



HOUSE OF COMMONS

LONDON SW1A 0AA

Chris Weston
CEO Management office
Thames Water
Clearwater Court
Vastern Road
Reading
RG1 8DB

Our Ref: SO83650

17 August 2026

Dear Chris Weston,

Re: Consistently poor communications from Thames Water to Richmond Park constituents

I hope that this letter finds you well.

I am writing in regard to a number of issues that my constituents have faced recently which have been significantly exacerbated by a lack of communication from Thames Water.

On Kingston Riverside, my constituents have seen their basement car park flooded by sewage water – resulting in extensive damage both to the building and to over 70 vehicles. Thames Water issued a number of confusing and conflicting communications to my constituents, which heightened their uncertainty in an extremely challenging situation. Further, I was deeply concerned to hear that despite vulnerable residents being stuck in the building due to the damage, that a coordinated communications effort was not of the foremost concern.

Additionally, in recent weeks, burst water mains have occurred in various location around the constituency including at Church Road, Greville Road and Marlborough Road in Richmond. These leaks continue to blight and inconvenience residents across my constituency, and is particularly troubling in light of the current scarcity of water resources and the consequent Temporary Use Ban (TUB). Notwithstanding, I was alarmed to hear that some residents whose supply was affected by these leaks were not contacted at all by Thames Water. They were also unable to contact you to report the leak via the Whatsapp service, and no updates were provided on your website. When my constituents' concerns were followed up by myself and local ward councillors, the responses we received were unsatisfactory.

What assurances can you give my constituents, particularly given that Thames Water has been allowed by Ofwat to increase bills once again, that they can expect to receive clear and timely communication from you? I understand that funding from bill increases is earmarked to finance ongoing maintenance of water services, can you provide assurances that water services will be adequately maintained going forward?

Furthermore, can you provide myself and local ward councillors in Kingston and Richmond confidence that should we contact you with constituent concerns that satisfactory responses will be provided with consideration to the urgency of the issues raised?

I look forward to your response at your earliest convenience.

Yours sincerely

A handwritten signature in black ink that reads "Sarah Olney". The script is cursive and fluid, with the first name "Sarah" and the last name "Olney" clearly distinguishable.

Sarah Olney
Member of Parliament for Richmond Park