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29 September 2025

Our Ref: 33556442

Incident Ref: BB1311695

Supply interruption, Braydon Road

Dear Sarah

Thank you for your email of 24 September to our Chairman, Sir Adrian Montague. We appreciate how disruptive the initial supply interruption was to your constituents over the weekend, along with the smaller interruptions that have followed this week.

As your dedicated point of contact within Thames Water, I've worked with our incident management team to review our response and have shared our findings below.

We are still reviewing the further issues that have occurred in the area this week, along with our process for managing this and will be sure to share an update on this matter with you next week.

What happened

In the early hours of Saturday 21 September, our systems alerted us to a drop in pressure within our network. We determined this could be due to a potential burst and technicians were sent to the area to locate it. Our technicians had to work above ground, in darkness and with limited access in places, following the route of the pipe for 10km in order to locate the burst.

Water from our reservoir was still entering our network while we worked to locate the burst. Reservoir levels did reduce, but the reservoir was isolated to minimise the levels dropping further.

The leak was located around 9am and fully isolated by 11am. Our engineers worked throughout the day and into the night to complete the repair before supplies were returned to the pipe around 6am on Monday 22 September.

Supporting water supplies

There are a number of ways we can supply water to our customers when we experience a burst.

In this instance, we worked hard to keep taps flowing to as many properties as possible by reconfiguring our network in the area to move water through our pipework. We also used tankers to pump water into our pipes. By keeping water flowing through our pipes, by-passing the section containing a burst, we reduce the need for customers to have to travel to collect bottled water from a central location.

Unfortunately, there was a lot of air in our network, causing air locks. This prevented water moving through our pipes as quickly as we had expected. Technicians worked across the day to remove the air from the network, which reduced the number of properties without water to around 40.

A bottled water station was opened at Sainsbury's, Borough Fields Shopping Centre, in Royal Wootton Bassett. We appreciate this location was some distance for your constituents to travel. A number of factors are taken into account when deciding these locations as the safety of the public and

our employees at these sites is paramount. This includes suitable transport links so customers can easily get there and site availability as well as suitability for large numbers of cars and lorry deliveries.

Priority Service customers

Using the data from our Priority Services Register, couriers delivered water direct to our most vulnerable customers directly. We also delivered water directly to care homes.

When our customers sign up to the register, they answer questions about their water needs. This helps us determine the level of support they may need, grouping those who have a medical dependency on water into our highest priority tier for delivery to, first.

If you would like me to investigate any individual cases relating to this incident, please share names and addresses with me directly.

If you are aware of any constituent who requires support through being on the register, they can find out more and register [here](#). Alternatively, they can call us on **0800 009 3652** (9am to 5pm, Monday to Friday) or email us at ecs@thameswater.co.uk.

Communications

We recognise that communication to both our customers and our stakeholders was not as detailed and frequent as they would have liked.

We updated the incident bar on the home page of our website throughout the day but I appreciate that these lacked timeframes that customers would have found helpful.

We also sent SMS updates to approximately 5,185 customers during the day. We can only send these to customers that we have an up-to-date mobile phone number for.

We are continually working towards improving customer communications, especially in the face of an incident. We have just appointed a specific incident communications team and they are currently implementing a new incident communications enhancement strategy. As part of this, we will be writing to properties impacted by this burst to update them on what happened, compensation arrangements and how they can get extra support in the future. I have attached a copy of the letter for your reference.

Compensation

Our Customer Guarantee Scheme (CGS) makes fixed payments in the form of a credit to a customer's next bill when we don't deliver against our core standards of service.

In relation to unplanned water interruptions, we will make a payment when there is no water in the mains to supply our customers after 12 hours of becoming aware of an issue. This is an automatic process and is calculated once we are satisfied all supplies are restored.

If a customer is eligible for a payment, we will write to them to confirm the amount (based on the length of time they were without supply), and the credit date. For eligible payments not made within a month of the incident ending, an additional penalty payment will be included.

More information on CGS and the circumstances when we may make payments can be found [here](#). Commercial customers should contact their retailers directly who will have their own process for compensation.

Next steps

Our Incident Management team will be reviewing the current risks in the area, to better understand mitigation options going forward. I hope my response provides you with reassurance that we are committed to looking for opportunities to reduce the risk of issues like this in future while enhancing our response when issues do occur.

I will share a further update with you next week regarding the further supply interruptions in the area. If you would like to meet to discuss how we respond to incidents, please let me know and we can arrange a time that is suitable.

Yours sincerely

[Redacted signature]

[Redacted contact information]

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