

From: [\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)
To: [\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk)
Cc: [\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk); [\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk)
Subject: RE: Meeting Request with Minister Pow 30th January
Date: 19 January 2023 10:39:05

Hi [REDACTED]

[REDACTED] has looped me in as the Minister's diary secretary. 10:00 on the 1st would be preferable for the Minister, I just wanted to check that David will definitely be available in person that day though as train drivers has announced they'll be striking then.

Best,
[REDACTED]

[REDACTED] | [REDACTED] | Parliamentary Under Secretary of State Department for Environment, Food and Rural Affairs (Defra) | [\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk) | [REDACTED]

From: [REDACTED] <[\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk)>
Sent: Wednesday, January 18, 2023 3:48 PM
To: [REDACTED] <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>
Cc: [REDACTED] <[\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk)>
Subject: RE: Meeting Request with Minister Pow 30th January

Good afternoon [REDACTED],

David would be available in person at 10.00 am or 4.30 pm on the 1st February if either slot is convenient?

Kind regards,
[REDACTED]

[REDACTED]
[REDACTED]

DDI [REDACTED]

[\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk) / www.southeastwater.co.uk



South East Water, Rocfort Road, Snodland, Kent, ME6 5AH

From: [REDACTED] [[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)]
Sent: 18 January 2023 08:56
To: [REDACTED] <[\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk)>; [REDACTED] <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>; [REDACTED] <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>; [REDACTED] <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>

Cc: [REDACTED] <[REDACTED]@southeastwater.co.uk>; [REDACTED]
<[REDACTED]@Southeastwater.co.uk>; [REDACTED]
<[REDACTED]@southeastwater.co.uk>

Subject: Re: Meeting Request with Minister Pow 30th January

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thanks for this [REDACTED], ideally we'd have the meeting in person in possible. Would the 1st or 2nd of February work for this?

Best,
[REDACTED]

From: [REDACTED] <[REDACTED]@southeastwater.co.uk>
Sent: Tuesday, January 17, 2023 7:02 PM
To: [REDACTED] <[REDACTED]@defra.gov.uk>
Cc: [REDACTED] <[REDACTED]@southeastwater.co.uk>; [REDACTED]
<[REDACTED]@Southeastwater.co.uk>; [REDACTED]
<[REDACTED]@southeastwater.co.uk>

Subject: FW: Meeting Request with Minister Pow 30th January

You don't often get email from rob.crumbie@southeastwater.co.uk. [Learn why this is important \[aka.ms\]](#)

Hi [REDACTED],

Dave has passed your request over below, as I have been co-ordinating our stakeholder meetings post the FT incident in December.

Would it be possible to make this a virtual meeting? We are hosting a meeting from the Ofwat chair that day, and if the meeting was to be in person, we would need to find a new date?

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

Communications

DDI [REDACTED] Mob [REDACTED] Out Of Hours [REDACTED]
[REDACTED]@southeastwater.co.uk / www.southeastwater.co.uk
[\[eur03.safelinks.protection.outlook.com\]](mailto:eur03.safelinks.protection.outlook.com)

[\[eur03.safelinks.protection.outlook.com\]](mailto:eur03.safelinks.protection.outlook.com) [\[eur03.safelinks.protection.outlook.com\]](mailto:eur03.safelinks.protection.outlook.com)
[\[eur03.safelinks.protection.outlook.com\]](mailto:eur03.safelinks.protection.outlook.com) [\[eur03.safelinks.protection.outlook.com\]](mailto:eur03.safelinks.protection.outlook.com)

[\[eur03.safelinks.protection.outlook.com\]](mailto:eur03.safelinks.protection.outlook.com)

South East Water, Rocfort Road, Snodland, Kent, ME6 5AH

Begin forwarded message:

From: "[REDACTED]" <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>
Date: 17 January 2023 at 13:29:52 GMT
To: "Hinton, David" <[\[REDACTED\]@southeastwater.co.uk](mailto:[REDACTED]@southeastwater.co.uk)>
Cc: "[REDACTED]" <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>, "[REDACTED]" <[\[REDACTED\]@defra.gov.uk](mailto:[REDACTED]@defra.gov.uk)>
Subject: Meeting Request with Minister Pow 30th January

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi David,

Hope you're well.

As you are aware the Minister attended a Westminster Hall Debate today on South East Water's performance during the freeze thaw incidents last year.

Greg Clark MP and Helen Grant MP gave accounts from their constituents on the impact of having no water, as the interruptions caused significant stress and inconvenience to households, businesses and medical facilities.

The Minister would like to set up a meeting to discuss these incidents, South East Water's wider performance, your actions to increase your resilience and improve your incident planning to ensure the needs of the local population are better met.

I am aware that you are currently assessing compensation levels and I wanted to relay a key message from today's debate. The Minister was asked that compensation levels should go beyond statutory requirements and that South East Water should make a contribution to the wider community as well affected households. Helen Grant asked about compensation to businesses and gave an example of how a pub in her constituency lost their entire Christmas income.

Greg Clark was also concerned about how interruptions were recorded as some households had water available at times when they would be asleep and therefore would not have needed water at that time. He asked that compensation should reflect the entirety of the disruption period. There will be a lot of ministerial interest in the level of compensation provided and the Minister would welcome more information on your compensation package prior to any public messaging.

Please let me know if you're available for a meeting on Monday 30th January at 3pm?

Best,

[REDACTED]

Department for Environment, Food and Rural Affairs (Defra) This email and any attachments is intended for the named recipient only. If you have received it in error you have no authority to use, disclose, store or copy any of its contents and you should destroy it and inform the sender. Whilst this email and associated attachments will have been

checked for known viruses whilst within Defra systems we can accept no responsibility once it has left our systems. Communications on Defra's computer systems may be monitored and/or recorded to secure the effective operation of the system and for other lawful purposes.

Go paperless and view your bills 24/7 when you sign up to manage your account online. Go to <https://my.southeastwater.co.uk> and register today!

For details of how we manage your personal information or to exercise any of your rights over it please see www.southeastwater.co.uk/privacy.

This e-mail transmission is intended only for the use of the person(s) to whom it was intended to be sent and may be privileged, confidential and exempt from disclosure under applicable law.

If you are not the intended recipient please do not copy or convey this message or any attachment to any other Person but send it back to us and then immediately and permanently delete this message.

It shall be understood by the recipient(s) that conclusions, opinions and other information contained in the above e-mail not relating to the official scope of business of South East Water Ltd shall be deemed not to have been given or endorsed by South East Water Ltd.

South East Water Limited

Registered Office: Rocfort Road, Snodland, Kent, ME6 5AH, UK Place of Registration: England Registration Number: 2679874

Department for Environment, Food and Rural Affairs (Defra) This email and any attachments is intended for the named recipient only. If you have received it in error you have no authority to use, disclose, store or copy any of its contents and you should destroy it and inform the sender. Whilst this email and associated attachments will have been checked for known viruses whilst within Defra systems we can accept no responsibility once it has left our systems. Communications on Defra's computer systems may be monitored and/or recorded to secure the effective operation of the system and for other lawful purposes.