

LOUIE FRENCH MP
OLD BEXLEY & SIDCUP



HOUSE OF COMMONS

LONDON SW1A 0AA

Sarah Bentley
Chief Executive Officer
Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8DB

24 August 2022

Dear Sarah,

I hope that this letter finds you well.

I write today to invite you to visit my constituency of Old Bexley & Sidcup so that you can see first-hand the ongoing issues we have with Thames Water leaks and the more often than not poor standard of repairs which result in lengthy disruption to people's lives and our environment.

Whilst I understand the scale of the challenge in terms of managing and operating London's water infrastructure during one of the driest summers in memory, the experience of most residents and businesses in Bexley with Thames Water over the years is one of frustration.

Today your company has implemented a hosepipe ban for our region. Understandably, many people across Bexley and the South East will rightly question how this can be justified with so many water leaks in your own infrastructure, including ongoing works in Bexley Village that are slowly becoming a regular feature in our community and create many local issues from the subsequent road closures.

Thames Water's recent communication to customers highlights how you have more teams fixing leaks than ever before. I invite you to meet with me in Bexley to see for yourself the standard of works that local people here have experienced over many frustrating years, which I hope that you will take away to ensure much needed improvements are made to your services and the work that you contract out.

Please note that for transparency purposes, I will be making a copy of this letter available on my website.

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Louie French', written over a horizontal line.

Louie French
Member of Parliament for Old Bexley and Sidcup

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