



HOUSE OF COMMONS

LONDON SW1A 0AA

Sir Adrian Montague
Thames Water
78 Pall Mall
St James's
London
SW1Y 5ES

24th September 2025

Re: Burst Water Main

FAO: Sir Adrian Montague

Dear Thames Water,

I am writing regarding the burst main on Braydon Road which has affected supply in SN4, SN5, SN6 and GL7. While Thames Water issued an initial statement, since then neither I nor my residents have received any further updates. My calls, emails and messages have gone unanswered. I find this deeply disappointing and in stark contrast to other water companies operating in the constituency.

My residents are paying more for water yet are receiving a declining service. They are repeatedly being let down. My colleague Cllr Andrew Mathews has also contacted you directly to raise concerns and has been ignored. The lack of response from Thames Water shows a disregard for the people who rely on your services, and you have repeatedly failed to engage with me as their elected representative.

I recognise that other providers such as Wessex Water and Wales & West Utilities also face difficult challenges. However, both are far better at keeping residents informed during outages. Thames Water already suffers from a reputation of distrust. Your lack of communication only serves to deepen this distrust and does nothing to promote a constructive working relationship with me or with the communities I represent.

I accept that emergencies happen, but the way this outage has been handled has caused severe frustration and hardship. Residents have experienced:

- A complete absence of timely and clear communication about what is happening, how long disruption will last, or where they can get help.
- Bottled water stations only in larger towns such as Royal Wootton Bassett, excluding smaller villages like Lydiard Millicent where vulnerable residents without transport were left with no access.
- Priority customers telling me they received no contact and no deliveries despite being registered and entitled to support.
- No credible explanation as to why this leak was allowed to escalate to the point reservoirs ran dry. Customers reasonably expect effective monitoring and early detection systems, and it appears these are either inadequate or not functioning.
- Rising bills, ongoing hosepipe bans and now an outright failure of service. People are

paying more and getting less.

- The planned power cut by Scottish and Southern Electricity in the Royal Wootton Bassett area, has apparently effected a pumping station leaving more residents without water in the southwest of RWB. Why wasn't emergency power put in place at this pump before the power cut.

I am really quite shocked at this consistently poor response and service. Public confidence in Thames Water is collapsing.

I insist on an immediate and direct response addressing the following:

1. Why communication has been so poor and why residents have been left in the dark.
2. What contingency arrangements you will put in place to support smaller rural communities in future incidents.
3. How you will ensure priority customers receive the urgent support they are entitled to.
4. Why the leak was not detected earlier, what systems failed and what improvements will be made.
5. When normal service will be restored and what compensation customers will receive.
6. Why emergency power was not out in place to supply the pumping station before the planned power cut.

I expect a clear reply to these points by close of business Thursday 25th September. If none is received, I will have no choice but to raise these failures with the national media.

The people I represent deserve answers. I expect Thames Water to finally take responsibility and show it is capable of learning from this litany of failures.

Regards,
Sarah Gibson MP

Member of Parliament for Chippenham, Calne, Corsham, Lyneham, Royal Wootton Bassett and the surrounding villages