

Aim 1

To provide a reliable and sufficient supply of safe, high quality drinking water

Mrs Gilham
who lives with her husband and three children in Horley

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I recently had a new electric shower fitted. Whilst the work was being carried out the plumber needed to isolate the water supply which meant turning the water off using the external stopcock. Unfortunately, the stopcock became inoperable and became stuck in the 'off' position, leaving us with no water supply.

I called SES Water and they were able to relocate their workforce from a job in Reigate to attend our emergency. When the workmen arrived, they were able to return the water supply immediately. I offered them both a drink and when I went back out they had already excavated a small trench. I was amazed at the speed they worked!

The repair work to the stopcock and adjoining pipework was within my property boundary and under my garden plants. The plants had to be uprooted for the workmen to carry out their repair. However, any uncertainty I had was quickly gone as they assured me they would put all the plants back neatly, which they did.

I am very grateful for SES Water's quick response to our emergency and being able to return our water supply so quickly. I even got a phone call 36 hours after the work to ensure all went to plan, which I was glad to say it did. I would also like to thank the workmen for taking care of my plants as my garden is my pride and joy.

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Our measures

Measures	Performance in 2016 / 2017	Targets by 2020
Supply interruptions over three hours ✔	4.4 minutes 2016: 6.3 Target: 13.8	No more than 12 minutes per property
Number of bursts ✔	234 2016: 212 Target: 290	Less than 290 in a year
Overall water quality ⊖ within regulatory tolerance	99.98% 2016: 99.95% Target: 100%	100%
Taste, odour and discolouration contacts ⊗	375 2016: 419 Target: 350	Less than 350 contacts in a year
Water softening ✔	On track 2016: Delivery on schedule Target: Deliver programme	Deliver our softening programme
Security of supply index ✔	100% 2016: 100% Target: 100%	Maintain 100% compliance

Highlights

- 30% improvement on last year's supply interruptions
- Burst mains 10% lower than the long-term average
- Only two water quality breaches at customer taps

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