

Mayfield and Five Ashes

Monday 8 June 2026

Douglas Whitfield - Water Supply Director



Pure know h₂ow

About South East Water

We supply fresh, clean drinking water to **2.3 million** customers

On average, we treat and pump **543 million litres** to customers each day

Each customer uses an average of **144 litres** a day

Our average customer bill is **89p per day**

We operate **88 treatment works**

Deliver water 24/7 through **9,000 miles** of pipe

Manage **33 sites** of Special Scientific Interest

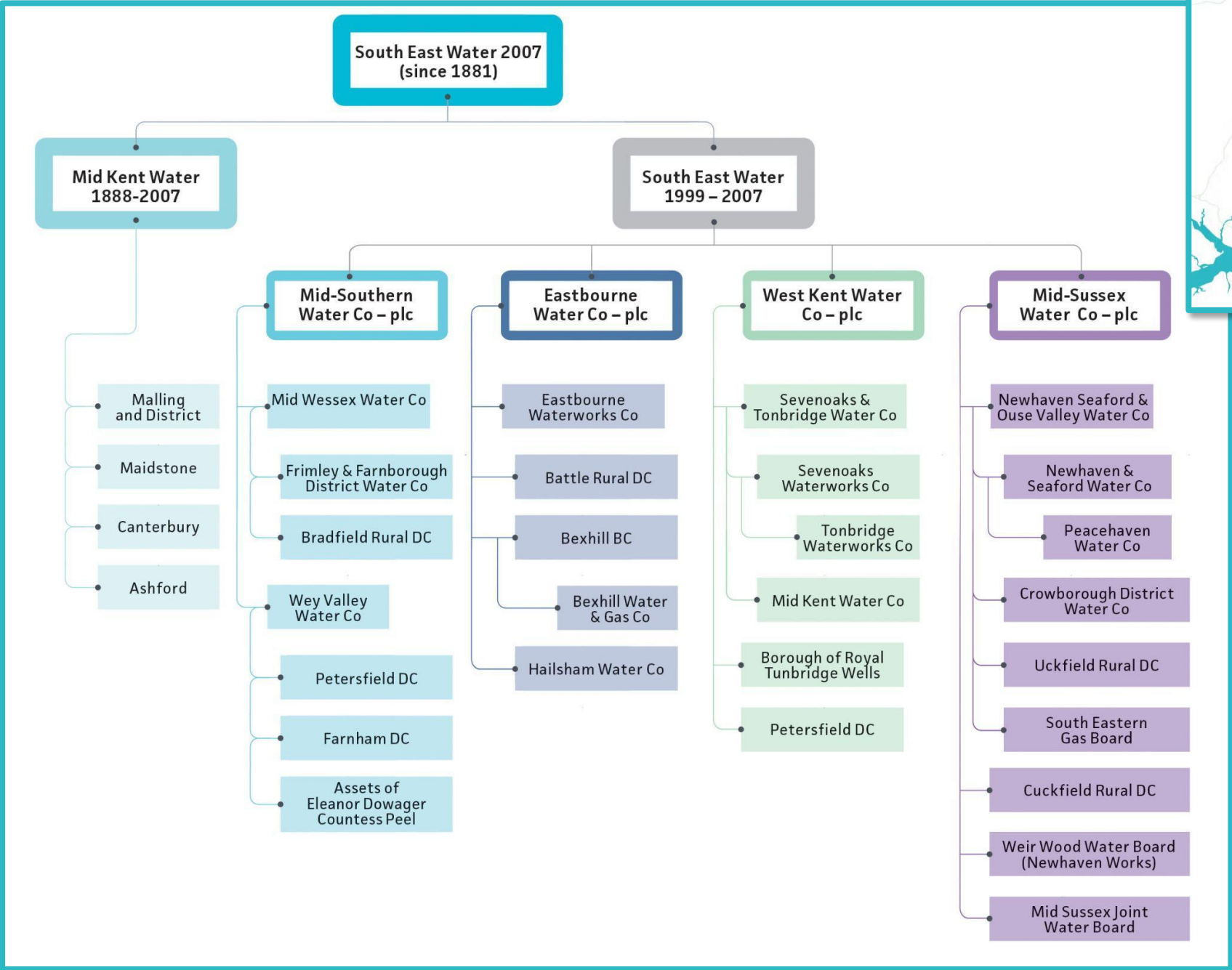
Undertake **1,000,000** water quality tests each year

