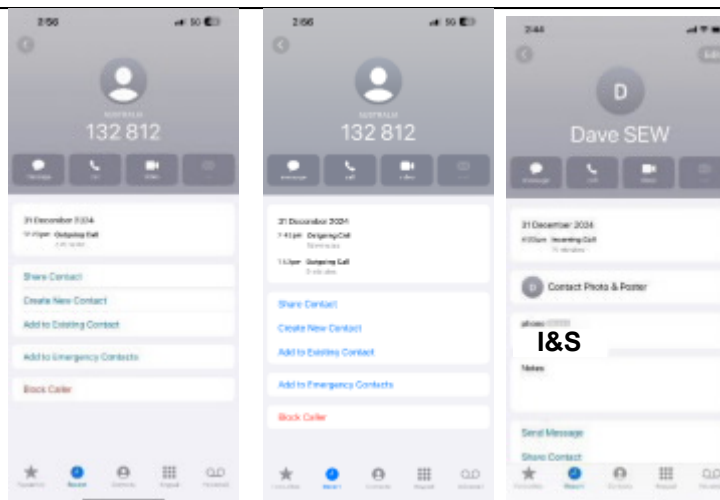


JK//SEW Interactions

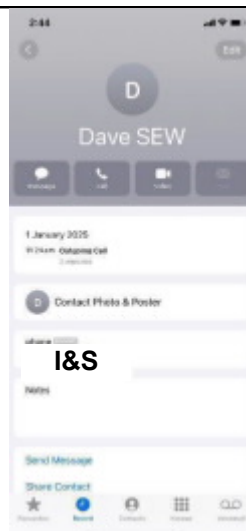
31 December

Calls to SEW after they advised residents it was an MPS issue. Asked for escalation, received a call from Dave McGregor who confirmed burst watermain at Outlook/Boulevard



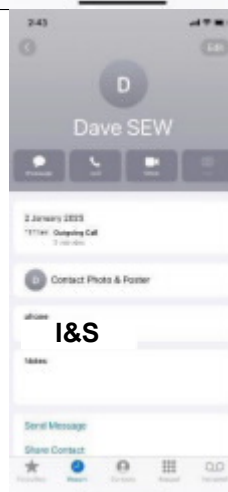
1 January

Call received from Dave McGregor confirming stent hasn't stopped flow of water and SEW are still investigating. Clearly confirmed SEW were managing customers



2 January

Call to Dave after Jane from 1 Charlesworth had called and advised SEW handed concern back to MPS. Put Jane on hold and called Dave McGregor who confirmed site was being managed by SEW and he would call Jane to advise.



2 January

Follow up text to Dave to provide Jane's contact details

**6 January**

Text to Dave McGregor seeking an update after more customer requests

