

COLD HIGHAM

14.05.2025 16:05:53 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

Additional Details  
Low pressure now no water

14.05.2025 16:21:51 UK (SCP-APIM)  
[REDACTED]

14.05.2025 16:53:28 UK (SCP-APIM)  
[REDACTED]

14.05.2025 18:02:02 UK (SCP-APIM)  
[REDACTED]

14.05.2025 18:00:41 (BC-BATCH)  
[REDACTED]

Pump issue cust and supply aware

14.05.2025 16:27:20 UK (SCP-APIM)

SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED], Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have low water pressure

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
Yes

Additional Details  
Extremely low pressure and now all water has stopped completely.

14.05.2025 17:42:46 UK [REDACTED]

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

[REDACTED] to advise LP due to pump failure in the area. [REDACTED]

14.05.2025 17:49:43 UK (SCP-APIM)  
Additional Contact by Customer: ACUC

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

ACTION REQ'D - CLOSE. [REDACTED] checked the raps and both hot & cold water is back, [REDACTED]

14.05.2025 17:51:47 UK [REDACTED]

chase accepted job closed.

14.05.2025 16:34:15 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED], Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

14.05.2025 17:39:39 UK [REDACTED]  
Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

[REDACTED] advising pump failure but should be back on. [REDACTED]  
14.05.2025 19:17:29 UK [REDACTED]

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

[REDACTED] to see if supply back to normal. [REDACTED]. closed job

14.05.2025 16:34:30 UK [REDACTED]  
MERCURY

Person to Contact: [REDACTED]  
Mobile: Not Provided

Phone: [REDACTED]  
Email: Not Provided

Location Details:

Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

ACTION REQ'D - SUPPLY ISSUE - PROBLEM. Cold Water Issue. No Water.  
14.05.2025 16:38:22 UK [REDACTED]  
Additional Contact by Customer: IOPU

Person to Contact: No Name Given  
Mobile: Not Provided  
Phone: Not Provided  
Email: Not Provided

INFO ONLY - Advice or Information. Details: [REDACTED]  
[REDACTED]  
14.05.2025 17:37:08 UK [REDACTED]

Person to Contact: [REDACTED]  
Mobile: Not Provided  
Phone: [REDACTED]  
Email: Not Provided

[REDACTED] due to pump failure but  
should be back on.  
15.05.2025 09:57:52 UK [REDACTED]

Person to Contact: [REDACTED]  
Mobile: Not Provided  
Phone: [REDACTED]  
Email: Not Provided

[REDACTED] is back on water. [REDACTED] came in to building  
today and water is all back on. [REDACTED]

02.06.2025 14:27:15 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:

Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED], Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

02.06.2025 20:20:04 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] pressure should return by tomorrow morning as per ORT. [REDACTED]

20:20

03.06.2025 08:14:33 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] to make sure pressure has returned to normal as this was linked to jn [REDACTED] which has been complete. [REDACTED]

03.06.2025 09:10:31 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] confirmed pressure is back to normal. [REDACTED] this job will be closed.

02.06.2025 16:01:53 UK (SCP-APIM)

SELF-SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location

■ Banbury Lane, Cold Higham, Towcester, NN12 ■

Tell us about the issue  
I have low water pressure

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
Yes

Additional Details

Low water pressure since 2pm today

02.06.2025 20:24:50 UK ■

Person to Contact: ■  
Mobile: ■  
Email: ■

■ pressure should be normal by morning as per ORT - job closed.  
■

14.05.2025 16:32:56 UK (SCP-APIM)  
SELF SERVE

Person to Contact: ■  
Mobile: ■  
Email: ■

Location Details:

Easting: ■  
Northing: ■  
OS Reference: ■

Where is the issue?  
Inside a property

Location

■ Church Lane, Cold Higham, Towcester, NN12 ■

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

14.05.2025 17:41:17 UK

Person to Contact:

Mobile:

Email:

advised no water due to pumps.

14.05.2025 19:18:52 UK

Person to Contact:

Mobile:

Email:

see if supply back on, . job closed.

02.06.2025 16:11:07 UK (SCP-APIM)

SELSERVE

Person to Contact:

Mobile:

Email:

Location Details:

Easting:

Northing:

OS Reference:

Where is the issue?

Inside a property

Location

Church Lane, Cold Higham, Towcester, NN12

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

Additional Details

Water pressure is low now and has been most of the day

02.06.2025 20:29:20 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] ETR of tomorrow morning as per ORT. job closed.