Our purpose

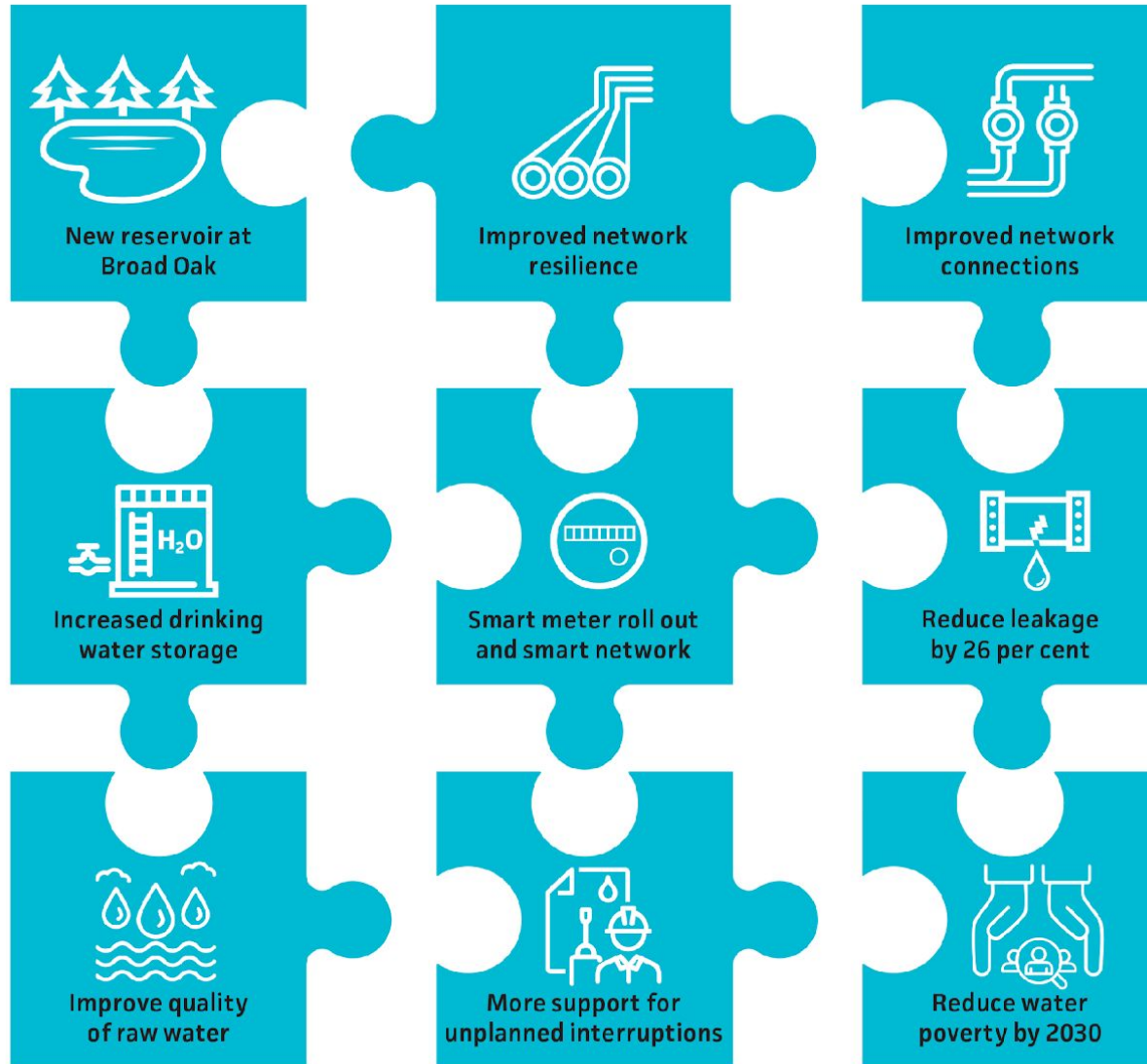
To provide today's public water service and create tomorrow's water supply solutions, fairly and responsibly, working with others to help society and the environment to thrive.



