

## DAY 1: 18 January 2024 Thursday

Time	From	To	Message
16:11-16:12	Female Z	Hilary	Hi Hilary, I saw your message. That means water is undrinkable now. Do we need to get some distilled water?
16:13	Hilary	Female Z	<b>I know no more. I suggest that if it is running clear, you boil it first. If it has debris in it, let it settle then boil it. Or just wait for bottled water.</b>
16:13 16:36	Female Z Hilary	Hilary Female Z	Ok thanks <b>[Screenshot of IWNL 'DO NOT DRINK YOUR WATER' leaflet] Please ignore my advice. Please follow what it says on this leaflet.</b>
16:37-16:38	Female Z	Hilary	OIC [oh I see] I am now in the community centre. But no water is available now.
16:39	Hilary	Female Z	<b>No water at your home or the Centre?</b>
16:39-16:40	Female Z	Hilary	Sorry. The truck with water has not come yet. Should we wait here? We want to get some distilled water to drink.
16:40-16:41	Hilary	Female Z	<b>They said in a couple of hours so that would make it 6pm. So expect the truck about 6pm.</b>
16:38	Female K	Hilary	Hi Hilary, It is received the leaflet mean the water have problem? I am in Marleigh Lane
16:38	Hilary	Female K	<b>I'm told it is only homes on the north side of Gregory Park, so you are OK if on Marleigh Lane</b>
16:39	Female K	Hilary	Thank you
17:47	Female Q	Hilary	Hi Hilary, it's [redacted] from Marleigh. Just seen your message in the group – do you need any help with the water delivery?
18:01	Hilary	Female Q	<b>Hi [redacted]! Thank you! I am at home right now so am somewhat removed from the organisation! I have two on the priority delivery list on my delivery list. I am conscious there might be others not on the WhatsApp chat. I suggest you head down to the Centre in anticipation of the water being dropped off. Those without a car will need the orange truck to transport it. Maybe we could ask someone in the car to deliver some bottles to those on the priority list as it will be quicker than waiting for the orange truck delivery! Could you take charge of the priority deliveries? Can I contact you with their details so I don't have to share them with everyone? [redacted] and child at [redacted], and child at [redacted] (the house at the end of [redacted]).</b>
18:06-18:09	Female Q	Hilary	I have a car, so can help with delivering water to the houses. Is anyone else in the community centre at the moment waiting for the water to arrive? I passed by there about 15 mins ago coming from work and didn't see anything happening. Sure, you can contact me. Will drive to the center shortly. My husband will join so will have extra hands.
18:09	Hilary	Female Q	<b>Thank you! I've had a call from Peta who is watching TV in the Centre and she says lots of people are asking when the water will arrive. She's advising people to go to Tesco and buy some otherwise it will arrive when it arrives! From her recent message, [redacted] our Baptist Minister is planning on heading down to the Centre shortly.</b>
18:11-18:53	Female Q	Hilary	Coop is almost run out of the water, so hopefully the arrival will be soon. Will meet [redacted] there then. At least we didn't see much water on the shelves (they may have some not displayed though). At the centre. Not sure the water has arrived.

Claimant's work WhatsApp – individual messages during the water contamination incident

