



LAURA FARRIS MP

Member of Parliament for Newbury

Mr Chris Weston
CEO
Thames Water
Vastern Road
Reading
RG1 8DB

16 January 2024

Dear Chris,

I write in relation to the flooding taking place in the villages of Lambourn, East Garston, Eastbury and Great Shefford in my constituency.

You will by now be aware that raw sewage has been consistently flowing through the streets, into the river and, in some cases, backing up into residents' homes.

This is completely unacceptable, a breach of your statutory duty to consumers and presents a significant public health risk.

The last time this area experienced significant flooding was in 2020. You (or your predecessors) will recall that at the time I made a significant effort to get Thames Water to overhaul the sewers in Lambourn which were leaking, old and had been poorly maintained.

Thames Water undertook to carry out a complete sewer relining exercise and seal up manholes. I have to say it was like getting blood out of a stone to get Thames Water to do anything then and I have long harboured significant concerns that you place profit before your customers.

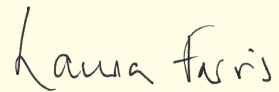
Since 2020 I spent the next two years holding quarterly roundtables with Thames Water employees to get an update on the progress of the work. I was given assurances that the work had been comprehensively conducted. Four years later, it is apparent this is not true.

I am seriously disappointed that this extensive remedial work has not provided an effective defence for my constituents and I have today informed the Flooding Minister, Robbie Moore MP, about the situation and asked to him to act.

The Minister shares my views and I have asked him specifically about imposing a potential fine for the environmental damage and public health risk it is allowing.

The current situation is intolerable, posing a public health risk, and the Minister's office will be in touch further.

Yours sincerely

A handwritten signature in black ink that reads "Laura Farris". The signature is written in a cursive, flowing style.

Laura Farris MP