



FAO of Ian Cain
CEO of SES Water

By email

27 July 2026

Re: Support for vulnerable residents following water outages in Horley

Dear Ian,

I am writing regarding how the recent water outage affecting residents in Horley over the weekend, following issues at the Bough Beech Water Treatment Works.

I'm grateful that SES Water worked to resolve the problem within 24 hours, and I am thankful for the efforts of staff involved. However, I have since been contacted by a number of constituents raising concerns about the support provided during the disruption.

I have received reports from vulnerable residents who state that they were not contacted regarding bottled water deliveries, despite SES Water's assurances that support was being provided to those on the Priority Services Register. One resident told me that they spent hours on the phone on hold but was eventually cut off. This is concerning, given how important it is to ensure that those most at risk are properly supported during service interruptions.

I would therefore be grateful if you could clarify:

- How SES Water identified and contacted vulnerable customers during this incident;
- Whether all individuals on the Priority Services Register in the affected area were successfully reached;
- What steps were taken to deliver bottled water to those unable to access distribution points;
- Whether SES Water considers its contingency plans to have operated effectively in this instance; and
- What lessons have been learnt to ensure that any future incidents are managed more effectively.

I look forward to your response.

Yours sincerely,

Chris Coghlan

Liberal Democrat MP for Dorking and Horley

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