DAY 1: 18 January 2024 Thursday (continued)			
Time	From	To	Message
17:57	Female W	Hilary	Hello Hilary, hope you are well. I don't have a baby but I am alone at the moment with my [redacted]-year-old at home. It depends what time the water arrives in Jubilee Square as I will be putting her to bed in an hour. Can you please let me know. Kind regards, [redacted], the house at the end of [redacted].
18:03	Hilary	Female W	<b>Of course. I have not had word that the water has arrived yet. But I have a volunteer on the ground taking responsibility for the priority deliveries. I hope they can be delivered to you by car, save you waiting for the orange truck. You and one other are on the priority list at the moment.</b>
18:05	Female W	Hilary	Thank you Hilary; I called the water service twice but they didn't say it is not safe but cloudiness has definitely increased and feels a bit oily, not per se but not normal though. Twice.
18:17	Hilary	Female W	<b>[Screenshot of IWNL "DO NOT DRINK YOUR WATER" leaflet showing permitted and prohibited uses] There is an absence of consistent info but the leaflet posted to a resident on Greg[ory] Park North suggests we proceed with caution.</b>
18:18	Female W	Hilary	Ok, thank you so much. I will avoid using it for cooking and drinking; it is definitely no as it doesn't taste normal.
18:05	Female U	Hilary	Hi Hilary, how are you? I am not sure I understand where we could get drinkable water... could you advise please?
18:35	Hilary	Female U	<b>[Screenshot of pallet stacks of bottled water] I've been told by Hill that bottled water is being provided free of charge for residents living north of Gregory Park. It will arrive on pallets and will be dropped in Jubilee Square. This is an image of a pallet of bottled water. As it hasn't arrived by 6pm, if you're able I suggest you go buy some from the big Tesco.</b>
18:35	Female U	Hilary	I see. Thanks for the information.
18:35–18:36	Female J	Hilary	[Re: I'm compiling a list of our most vulnerable residents who will need water delivering to them, e.g. if th....] Hi Hilary, I've just come down for some water as the water company told me they will bring it within 4 hours but it's too long for me as I have a baby and a toddler. I'm going back home now as there is no water in the community centre yet, I won't be able to come down again as I have 2 babies, can you let me know if someone can bring it for me please. x
18:38	Hilary	Female J	<b>Yes of course. What is your address [redacted]? Do you have any info from the water company that you can share with me as I have no more info than what Hill shared with me at 4pm.</b>
18:40–18:47	Female J	Hilary	They just called me to tell me about the issue and told me not to use any water other than flushing the toilet. They said I am a priority and I will get some water within 4 hours. [redacted] Valiant Lane [redacted]. I'm right behind the Monkey Puzzle nursery. In the flats.
19:00	Hilary	Female Q	<b>I've just put an update on the chat. The priority list is now: [redacted] and child at [redacted], [redacted] and child at [redacted] (the house at the end of [redacted]), and two kids in the Noble building (flats) on Valiant Lane, which is the one furthest from Marleigh Ave and she is at number [redacted] Valiant Lane. There is an intercom.</b>

Claimant's work WhatsApp – individual messages during the water contamination incident

Day 1: 18 January 2024 Thursday (continued)			
Time	From	To	Message
19:02-19:29	Female Q	Hilary	So the water is not coming yet? Should the water be bought in Tesco then to be delivered to those houses or are we waiting for the water to arrive to the centre? These bottles of water were brought by someone from the development.
19:29	Hilary	Female Q	<b>[redacted - names]</b>
19:30-19:34	Female Q	Hilary	We have 2 bottles only. Please let me know who should be prioritised. We are going to the Valiant Lane.
19:34-19:58	Hilary	Female Q	<b>Thanks. So I think the following is the list: [redacted] and child at [redacted], [redacted] (no car) at [redacted], [redacted] (retired living alone)</b>
20:01	Female Q	Hilary	[redacted] is done. For [redacted] and [redacted] we need donations. Maybe it would be easier if people who donate the water bring it straight to those houses?
20:03	Hilary	Female Q	<b>I can ask if they will. I know 12 bottles are on their way to the Centre. Are you still at the Centre? Is Peta there?</b>
20:04	Female Q	Hilary	We are on the way back to the centre now. Peta was going to leave soon from what I understood.
20:06	Hilary	Female Q	<b>[redacted] from [redacted] is bringing 12 bottles. After this I will coordinate donations directly and remotely so that you can be stood down!</b>
20:11-20:12	Female Q	Hilary	Great. I am at the center now. [redacted] (no car) at [redacted], [redacted] (no car) at [redacted], [redacted] and girls at [redacted] (no car) at [redacted] (retired living alone). These four?
20:12-20:13	Hilary	Female Q	<b>Yup. Thanks so much. Has [redacted] got hers at Valiant?</b>
20:13	Female Q	Hilary	Peta is still here.
20:13-20:14	Hilary	Female Q	<b>Please can you leave any remaining bottles in the centre with Peta in charge. Thanks.</b>
20:14	Female Q	Hilary	No one replied but I bumped on her neighbour who promised to put the water bottles in front of her door
20:14	Hilary	Female Q	<b>Excellent. I'll message her</b>
20:36	Female Q	Hilary	Going to these addresses now
20:40	Hilary	Female Q	<b>I think we're nearly done.</b>
20:47	Female Q	Hilary	Done!
21:02	Hilary	Female Q	<b>So impressed.</b>
19:06-19:38	Female Z	Hilary	I would like to have bottled water delivered to my house at [redacted]. My friend [redacted] at [redacted] would also like to have bottled water. Every household is still waiting. Thank you so much for all your efforts.
19:40	Hilary	Female Z	<b>You are on the priority list. Waiting for donations to come in.</b>
19:40-19:41	Female Z	Hilary	Give water to those with babies or toddlers. Our main problem is we don't drive. That makes us find it difficult to go to the community centre to get bottled water.
19:21-19:22	Female B	Hilary	Hey! Just dropped off 6x1.5l bottles of water off at the community center and now 2 each are on their way to the 3 vulnerable families/people. No sign of the pallets of water yet. I've also informed the workers in the co-op because they had no idea. Let me know if there's anything else we can do. From [redacted] Marleigh Lane
20:27	Hilary	Female B	<b>Thank you for your generosity</b>
21:03	Female B	Hilary	No problem! Like I say let me know if there's anything else we can do
21:05	Hilary	Female B	<b>Will do. Thanks</b>