History of South East Water



Our latest business plan was the boldest and most ambitious plan we have ever submitted



Headline investment

£2.1bn

Average Bill – 2026:

Annually: £324
Monthly: £27
Daily: 89p

Water Supplies for Mayfield and Five Ashes

- Your water is sourced from the **River Ouse and treated at Barcombe Mills** near Lewes.
- From there it is pumped to a **19 million litre** treated water storage tank near **Buxted (Popeswood)**.
- From there, water is pumped to another water storage tank near **Rotherfield (Cottage Hill)**.
- A small local water treatment works at Coggins Mill, supplied by nearby boreholes, feeds a portion of Mayfield.
- We supply approximately **2,600 properties in this area via 65km of pipework**.
- The network is subdivided into 10 separately metered areas to assist with leak detection.
- Due to the undulating topography, 11 automatic valves are installed to reduce pressure.

Improving resilience - What we said in 2023

	Proposed solution	Improvement
Completed	1. Alternative Water Manager role appointed and two water tankers purchased and a further 10 have been ordered. 2. Operational Improvement Team appointed. 3. 'Aqualerter' customer text messaging system implemented	1. Improve our ability to respond to large scale interruptions events. 2. This is a dedicated team focused on improving our SOPs, contingency plans and site manuals. 3. Better more timely customer communications
Short-term	1. Production of alternative water contingency plans working with local resilience forums and District Councils proactively – We currently have a pilot under way with Wealden District Council and we are looking to expand further. 2. Purchase and install a new generator for Horsted Keynes Service Reservoir.	1. Improve our capability and response to large scale interruption events by working collaboratively with local authorities. 2. Mitigates risk of power interruptions and loss of pumping station that supports Ashdown and Cottage Hill Service Reservoirs.
Medium-term	1. Commission Forest Row WTW. 2. Increase in transfers available to support Cottage Hill from Popeswood and Hourne Farm and to Ashdown from Horsted Keynes drinking water storage tanks	1. Additional 2.5 million litres of water to areas impacted by recent events. 2. Improved reliability and continuity of supply
Long-term	1. New pipeline from Bewl WTW to Best Beech and Cottage Hill drinking water storage tanks. 2. Increase water treatment capacity at Bewl WTW 3. Review of raw water at Coggins Mill WTW to determine if we can increase output	1. Increased flexibility of supply in Sussex area. 2. Increase in capacity to 23 million litres per day, increasing supply for all the Mayfield and Five Ashes area 3. Potential increase in water output

Improving resilience - 2026 Update

Bewl to Cottage Hill pipeline

Construction complete and undergoing commissioning

Benefit: Increased flexibility of supply in Sussex

Increased treatment capacity at Bewl WTW

First stage complete, with second stage started

Benefit: An additional 10 MI/d of water per day

New generator for Horsted Keynes Reservoir

Purchased, but additional work required to install

Benefit: Mitigates risk of power interruptions and loss of pumping station that supports Ashdown and Cottage Hill Service Reservoirs