24.10.2025 08:10:36 UK (SCP-APIM)

SELF SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED], Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Cold

Is there any water coming out of the taps?

No

24.10.2025 09:59:09 UK [REDACTED]

cHILD C00MMS SENT Towcester Booster, Towcester Road, Towcester - NN12 [REDACTED]

24.10.2025 08:11:01 UK (SCP-APIM)

SELF SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

█, Church Lane, Cold Higham, Towcester, NN12 █

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

Additional Details

I assume it's a wider issue than just our house

24.10.2025 09:59:42 UK █

cHILD C00MMS SENT Towcester Booster, Towcester Road, Towcester - NN12 █

24.10.2025 08:20:12 UK (SCP-APIM)

SELSERVE

Person to Contact: █

Mobile: █

Email: █

Location Details:

Easting: █

Northing: █

OS Reference: █

Where is the issue?

Inside a property

Location

█ Church Lane, Cold Higham, Towcester, NN12 █

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

24.10.2025 09:59:25 UK █

█ Towcester Booster, Towcester Road, Towcester - NN12 █

24.10.2025 08:23:32 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED], Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

24.10.2025 08:25:31 UK (SCP-APIM)  
Additional Contact by Customer: ACIU

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

ACTION REQ'D - EXTRA INFO. Our neighbour across the road has same issue

24.10.2025 08:56:17 UK [REDACTED]

Chase accepted as info only 24/10  
24.10.2025 09:59:51 UK [REDACTED]

[REDACTED] Towcester Booster, Towcester Road, Towcester - NN12 [REDACTED]

23.11.2025 09:32:03 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED], Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

23.11.2025 11:58:35 UK (ASUM)

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED]: Waterk bk on. Job closed

23.11.2025 09:32:10 UK (SCP-APIM)

SELSERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

23.11.2025 11:57:22 UK (ASUM)

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] Water should be bk on. [REDACTED]

23.11.2025 14:07:58 UK (ASUM)

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED]: Water should be bk on. [REDACTED]

23.11.2025 16:01:27 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] advied back on - job cklosed,

23.11.2025 09:34:31 UK (SCP-APIM)

SELSERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

Additional Details

Tiffield pumping station?

23.11.2025 12:14:21 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] water should be bk on. [REDACTED]

23.11.2025 14:06:19 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED]: Water bk on. Job closed

23.11.2025 09:36:41 UK (SCP-APIM)

SELF-SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

23.11.2025 11:54:56 UK [REDACTED]

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

[REDACTED] Water bk on. Job closed

4.12.2025 07:08:37 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

Additional Details  
Water pressure has dropped off and now no supply.

04.12.2025 09:25:29 UK [REDACTED]  
CHILD COMMS  
EMP JN [REDACTED]  
04.12.2025  
PUMP FAILURE DUE TO A BM TAKING THE WATER

04.12.2025 07:30:58 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

■ Church Lane, Cold Higham, Towcester, NN12 ■

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

04.12.2025 09:25:39 UK ■

CHILD COMMS

EMP JN ■

04.12.2025

PUMP FAILURE DUE TO A BM TAKING THE WATER

04.12.2025 07:23:00 UK (SCP-APIM)

SELSERVE

Person to Contact: ■

Mobile: ■

Email: ■

Location Details:

Easting: ■

Northing: ■

OS Reference: ■

Where is the issue?

Inside a property

Location

■ Church Lane, Cold Higham, Towcester, NN12 ■

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Cold

Is there any water coming out of the taps?

No

04.12.2025 09:25:34 UK ■

CHILD COMMS

EMP JN ■

04.12.2025  
PUMP FAILURE DUE TO A BM TAKING THE WATER

04.12.2025 07:17:21 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have low water pressure

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
Yes

Has it been happening for more than 24 hours?  
Yes

Additional Details  
Low water pressure -Tiffield pump again?

05.12.2025 10:14:59 UK [REDACTED]  
Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]  
[REDACTED] pressure is okay. job closed

04.12.2025 07:23:00 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Cold

Is there any water coming out of the taps?

