



GUILDFORD
BOROUGH

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Tom Horwood
Joint Chief Executive
of Guildford and Waverley
Borough Councils

Dear Councillor

OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 30TH JANUARY, 2024

Please find attached the following:

Agenda No Item

1a **Election of Vice-Chairman**

To elect a new Vice-Chairman for the remainder of the municipal year.

4. **Water Issues in Guildford (Pages 19 - 28)**

Attending from Thames Water will be: Tess Fayers, Director of Operations for Thames Valley and Home Counties; Sarah Holland, Director for Operations Control; Paul Wetton, Director for Clean Water for Thames Valley and Home Counties; and Huw Thomas, Head of Engagement, Thames Valley and Home Counties.

Yours sincerely

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Guildford area water supply interruptions

Guildford BC, Overview and Scrutiny Committee

30 January 2024

Tess Fayers, Director of Operations – Thames Valley and Home Counties

Agenda

1. The Guildford water supply area
2. What happened?
3. Key lessons learnt and priority actions
4. Investment in the Guildford area.
5. Questions



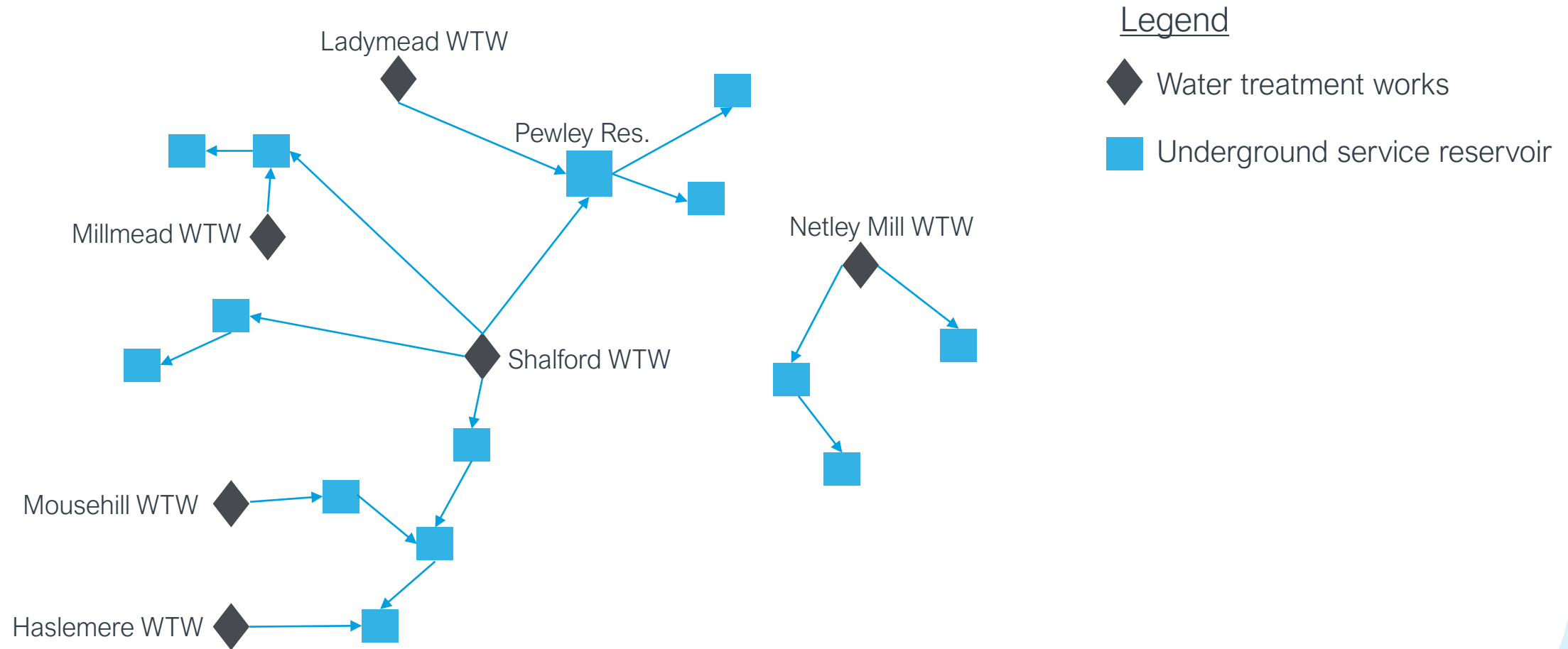
Bottled water station at Artington Park & Ride

