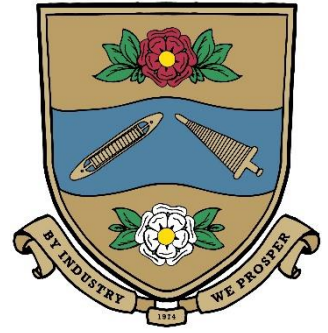


TODMORDEN TOWN COUNCIL

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20 October 2021

Ms Vanda Murray OBE
Chair of Yorkshire Water
PO Box 52
BD3 7YD

Dear Ms Murray,

Outage of Water Supply – Todmorden, West Yorkshire – 3 August 2021

I have been asked to write, on behalf of the Development Committee of Todmorden Town Council:

- About the outage of water supply in Todmorden in early August, and
- My subsequent failed efforts to request a presentation to the Development Committee by a representative of Yorkshire Water to explain the circumstances of the outage and to discuss partnership working with Todmorden Town Council to ensure any future experience is a better one.

Local experience from this outage was not a good one. Many people, including the elderly, disabled, those with young families or isolating were left without up to date information and water for two days. Some bottles of water were left near the site of the burst pipe but many people were unable to get there because they do not have cars. Also, the supply of water was inadequate. We had reports of mothers with babies without water to make up feeding bottles. The information provided to residents was patchy. It was a serious incident for the people of Todmorden.

I contacted Yorkshire Water initially in late August/early September with a request that, if possible, could someone from Yorkshire Water attend a meeting of the Development Committee, initially on 15 September. The reference was U384123. Initially I spoke to the contact centre and after chasing I was put in contact with someone who explained that this was not their remit but they would refer it to the correct department. After hearing nothing, I rang the contact centre and was advised that someone would contact me. After hearing nothing I rang the contact centre again. Again, someone rang me and said that they would refer it on to someone else. Unfortunately, I have heard nothing since.

I would very much like to invite a representative from Yorkshire Water to explain what happened and why. Todmorden Town Council and local organisation, Todmorden Flood Group, would like to work with Yorkshire Water in partnership to work out how remedial action may be improved in future. We know the area well and have local contacts who could really help in such an emergency situation.

Yours sincerely,
Susan Miles
Assistant Town Clerk