

Issue No. 56

WATER ISSUE

The intermittent water supply affecting so many residents has to be one the most frustrating (and unacceptable) situations we all find ourselves in.

We toyed with an information update over the weekend but were told the matter would be resolved overnight Sunday. It was for some – and then it wasn’t! Schools opened, and some had to close. The online Aquaalerter map has been inaccurate with most of the homes on the west side of the Loose Road showing red actually having water – yet some of these were delivered water. Those on the east side of Loose Road have once again suffered most – but deliveries have been hit and miss.

We contacted South East Water yesterday to request they set up a water station (the Loose Pavilion is registered with them as a designated site), to be told they would not be bringing water to Loose as supply would soon be restored, although intermittently. Then last night – with the situation clearly ongoing and spreading wider, SEW made a decision to open a water station in Mote Park Leisure Centre car park – not as local as we would have liked....or offered!

This morning we have received this update from SEW claiming everyone now has supply restored? We hope this is is true – but is it?

*Good morning,
We’re sorry to customers in Loose and the surrounding areas who are experiencing issues with water supply, including intermittent supply, low pressure or no water. We are pleased to say that all 2,000 affected customers have had their supplies restored, however these are likely to be intermittent throughout the day.*

What's happened?

Customers have had no water or low pressure because we have not had a consistent bulk supply of water from a neighbouring water company like we usually would. This has led to local drinking water storage tanks running low and we’ve not been able to refill them as quickly as we expected. This has resulted in low pressure, intermittent or no supply for some customers, especially those on higher ground. We’re working hard to build up the levels in the tanks as quickly as possible.

What are we doing?

We’re constantly moving water around the network to balance the system, while tankers are also being used to replenish drinking water storage tanks and increase the amount of water available in the area. In addition, our leak repair teams are continuing to work around the clock to fix the leaks and bursts which are impacting the network. We also have technicians out finding and releasing any air trapped in the system.

Alternative Water

We currently have a bottled water station open from 9am until 10pm today (Tuesday) at the following location:

Mote Park Leisure Centre, Mote Park, Maidstone, ME15 7RN

13 January 2026

We will continue delivering bottled water to customers listed on our priority services register in the area with support from Water Direct. This is a free service for those who need additional support, and details about what we offer and how to register can be here: southeastwater.co.uk/priority.

Customers can also call our Customer Care Team on 0800 952 4000 between the hours of 8am-7pm, Monday to Friday.

Next update - We will not be providing any further updates on this situation as all customers are back in supply. Of course, if this should change, we will update you immediately.

As always, you can view the latest updates for your area on our website here: <https://aquaalerter.southeastwater.co.uk/>

Once again, we’re very sorry for the disruption caused to your communities.

Kind regards

Matthew Dean - Incident Manager

We hope that this is the case – and everyone has supply restored? If anyone has no access to water, and no means to get to the Leisure Centre water station please contact us for help. Thank you to everyone who has been looking out for their neighbours and collecting supplies on their behalf.

As you will be aware from local news, the matter has hit Parliament and LPC will work with your County Councillors and MPs to support them in seeking action and answers.