Executive summary

- We are very sorry for the impact the water supply interruptions caused our customers. We don't for one minute underestimate the impact this had and note that this is entirely unacceptable for all of our customers
- We recognise that we should have better communicated the evolving incident to our customers
- We understand the root causes of the incident and are committed to acting on the lessons we've learnt
- We will publish a report into the incident and the actions we are taking and will take to reduce the risk of it happening again
- We have gone beyond our normal compensation process to make sure we have identified the customers who experienced the greatest impact of supply interruptions and are making payments which will be processed as a refund to their bill.
- We are investing £93.1m in improving the resilience of the Guildford water supply system, with work already underway.

The Guildford water supply area

The Guildford area water supply comes from a complex, interconnected, system of treatment works



What was the impact?

Impact on customers

- Customers in the following postcodes had supply interruptions: GU1, GU2, GU3, GU4, GU5, GU6, GU7, GU8
- A total of 20,346 properties experienced supply interruptions for more than 3 hours
- 14,520 properties had 12 or more consecutive hours supply interruptions, comprising:
 - 14,009 household properties
 - 482 non-household properties

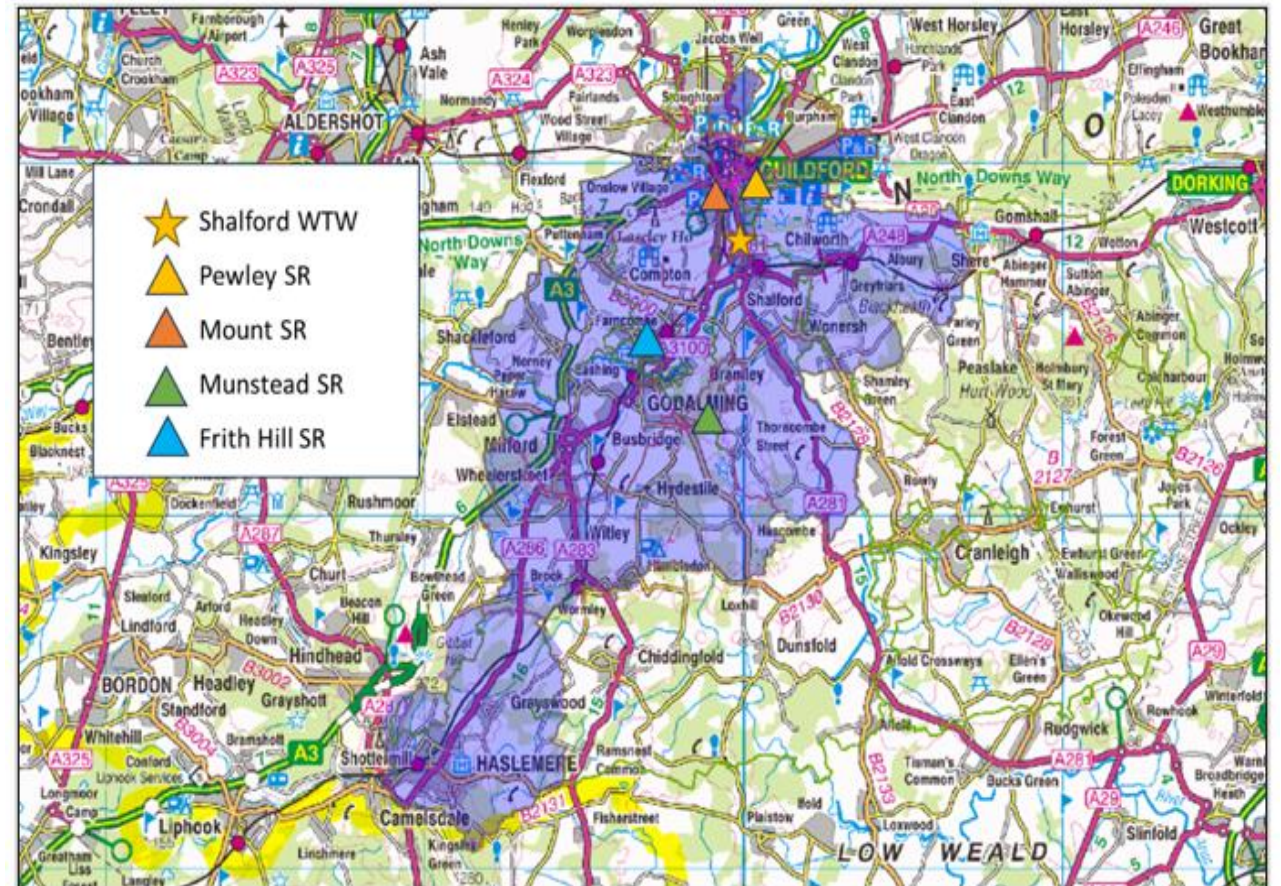
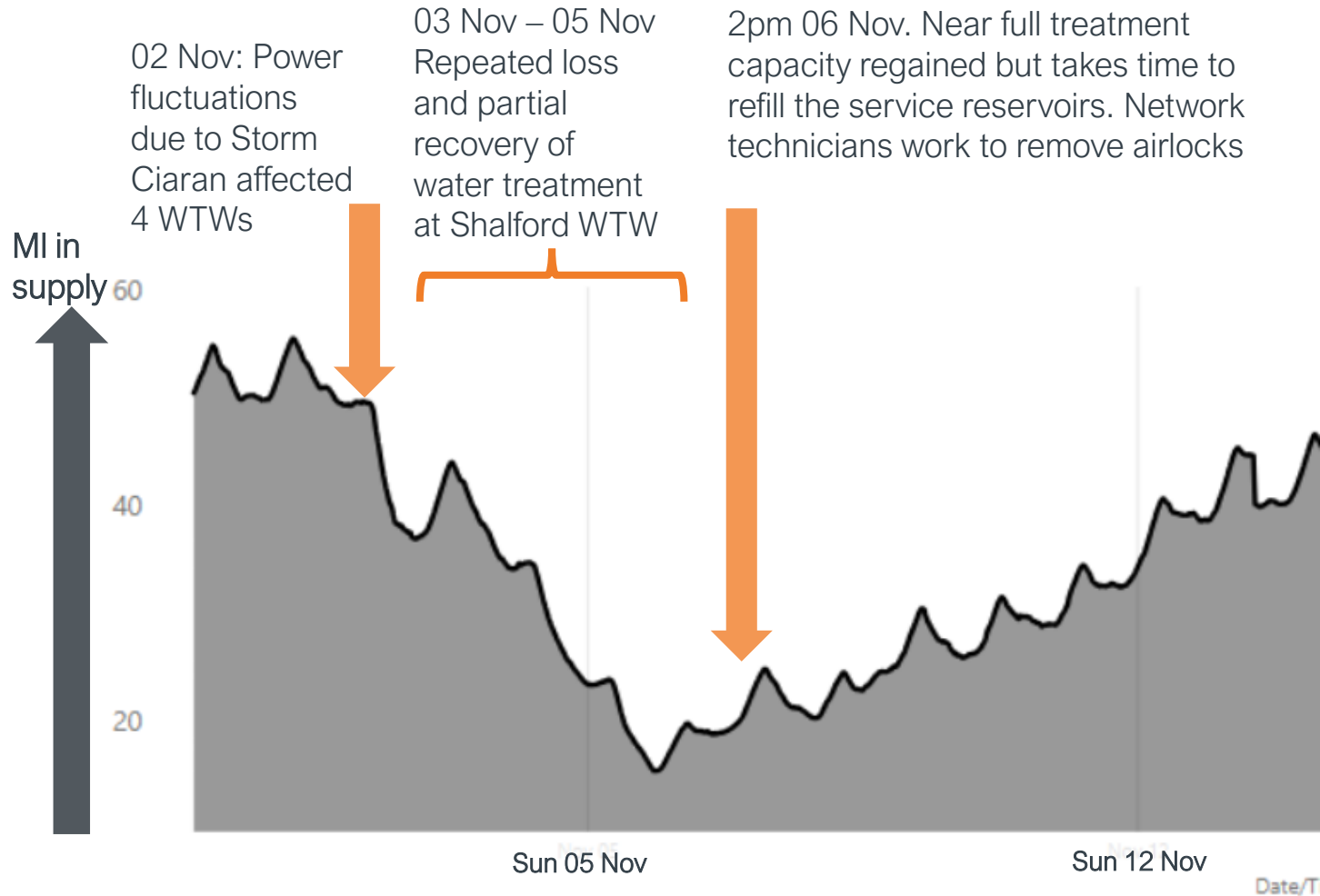


