



HOUSE OF COMMONS

LONDON SW1A 0AA

Chris Train
Chairman
South East Water
Rocfort Road
Snodland
ME6 5AH

Reference No. HW72204

17 March 2026

Dear Chris

Thank you for your email letting me know the Board's decision to keep the current executive leadership at South East Water.

As you know I do not agree with this decision. My position has now been validated by Ofwat's proposal to impose a £22m fine on South East Water. As you know this is for a catalogue of failings which date back to not learning the lessons from the Beast from the East in 2018. All these failings have occurred on the current Chief Executive's watch either when he was Director of Strategy and Regulation or in his current position.

There are currently two more investigations into South East Water's failings. The company can not keep paying fines of this scale. They will inevitably lead to less investment in the network and increased water bills forcing people to in effect pay twice for the outages. This situation is simply not acceptable.

South East Water is a publicly regulated company and there is no confidence in an improved response from the current leadership. There must be accountability at the top to restore public confidence in their water supply.

I urge you and the board to reconsider your decision and change the executive leadership at South East Water so the company can turn this situation around.

Yours sincerely

Helen Whately MP
Member of Parliament for Faversham and Mid Kent