



JEREMY QUIN MP

Southern Water Outage Survey

Thank you to everyone who completed my survey. Over 300 people shared their thoughts on the recent Southern Water outage which I very much appreciate.

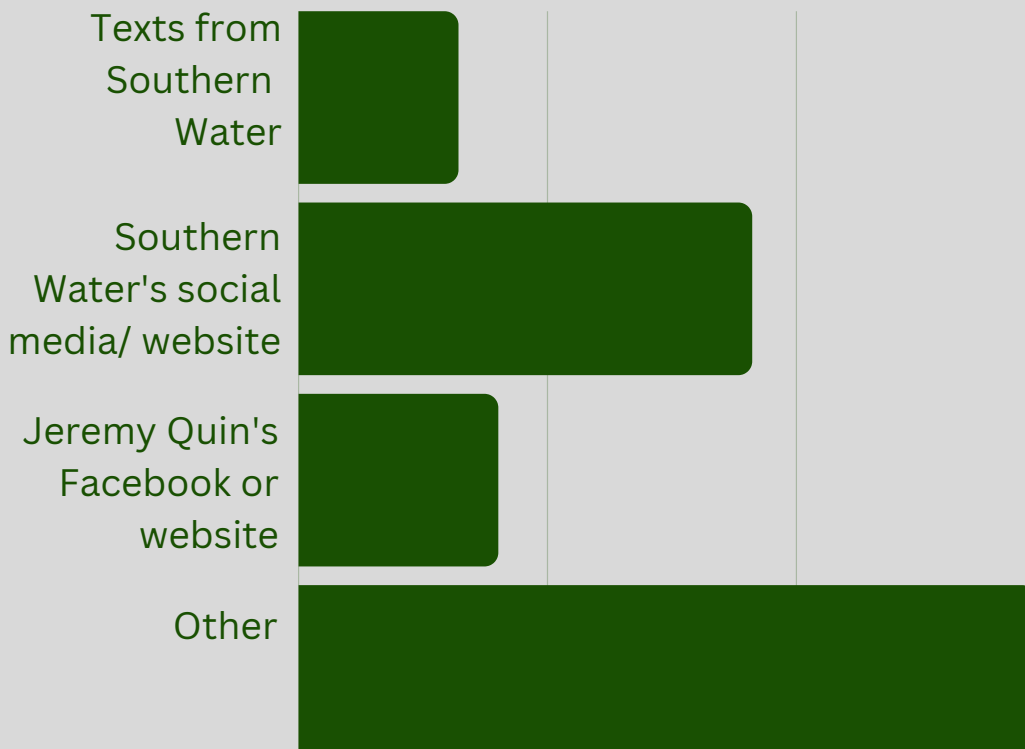
I am determined to hold Southern Water to account over the recent outage and ensure, on the efforts to prevent similar incidents that improvements are made to their communication, their support for vulnerable customers and their emergency response.



56%

did not receive a text from Southern Water to inform them of the outage.

How respondents learnt about the details of the outage and received updates



Other included: local social media groups, neighbourhood Whatsapp groups, updates from relatives or general word of mouth.

Calling Southern Water's Helpline



77

respondents called Southern Water's helpline.



31

were able to get through.



More than 45 minutes

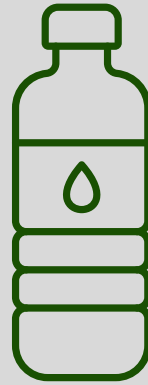
Of the 31 respondents who got through, the majority were waiting more than 45 minutes.

Southern Water's Vulnerable Customer Priority List



79

respondents believe they are on Southern Water's Vulnerable Customer Priority List.



29

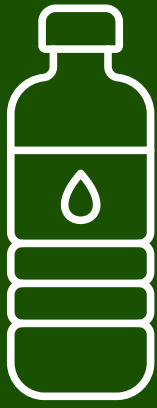
of those who believe they are on the List never received a delivery of bottled water.



After 24 hours

The majority of respondents who believe they are on the List received a delivery of bottled water after 24 hours.

Bottled Water Stations



137

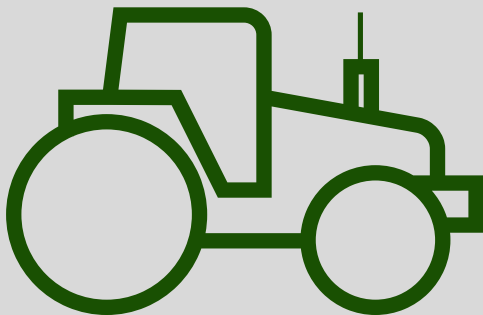
respondents attended a bottled water station.



Horsham and Billingshurst

are the two bottled water stations where the majority of the 137 visited.

Livestock Owners



93%

of the livestock owners who responded were not contacted directly by Southern Water

Business Owners



24

business owners responded- positively the majority were not affected by the outage.

Other outages and leaks



87%

had not experienced any other water outages in the last 12 months.



89%

had not reported leaks to Southern Water in the last 12 months.



The majority of those who had experienced an outage or reported a leak in the last 12 months rated the service they had received from Southern Water as "Poor".

Thank you once again to everyone who completed my survey. To keep up to date with my work as the MP for Horsham please do check out the following:

