the water pumps while the Box Hill Water Tower remains out of service.

Power outages are a frequent issue in Box Hill, and when they occur, they also disrupt the generators supplying water. As a result, whenever the electricity fails, water supply is also lost until the generators can be manually restarted. On average, residents report waiting approximately two hours for an engineer to arrive and restore service.

Whilst this is frustrating for many residents, this is of particular concern for the prevalent mobile home community in Box Hill. When the generators turn back on, the water comes through at such high power it causes damage to the pipes of those in mobile homes. One resident has told me that she has had to have work done to the pipes because of the damage caused.

When I had contacted SES last year, they informed me that they were "scoping out" the substantial works needed to repair the water tower in Box Hill. Almost a year on, when I reached out to Pennon, I was informed that they were still assessing the scope of the required repairs needed with no confirmed timescale.

I have also been informed that when an engineer releases air from the system after the pump has stopped, the resulting discharge is causing damage to the road surface. As the affected section of the road is not owned by the council, residents are concerned about who will be responsible for the cost of resurfacing.



I appreciate that these repairs are substantial; however, the limitations of the current backup system are having a significant impact on residents. Considering this, I would be grateful if you could clarify the following:

- What interim measures are being considered to ensure minimal disruption in the event of power outages?
- What steps are being taken to address the reported issue of water pressure surges damaging the pipes of mobile home residents when generators restart?
- How are residents being kept informed about the situation, expected timescales, and available support in the meantime?
- Are there contingency plans in place to reduce the delay in restoring water supply when outages occur, such as quicker engineer response times or automated generator restart mechanisms?

Thank you for your attention to this and I look forward to your response.

Yours sincerely,

Chris Coghlan
Liberal Democrat Member of Parliament for Dorking and Horley