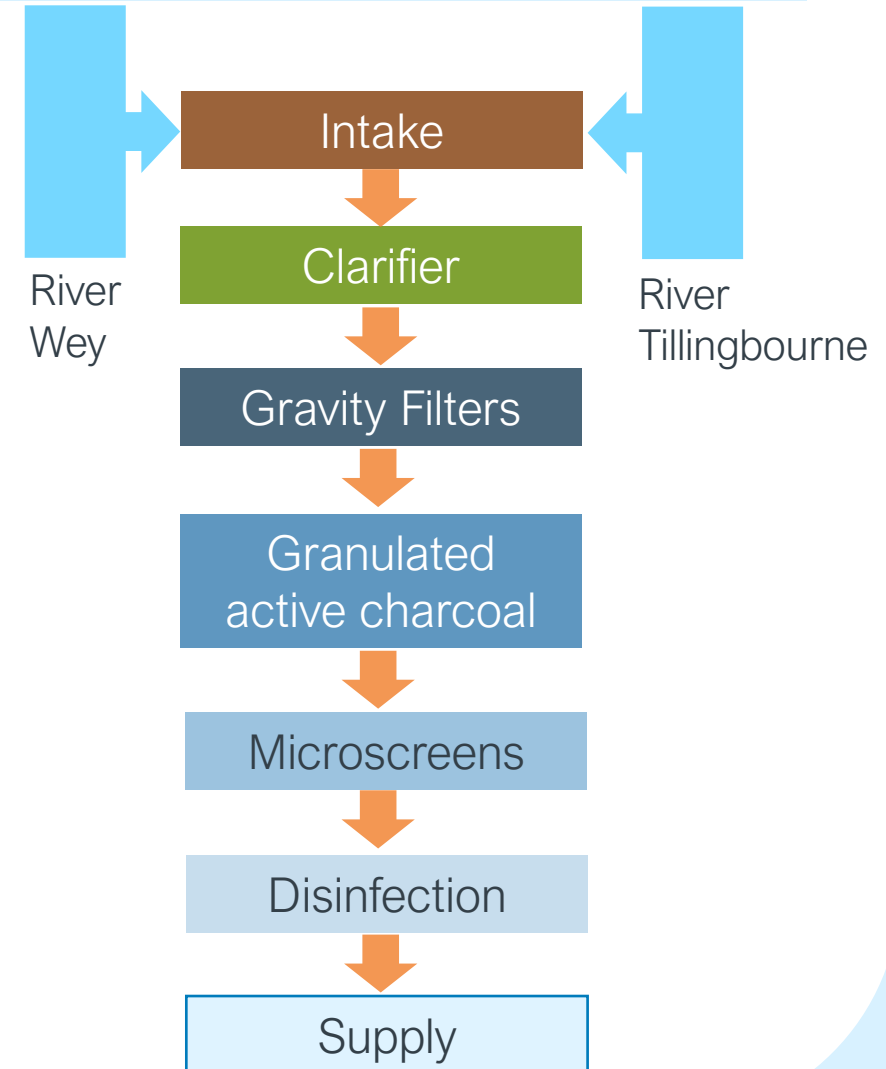
Figure 1: Map of the affected area with the location of the assets and downstream supply area (shaded in purple).

What happened?