No

04.12.2025 09:25:34 UK [REDACTED]

CHILD COMMS

EMP JN [REDACTED]

04.12.2025

PUMP FAILURE DUE TO A BM TAKING THE WATER

04.12.2025 07:30:58 UK (SCP-APIM)

SELSERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

04.12.2025 09:25:39 UK [REDACTED]

CHILD COMMS

EMP JN [REDACTED]

04.12.2025

PUMP FAILURE DUE TO A BM TAKING THE WATER

23.12.2025 08:36:30 UK (SCP-APIM)

SELF SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

Has it been happening for more than 24 hours?

No

Are you able to manage with the water pressure?

No

Additional Details

Only a trickle coming out of the taps

23.12.2025 10:05:10 UK [REDACTED]

child comms requested

emp [REDACTED]

pump failure

23.12.2025 08:36:19 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have low water pressure

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
Yes

Has it been happening for more than 24 hours?  
No

Are you able to manage with the water pressure?  
No

23.12.2025 08:57:27 UK (SCP-APIM)  
Additional Contact by Customer: ACDS

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Phone: Not Provided  
Email: Not Provided  
ACTION REQ'D - KNOCK ON PROBLEM. No water at all now.  
23.12.2025 09:34:19 UK [REDACTED]

CHASE ACCEPTED AS INFO ONLY  
23.12.2025 10:04:59 UK [REDACTED]

child comms requested  
emp [REDACTED]  
pump failure

23.12.2025 08:45:23 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

23.12.2025 10:05:15 UK [REDACTED]  
child comms requested  
emp [REDACTED]  
pump failure

23.12.2025 08:39:57 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

23.12.2025 09:00:52 UK (SCP-APIM)

[REDACTED]

23.12.2025 09:04:49 UK (SCP-APIM)

[REDACTED]

.

23.12.2025 09:18:54 UK

Additional Contact by Customer: ACRR

Person to Contact:

Mobile:

Phone: [REDACTED]  
Email: [REDACTED]

ACTION REQ'D - RINGBACK - On-going Issue not resolved - Details: [REDACTED]  
[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED] and [REDACTED]  
[REDACTED] there is no water again, [REDACTED] this has  
happened multiple times, [REDACTED]  
[REDACTED] wants to know what we are doing about this long term and  
what we are doing to help the situation because it is so unreliable and  
unfair. [REDACTED]  
23.12.2025 09:26:15 UK [REDACTED]

op20 added as per NT  
23.12.2025 09:54:00 UK [REDACTED]

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

[REDACTED] advised that I have informed the NSSM [REDACTED]  
[REDACTED] what is being put in place for  
an improvement of service. [REDACTED]

[REDACTED] NSSM [REDACTED] Can accept chase when NSSM  
confirms they have got the information.  
23.12.2025 10:54:23 UK [REDACTED]

CHASE ACCEPTED  
23.12.2025 11:46:30 UK (SCP-APIM)  
[REDACTED]

23.12.2025 11:45:03 (BC-BATCH)  
[REDACTED]

23.12.2025 11:51:37 (BC-BATCH)  
[REDACTED]

Air lock at boosters  
23.12.2025 11:53:50 UK (SCP-APIM)  
[REDACTED]

23.12.2025 08:59:10 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

No

23.12.2025 10:05:24 UK [REDACTED]

child comms requested

emp [REDACTED]

pump failure

23.12.2025 08:49:01 UK (SCP-APIM)

SELF SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Cold

Is there any water coming out of the taps?

Yes

Has it been happening for more than 24 hours?

Yes

#### Additional Details

Low water pressure in property on cold water - similar issue happened a month ago due to local pump issue

23.12.2025 10:05:29 UK [REDACTED]

child comms requested

emp [REDACTED]

pump failure

27.12.2025 10:49:14 UK (SCP-APIM)

SELF SERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

#### Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

#### Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have no water

Is it affecting your hot or cold water taps?

Both

Is there any water coming out of the taps?

Yes

Has it been happening for more than 24 hours?

No

Are you able to manage with the water pressure?

No

#### Additional Details

A dwindling trickle.

29.12.2025 08:12:03 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspurly Towcester - NN12 [REDACTED] BM

\*\*\*\*\*

27.12.2025 10:50:33 UK (SCP-APIM)  
SELFSERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location

[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

Additional Details  
No water

29.12.2025 08:12:58 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspurly Towcester - NN12 [REDACTED] BM

\*\*\*\*\*

27.12.2025 10:57:25 UK (SCP-APIM)  
SELFSERVE

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Location Details:

Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Cold

Is there any water coming out of the taps?  
No

29.12.2025 08:13:02 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspurty Towcester - NN12 [REDACTED] BM

\*\*\*\*\*

27.12.2025 11:01:38 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:

Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location

[REDACTED] Banbury Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Cold

Is there any water coming out of the taps?

