

From: Huxstep, Cllr R Roger.Huxstep@hants.gov.uk

Subject: Fw: Helping people to prepare for wintry weather

Date: 13 February 2021 at 13:40

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HH

FYI if you are a Southern Water customer.

Cllr Roger Huxstep
Member for Meon Valley Division
Hampshire County Council

From: Brown, Lewis <Lewis.Brown@southernwater.co.uk>

Sent: 12 February 2021 17:13

Subject: Helping people to prepare for wintry weather

Good afternoon,

As a result of the freeze/thaw event in 2018, we completely reviewed our approach to supporting our customers during weather-related events.

Over the next few days, the weather is set to get warmer and we are contacting our domestic and business customers directly to put them on alert, offer advice to help them be prepared and make sure they know how to reach us in the event of an emergency.

We want to ensure people are taking the right steps to prepare for wintry weather and then know what to do should the worst happen. It would be appreciated if you could share relevant information and links where possible.

With a thaw predicted to arrive in the next few days, the most important thing is to ensure home and business owners know where their stop cock is located should they need to turn the water off in the event of a burst. With businesses being closed due to Covid, we urge business owners to turn off the water in unoccupied premises.

We have information on our website at <https://www.southernwater.co.uk/help-advice/weather/prepare-for-winter>. We also post this information regularly on our social media. Customers can follow us on Twitter @SouthernWater and on Facebook.

In an emergency, customers can call us 24/7 on **0330 303 0368**. Calls are charged at a local rate.

We have instituted root-and-branch changes across the business aimed at mitigating risk and improving response in the event of any repeat. Measures in place include – but are not limited to:

- Early and frequent communications to customers
- Strengthened operational resilience
- Increased asset resilience
- Enhanced reservoir storage

- Enhanced alternative water supply capability
- An entirely new incident response process

Thank you again in advance for sharing and sign-posting relevant information. If you have any questions, please do get in touch.

Many thanks

Lewis

Lewis Brown
Stakeholder Engagement Manager – Hampshire & the Isle of Wight

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