



David Black  
Chief Executive  
OFWAT  
Via Email

Our Ref: CC08482

16 October 2025

**Re: Box Hill and SES Water**

Dear David,

I am writing regarding the continuing water supply problems in Box Hill, Tadworth, and to request that Ofwat hold SES Water (now part of Pennon Group) accountable for the ongoing delays in resolving these issues.

For over a year, residents have relied on temporary generators to power water pumps while the Box Hill Water Tower remains out of service. Despite assurances from the company that the necessary repairs were being “scoped out,” there is still no confirmed timetable for completion.

Frequent power cuts in Box Hill disrupt the generators, leaving residents without water for up to two hours until engineers can attend. This is particularly concerning for the local mobile home community, where pressure surges on restart have caused repeated pipe damage and repair costs. Residents have also reported road surface damage caused by air releases from the system, with uncertainty over who will be responsible for repairs.

These issues are causing serious and sustained hardship. In light of this, I would be grateful if Ofwat could clarify:

- What steps Ofwat is taking to ensure that Pennon/SES Water deliver a clear and time-bound plan to repair the Box Hill Water Tower, along with effective interim measures to protect residents from ongoing disruption and infrastructure damage.
- How Ofwat intends to hold the company accountable for its continued failure to provide a reliable water supply, including what enforcement mechanisms or regulatory actions may be considered should delays persist.

This situation has gone on too long. I urge Ofwat to intervene to secure a timely and durable resolution for the residents of Box Hill.

Yours sincerely,

**Chris Coghlan**  
Member of Parliament for Dorking and Horley