Claimant's work WhatsApp – individual messages during the water contamination incident

Day 1: 18 January 2024 Thursday (continued)			
Time	From	To	Message
19:51-19:52	Female O	Hilary	Sorry to message you directly as I know you must be very busy, but do you know if the school is affected and if the head and/or site manager has been informed? I have contact for the chair of governors who will be able to contact the head if required. I'm very happy to do that if that helps.
19:55	Hilary	Female O	<b>Yes please! They're definitely affected</b>
19:55-20:08	Female O	Hilary	OK. I'll contact now. Between me and [redacted], the head and chair of governors have been informed. PS You are being soooo amazing; Marleigh are lucky to have you.
19:52	Female L	Hilary	Hi, [redacted] from R3FORM here. I have picked up with water issue and made sure all the team are aware so we can tell our members to bring their own water tomorrow to classes. Thank you for all the info so far.
19:40	Female W	Hilary	Thank you Hilary; I had someone come but I just got 2 bottles of water from the market before putting my daughter to bed. Will wait for independent water networks to deliver the bottles.
19:41	Hilary	Female W	<b>Your two bottles have been redirected to another family. x</b>
19:41	Female W	Hilary	That is brilliant.
19:58-19:59	Female Z	Hilary	Sorry to disturb you. [redacted] is a retired Female living alone at [redacted]. Can you please add her to the priority list? I just called her and she didn't even know about the news. Apologies for the inconvenience caused.
21:28	Female Z	Hilary	I got two bottles from donation, thanks.
20:14	Hilary	Female J	<b>Hi [redacted], you should have some bottles outside your door</b>
20:31	Female J	Hilary	Hi Hilary, got them thank you
20:42	Hilary	Female J	<b>Some can be delivered to you. What is your address please?</b>
21:13	Hilary	Hill Sales Office	<b>Hi [redacted], you may need to close tomorrow as there is a water issue at Marleigh</b>
21:52	Hilary	Female V	<b>Hi [redacted] – I'm giving you a heads up about having no drinking water at Marleigh. I'll know more in the morning. If the problem persists, we would need to cancel, delay or relocate [redacted] and [redacted]'s party. Sorry to be the bearer of such news so late at night. Hilary</b>
21:55	Female V	Hilary	Hi. I hadn't received any confirmation for the party... I assumed there was no space / you hadn't received my enquiry. I am so glad you messaged me. It's a nightmare regarding the water situation. We are in fact CB5. We won't be at the hall tomorrow. Thank you so much for getting in touch.
Day 2: 19 January 2024 Friday			
08:08	Female H	Hilary	Morning. Is the water problem just at Marleigh as Facebook babble is saying it's all of CB5. I don't know what to do as [redacted] is off ill with her [redacted]
08:30	Female R	Hilary	Good morning. The nursery sent a message saying that due to the current water situation they will be temporarily closed. I'm not sure when they'll reopen but I'll keep you informed. Hope you have a good day.
11:54	Female G	Hilary	[re: More water dropped off in the car park of the Sales and Marketing suite.] That's been there since last night, I think it's just been moved so not directly in front of the doors.
11:55	Hilary	Female G	<b>OK thanks</b>

Claimant's work WhatsApp – individual messages during the water contamination incident

