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**Subject:** FW: Severn Trent update

**From:** Claire Forbes <[REDACTED]>

**Date:** 8 March 2018 at 12:57:23 GMT

**To:** "Greenwood, Kathryn" <[REDACTED]>, "Ballance, Tony"

**Subject:** FW: Severn Trent update

Dear Kat and Tony

I just wanted to echo Dylan's thanks below. It's been hugely helpful having these regular and proactive updates from the team at Severn Trent. I appreciate that it's been a demanding time for all involved and these updates have hit the right note in terms of both content and frequency. We have shared them internally and they have been much appreciated.

Best wishes

Claire

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**From:** Dylan Spedding

**Sent:** 08 March 2018 12:41

**To:** Mallinson, Vanessa <[REDACTED]>; Greenwood, Kathryn  
[REDACTED] Claire Forbes <[REDACTED]>; Smith,  
Jonathan-S <[REDACTED]>

**Cc:** Ballance, Tony <[REDACTED]>

**Subject:** RE: Severn Trent update

Hi Vanessa,

Many thanks for the latest update.

We have appreciated the regular flow of up to date information from you throughout the last few days. Thanks to you and all of the team.

Regards.

Dylan Spedding  
Principal, Corporate Communications  
Ofwat

[REDACTED]

Ofwat, Centre City Tower, 7 Hill Street, Birmingham. B5 4UA

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**From:** Mallinson, Vanessa [redacted]  
**Sent:** 08 March 2018 12:38  
**To:** David Black <[redacted]>; Keith Mason <[redacted]>  
Claire Forbes <[redacted]>; Dylan Spedding  
<[redacted]>  
**Cc:** Ballance, Tony <[redacted]>  
**Subject:** Severn Trent update

Dear David, Keith, Claire and Dylan

Thank you for your support over the last few days, the latest situation is that the position across the network has again improved overnight.

We are therefore really pleased to report that our network operation and demand on our strategic grid has returned to pre-incident levels and overnight we have not received any customer reports of supply interruptions as a result of the rapid thaw.

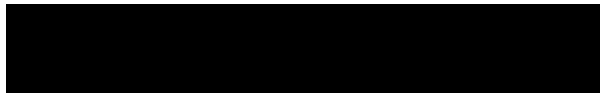
We've experienced bad weather again in Derbyshire overnight though so we're keeping a watchful eye on the network here and are still working to release some air from the network. In light of this we are keeping our bottled water stations and alternative supplies going as a precaution.

Given the improved situation we don't intend to update you any further, but should you have any questions or need any additional information please do let me know.

Best wishes

Vanessa

**Vanessa Mallinson**  
Government Affairs  
Severn Trent



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