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**Subject:**

FW: Update on supply issues

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**From:** Ballance, Tony**Sent:** 05 March 2018 18:26**Cc:** Mallinson, Vanessa [redacted]; Razvi, Tanvir <[redacted]>  
Greenwood, Kathryn <[redacted]>; Smith, Jonatha [redacted]**Subject:** Update on supply issues

Dear all

Further to the earlier note that was sent to you in relation to the impact of the thaw on our customers, I just wanted to drop you a further update on the situation across the Severn Trent region.

We are continuing to closely monitor the water supply situation across the region with our teams working hard to find and fix burst pipes to maintain water supplies to all our customers. We're aware that as a result of the bursts that customers in the Ladywood, Harborne, Longbridge and Walker's Heath areas of Birmingham may be experiencing supply issues today. We have called in extra teams to deal with these new bursts and they are working hard to get supplies back to normal as soon as possible. In the meantime we have bottled water available for our customers in these areas to collect from Sainsbury's in Frankley Beeches Road B31 5AA. Our teams will be there until 10pm and are on site now and have thousands of litres of water available for anyone who might need it.

As a precaution we have been delivering water to vulnerable customers and continue to support them with a particular focus on our sensitive customers such as care homes or people on dialysis. We are also working with our local hospitals including The Queen Elizabeth Hospital and The Birmingham Children's Hospital.

To help the situation, we've called in additional resources from outside of Severn Trent, have ramped up production at our treatment works and have been using our tanker fleet to pump water directly into our pipes.

We are proactively keeping our customers updated through direct messages, our website and social media but we do need our customers help us as well. If they spot a leak while they are out and about we are asking them to call our 'Leakline' number on 0800 783 4444, the call is free on most landlines. In addition they can report the leak online through our website at [stwater.co.uk](http://stwater.co.uk), our website also lists leaks that have already been reported to us.

I just want to make you aware that we have also seen some media interest in how we are working with our non-household customers help balance the water supply across our network so we can prioritise water supplies for our domestic customers.

I'd like to reassure you that we're doing everything we can to get the water supplies back on as soon as we can. Please do let me know if you have any questions.

Best wishes

Tony

Dr Tony Ballance  
Director, Strategy and Regulation