DAY 2: 19 January 2024 Friday(continued)			
Time	From	To	Message
13:11	Hilary	Female H	<b>Hi [redacted], the map on the independent water networks incident website shows just Marleigh.</b>
13:12	Female H	Hilary	Hi thank you yes I've now seen that. Hope it all gets sorted your end
16:13	Hill Marketing Team	Hilary	Hi Hilary, please can you post the following in the group chat: This evening, Hill will be providing food and drinks for residents in Marleigh's Jubilee Square between 18:00 and 20:00. Residents will need to bring proof of ID and address with them as food and drink is limited and exclusive to residents only on a first-come, first-served basis.
17:28–17:29	Female B	Hilary	[screenshot of IWNL Water Notice link preview] [screenshot of IWNL 'Extra support for you' information leaflet] Hello! Don't know if this would be useful to share! Thanks
18:33	Hilary	Female B	<b>Thanks [redacted]! Very helpful.</b>
22:58–23:05	Female T	Hilary	Hi there, have you been contacted to share the code for the community centre to store the water bottles? The residents are mobilizing how to safely keep the water bottles as they have seen thefts / non-residents stealing the water bottles. I guess the community centre is open now, sorry to bother you!
23:10	Female E	Hilary	Sorry to message you so late in the evening, there are multiple residents blocking off the marketing suite and removing water from numerous areas of the site, it's causing some of us distress that it's being moved further away i.e. myself with severe health problems and pregnancy/no support or transport. Is there a way this can be resolved and moved forwards fairly as us in the L&Q social housing block (Noble) seem to be missed from all communications and had to call for water last night after deliveries were made. Thank you for being so amazing during this hard time!
23:11	Female W	Hilary	[Re: Tomorrow, if you need help getting water from the car park of the Sales and Marketing suite to your...] We are all trying to take water packs to the community centre now.
23:13	Female W	Hilary	You got the code for access?
23:17	Female W	Hilary	People have already got it I suppose. Just need lots of cars to load and unload.
23:20	Hilary	Female W	<b>Sounds good. Let me know if I can help.</b>
23:28–23:29	Hilary	Female E	<b>[screenshot of IWNL Priority Services Register link preview] I left a message today with [redacted] from L&amp;Q but no answer. How can we better communicate with Noble residents?</b>
23:33	Female E	Hilary	Unfortunately [redacted] never seems to be contactable or available to resolve any situations, many of us have raised this as a complaint. I'm not sure if there's a way we can be added to communications from Hill and Encore – we've shared the community group chat link through our building today which has helped so much
23:34	Hilary	Female E	<b>Tbh [to be honest] you're all connected now!</b>
00:21–00:22	Female W	Hilary	All the intersections are clear now; all water gone to the community centre. Few took to their homes before the centre was open but probably will drop it off tomorrow to the community centre.

### Day 3: 20 January 2024 Saturday

Time	From	To	Message
11:56	Hilary	Head Teacher	<b>Hi [redacted], it's Hilary here from the Community Centre opposite the school. Are you open to discussing ideas for helping parents out with childcare next week if the school has to remain closed?</b>
12:06	Head Teacher	Hilary	Hi Hilary, Lovely to 'e-meet' you! I have been liaising with the local authority and the central trust team about our plans should the school need to remain closed since yesterday morning. At the moment, I am advised that it is not necessary to consider transporting pupils elsewhere. The local authority have taken the required information to arrange transport, should that be required and they are investigating potential locations (other schools) as are the trust team. In addition, we have IWN in school today looking to provide a separate water source to school so that we are able to open. I will certainly mention your offer of help to the LA and trust team in our next meeting, should the school need to remain closed. Thanks again for reaching out and for thinking ahead about ways to support. I will keep in touch.
12:18–12:19	Hilary	Head Teacher	<b>Thanks [redacted] Lovely to meet you too. If you wish to join the Marleigh community centre newsfeed (not chat) I'll send you an invite. You can leave any time but it might be informative [screenshot of expired WhatsApp group invite]</b>
15:43	Female G	Hilary	[re: Good afternoon, Andy from the water company is going to be leaving the Centre at 3.30pm today...] Is there water still available in the car park on Valiant Lane? I work long hours and won't be home until after 8pm tonight.
15:43 15:44	Hilary Female G	Female G Hilary	<b>I'll ask</b> Thanks
16:03	Hilary	Female G	<b>Hi [redacted] I'm told that there's a constant supply being put out the side the front doors of the community centre and perhaps a broken pallet's worth in the car park still and some have been distributed to the front doors of the flats on Valiant Lane so not sure where you are but I wouldn't worry there will be water. A wonderful Peta is dedicating herself to being in the center for everybody. So any problems you have let me know and I'll pass them on to her.</b>
16:04 16:13	Female G Hilary	Hilary Female G	Thanks <b>Officially the centre has to close but it's impractical given the circumstances for it to be a hard close if you catch my drift.</b>
11:49	Person N	Hilary	Hi, just wanted to let you know I use them: they pick up and deliver from our house in Marleigh
12:09–12:10	Female W	Hilary	Good afternoon Hilary, we have had an instance where a Female was trying to put four large bags of empty water bottles outside our house at the intersection of [redacted]. My husband kindly requested it not be put there as it will only cause rubbish with strong winds. Please can you reinforce the same and advice to the residents.

