

**From:** [REDACTED]  
**To:** Ofwat P and O  
**Subject:** Comments on Southern Water's performance  
**Date:** 22 October 2021 12:39

Dear OFWAT,

We live in St Leonards on Sea. We are unhappy at the performance of Southern Water. We understand you will be reviewing comments from all customers about this. Untreated human sewage polluted our local beach – Bulverhythe is very close to us. Clean up and reparations took far too long. Southern Water kept saying it could not act until Natural England had completed their study about impacts of cleaning on plant life. Everyone responsible dragged their feet. The impact was wider than Bulverhythe, as during the height of Summer when it happened, tourists were put off at the very thought of using our beaches further down our coast due to floating pollution. Our important local onshore fishing industry was impacted negatively, and they were already suffering due to Brexit and the impact of Covid. Meanwhile, beach huts were rendered damaged and unusable.

In the recent case brought by the Environment Agency covering 16 waste water treatment works and one CSO across Kent, Hampshire and Sussex, the court heard that Southern Water “deliberately presented a misleading picture of compliance to the Environment Agency, hindering proper regulation of the company”, relating to the period between 2010–2015. The court found that widespread and long term breaches of environmental law were caused by “deliberate failings”, with instructions and co-ordination coming from the very top of the Southern Water chain of command, including senior lawyers

<https://www.gov.uk/government/news/record-90m-fine-for-southern-water-following-ea-prosecution>

<https://www.sas.org.uk/news/southern-water-slammed-with-record-fine-for-sewage-pollution/>

In 2020 alone, Southern Water was responsible for over 20,000 separate storm overflow events, with a duration of over 201,000 hours in total. That is the true figure.

Yours faithfully

[REDACTED]