Coggins Mill WTW output increase

Review of raw water starting now

Benefit: Additional capacity in the network through increased production

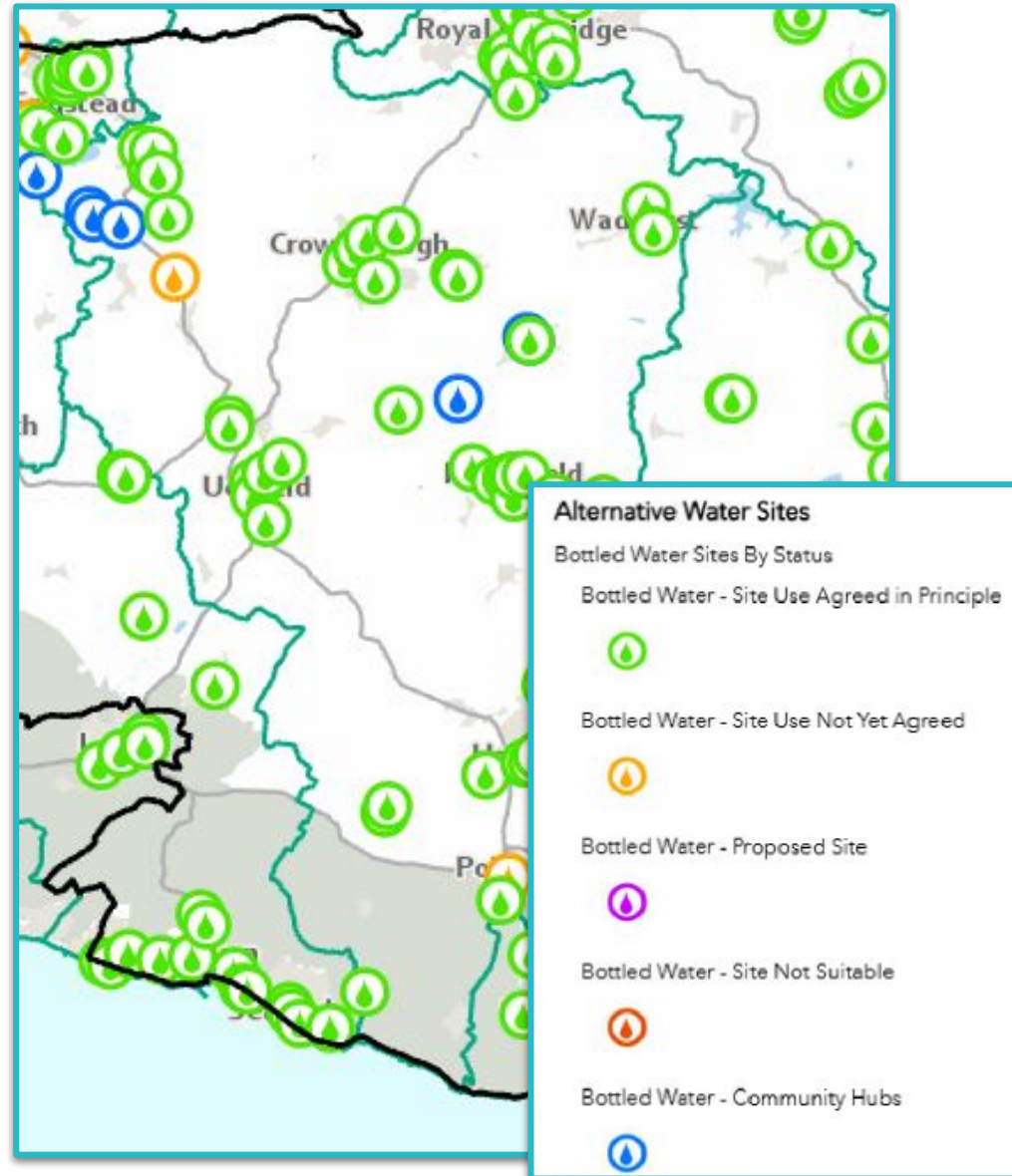
Forest Row WTW

Estimated commission date in June 26, subject to water quality results.

Benefit: Additional 2.5 million litres of drinking water a day for the local area

Improving collaborative working and contingency plans

Bottled water station locations



Alternative Water Workshop for Sussex - 23 June

An event for stakeholders to:

- Look at how bottled water station locations are identified, the constraints involved and how stakeholders can help ensure suitable locations
- Understand the role of the Priority Services Register, and how stakeholders can help ensure vulnerable customers are supported
- See our plans for livestock and agricultural water needs during supply interruptions
- Recognise how our plans link with Local Resilience Forum arrangements and wider emergency response structures



Any questions