



[XX] October 2023

SENT VIA EMAIL

Michael Gove MP  
Surrey Heath  
michael.gove.mp@parliament.uk

Dear Minister

Thank you for meeting with me and some of the team at Camberley STP on 27 September 2023 I am glad we were able to confirm that the date we had targeted for resolution of the issue was achieved. I am very sorry that we caused this situation for your local residents in the area and that our communication was not as it should have been.

You will recall that I committed to consulting with my leadership colleagues regarding the possibility of Thames Water contributing to a community project. As you will see from the attached letter to the Councillors, it has been decided that with our turnaround priorities we cannot commit to funding as all available funds need to be targeted at improving service for customers and the environment. However, if it would be of interest to the Councillors, I am pleased to confirm that we are able to provide a day of staff labour to support a community project.

I would like to thank you for your wise counsel to us in response to the odour problem we caused for residents, and while we should have managed the situation better from the start, I hope that in meeting the timeframe we had targeted for resolution of the issue, we at least demonstrated our commitment to improvement.

Sincerely,

A handwritten signature in black ink, appearing to read "James Bentley".

James Bentley

**Operations Director, Thames Valley & Home Counties**