

Sarah Bentley
Chief Customer Officer
Severn Trent

[REDACTED]
[REDACTED]

From: Duff, Andrew
Sent: 04 March 2018 22:36
To: Bentley, Sarah
Cc: John Coghlan ; Philip Remnant ; Dr Angela Strank ; Kevin Beeston ; Domreiniche ; Bowling, James ; Garfield, Liv ; Jesic, James
Subject: Re: Freeze/Thaw update

Thanks for the update Sarah

Thanks to you, James and now Liv for stepping up and leading by example.

Best of luck with the incident overnight and tomorrow morning

ANDY

On 4 Mar 2018, at 22:31, Bentley, Sarah [REDACTED] wrote:

Dear All,

As I am sure you can imagine, it has been a challenging weekend across the patch. You may have seen some of the media relating to other water companies who are experiencing the effects of the freeze / thaw event of the last few days.

Throughout Thursday, Friday and Saturday, we had a number of bursts affecting different areas and the teams have battled the weather to reach and restore supplies through some very difficult conditions. Today, while the thaw has made the network easier to reach, it has also created a volume of leaks which has put pressure on the overall network capacity and is resulting in some supply interruptions. As a result, we have escalated to a Strategic (Gold) incident, to manage the overall situation. Our focus now is to stabilise the network by prioritising the largest leaks, restore capacity and manage customer communications so that we are prepared as we head into the morning peak. Our senior teams are all stepping in and we have had a great response to support both in the STC incident room and in the field.

James Jesic and I have been supporting the teams throughout the weekend. Since the Strategic/Gold command was called in the early evening, James has been leading in the incident room and will be there throughout the night, so I promised to send out an update on his behalf. He will send out a further update before he hands over in the morning.

Many thanks,
James and Sarah