## Day 4: 21 January 2024 Sunday

Time	From	To	Message
12:33–12:34	Female M	Hilary	Hi Hilary. Wow you're doing such an amazing job! I've spoken to the manager at The Gym Group; if people go to buy a day pass they can put in the code FREEPASS and they'll be able to get in for a shower. They'll get sent a PIN to enter. [Screenshot of The Gym Group Cambridge link preview] The manager has kindly asked that weekdays between 5 pm–8 pm are avoided and unfortunately it's over 16 years old only. xxx
12:42–12:45	Female O	Hilary	Netherlands school offer their showers during folk festival. They are in same multi academy trust as Marleigh Primary. Netherhall I meant.
15:53–15:54	Female T	Hilary	[Screenshot of partially visible webpage header including gym membership and day passes] Hello Hilary, I am unable to use this FREEPASS online. Do you know if we can show up at The Gym to show them your note?
17:12	Hilary	Female T	<b>I really don't know [redacted]. No one has fed back to me anything. I would suggest that you could just go, or if you buy a day pass you can claim it back anyway from the water company.</b>
18:36–18:41	Female C	Hilary	Hi Hilary, I am [redacted] from [redacted] Court, Marleigh. My daughter ([redacted] years old) has high fever since last night and now still between 39 to 40.1 degree. As we are new in UK and today has no GP, I gave her some medicines from [redacted] 3 times and no much improvement. We did not shower for 2 nights after the incident and we used the water just for shower last night. Not sure it is just an coincidence or anything related to the water. [Screenshot of leaflet titled 'WARNING: Your water may be contaminated'] We got this leaflet on Friday and therefore we washed our dishes one time using dish washer. Also we washed clothes one time on Friday. As we have dog, it is not easy to book alternate accommodation in short notice. However, we feel our stress level is increasing after my daughter is getting sick and we move to Airbnb this afternoon.
19:19	Hilary	Female C	<b>Oh my goodness, poor you guys. Please dial 111 for medical advice. They should be able to guide you further</b>
19:20	Female C	Hilary	She is sleeping, will do if nothing improve.

## Day 5: 22 January 2024 Monday

10:56–11:09	BBC	Hilary	[Screenshot of multiple crushed plastic water bottles] Thanks so much Hilary - great to talk to you. I will contact PETA now. If you could pass on my number to anyone who would like to talk to me that would be brilliant
11:18	Hilary	BBC	<b>[name and mobile number of resident redacted]</b>
11:34	Female F	Hilary	I'm interested to know why only people who are "upbeat" about the situation are invited down to speak to the BBC? Perhaps I'm misunderstanding but it seems an attempt at spin and propaganda which could gloss over what has been a confusing and difficult situation, stressful for some too.
11:55	Hilary	Female F	<b>No reason, sorry if I wrote it wrong it's just important to stay upbeat in a crisis</b>
12:01	Female F	Hilary	No worries. Might be worth rewording as it did read strangely

Claimant's work WhatsApp – individual messages during the water contamination incident

Day 5: 22 January 2024 Monday (continued)			
Time	From	To	Message
13:41	Hilary	Female Y	<b>Hi [redacted], the BBC is sending down a reporter within the next hour and the cameraman is here now. Might you be available for an interview? Peta is napping.</b>
13:49	Female Y	Hilary	Hi! I am afraid I am on the phone to [redacted] clients this afternoon, and looking after [redacted] and her friend ;(
13:50	Hilary	Female Y	<b>No problem at all</b>
13:54	Female Y	Hilary	[redacted] might be around
<b>17:01-17:12</b>	Person S	Hilary	Hi Hilary - thanks for all your help over these frustrating past few days. I got an email saying I was on do not drink now instead - I think a lot of people have got that. Is that wrong? I've seen your update - thanks!
<b>17:03</b>	Female E	Hilary	[screenshot of IWNL 'Do Not Drink' notice showing water usage restrictions, dated 22 January 2024]