Impact on water treatment and storage levels



Simplified treatment stages at Shalford WTW



Supporting customers

Alternative water supplies

- Alternate water supplies were mobilised from 02 Nov with 10-16 tankers supplying >2m litres to;
 - Hospitals and other sensitive locations
 - Direct infusion
- More than 130 TW staff helped run 4 bottled water stations (04-12 Nov)
- >750 pallets of bottled water being delivered through a mix of direct deliveries to care homes, PSR T1+2 customers and bottled water stations
- Through this duration 5,003 calls were received in the customer contact centre as a result of the incident, with a further 129 complaints made to date.

Date	Thurs 02	Friday 03	Sat 04	Sun 05	Mon 06	Tues 07	Weds 08
No. PSR customers supported Tier 1 & Tier 2	76 drops***	217 drops	250 drops	330 drops	188 drops	192 drops	75 drops
No. Bottled water stns opened	Bottled water stations being scoped	1 X Bottled Water Station set up and kept on standby	2 X Bottled Water Stations	2 X Bottled Water Stations	X4 Bottled Water Stations	X3 Bottled Water Stations	X3 Bottled Water Stations open but x1 closed later in the day
No. tanker loads delivered into the network and sensitive locations	12	11	11	28	22	26	29
No. hospitals directly supported	Mount Alvernia Hospital 4 Tankers		Milford Hospital 2 Tankers	AM :Royal Surrey Hospital 4 Tankers, Milford Hospital 2 Tankers, Farnham Road 2 Tankers PM: Milford Hospital 1 Tanker, Royal Surrey Hospital 6 Tankers, Farnham Road Hospital, 4 tankers, Sunrise operations 1 Tanker1NE 1 Tanker 19:00 & 22:00 2 pallets delivered to Farnham Hospital and 2 pallets delivered to Anchor (Eastlake Care Home	AM:Milford Hospital 1 Tanker, Farnham Road Hospital, 2 Tankers, Royal Surrey Hospital 7 Tankers PM Milford Hospital 1 Tanker, Royal Surrey Hospital 2 Tankers, Farnham Road Hospital, 20:15 2 Pallets dispatched to Farnham Road Hospital	AM Milford Hospital 1 Tanker, Royal Surrey Hospital 2 Tankers, Farnham Road Hospital, 2 Tankers PM: Milford Hospital 1 Tanker, Royal Surrey Hospital 1 Tanker, Farnham Road 5 Tankers,	AM Milford Hospital 1 Tanker, Royal Surrey Hospital 2 Tankers, Farnham Road Hospital 6 Tankers, PM, Farnham Road Hospital, 6 Tankers, **

Lessons learned and actions planned

We need to improve the resilience of the Guildford water supply system

- Right here, right now we have significant leadership and technical presence in the area
- Medium term investment and targeted water resource management– invest £91.3m by 2030
- Looking ahead

We need to better support vulnerable customers

- Immediate focus on our Priority Service Register, communications and work with local communities
- Collaboration with local critical service providers to develop robust alternative water plans (e.g. hospitals)

We need to communicate better with customers during and after an incident

- Immediate focus on our written communications, website, social media and text campaigns during incidents – timely, clear and transparent
- Relentless focus on improving how our customers can contact us easily and quickly
- Longer term focus on technology, interactive information and knowledge bursts

Investment in Guildford system

Improve resilience to WTWs and network interconnectivity

Investment	AMP7 (£m)	AMP8 (£m)*	Total (£m)
Shalford WTW – upgrades to chemical dosing, disinfection and contact tanks and run to waste systems	12.5	2.7	15.2
Mousehill WTW – remove single point of failure re contact tank	3.1	4.7	7.8
Ladymead WTW – new contact tank, improved DO and sampling	9.4	7.6	17
Netley Mill – Improvements to contact tank and disinfection system	6.1	0.9	7.0
WTW total	31.2	15.9	46
Network reinforcement – new 9km transfer pipeline to connect Pewley service reservoir to Netley Mill WTW	14	32	46
Grand total	45.2	47.9	93.1

* Note AMP8 investment is subject to Ofwat's decision on our PR24 submission

Questions?