No

Additional Details

Am presuming this is not just our property, as it has happened a lot recently and affected a wide area. No signs of a leak on our property.

29.12.2025 08:13:56 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspurty Towcester - NN12 [REDACTED] BM

\*\*\*\*\*

27.12.2025 11:08:27 UK (SCP-APIM)  
SELSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have low water pressure

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
Yes

Has it been happening for more than 24 hours?  
No

Are you able to manage with the water pressure?  
No

Additional Details  
Very low water pressure coming into property

29.12.2025 08:14:11 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspury Towcester - NN12 [REDACTED] BM

\*\*\*\*\*

27.12.2025 11:13:19 UK (SCP-APIM)  
SELFSERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Banbury Lane, Cold Higham, Towcester, [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

29.12.2025 08:14:57 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspury Towcester - NN12 [REDACTED] BM

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27.12.2025 11:46:11 UK (SCP-APIM)

SELF SERVE

Person to Contact: [REDACTED]

Mobile: Not Provided

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

Where is the issue?

Inside a property

Location

[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Cold

Is there any water coming out of the taps?

Yes

Has it been happening for more than 24 hours?

No

Are you able to manage with the water pressure?

No

29.12.2025 08:16:07 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspury Towcester - NN12 [REDACTED] BM

\*\*\*\*\*

27.12.2025 11:11:54 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Cold

Is there any water coming out of the taps?  
No

Additional Details  
3rd house on the left

29.12.2025 08:15:09 UK (HSHACKLETON)

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspury Towcester - NN12 [REDACTED] BM

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27.12.2025 11:37:12 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: Not Provided

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location

■ Banbury Lane, Cold Higham, Towcester, NN12 ■

Tell us about the issue

I have low water pressure

Is it affecting your hot or cold water taps?

Cold

Is there any water coming out of the taps?

Yes

Has it been happening for more than 24 hours?

No

Are you able to manage with the water pressure?

No

29.12.2025 08:16:44 UK ■

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Child comms - ■ Watling Street Potterspury Towcester - NN12 ■ BM

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27.12.2025 12:21:35 UK ■

MERCURY

Person to Contact: ■

Mobile: ■

Phone: Not Provided

Email: ■

Location Details:

Easting: ■

Northing: ■

OS Reference: ■

ACTION REQ'D - SUPPLY ISSUE - PROBLEM. Cold Water Issue. No Water. ■

■  
■  
■

Additional Details: this is several times in the last few weeks

29.12.2025 08:17:05 UK ■

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Child comms - ■ Watling Street Potterspury Towcester - NN12 ■ BM

27.12.2025 12:27:49 UK [REDACTED]

MERCURY

Person to Contact: [REDACTED]

Mobile: [REDACTED]

Phone: Not Provided

Email: [REDACTED]

Location Details:

Easting: [REDACTED]

Northing: [REDACTED]

OS Reference: [REDACTED]

ACTION REQ'D - SUPPLY ISSUE - PROBLEM. Cold Water Issue. No Water. [REDACTED]

[REDACTED]

27.12.2025 12:22:40 UK [REDACTED]  
MERCURY

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

ACTION REQ'D -SUPPLY ISSUE - PROBLEM. Cold Water Issue. Low Pressure.  
Can Function : No. Particular Time of Day : No. Someone Home : Yes. [REDACTED]

[REDACTED]

29.12.2025 08:17:08 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspurty Towcester - NN12 [REDACTED] BM

27.12.2025 12:37:16 UK [REDACTED]  
MERCURY

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

ACTION REQ'D - SUPPLY ISSUE - PROBLEM. Cold Water Issue. No Water. [REDACTED]

[REDACTED]

29.12.2025 08:17:18 UK [REDACTED]

\*\*\*\*\*

Child comms - [REDACTED] Watling Street Potterspurty Towcester - NN12 [REDACTED] BM

27.12.2025 12:52:04 UK (SCP-APIM)  
SELF SERVE

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

Location Details:  
Easting: [REDACTED]  
Northing: [REDACTED]  
OS Reference: [REDACTED]

Where is the issue?  
Inside a property

Location  
[REDACTED] Church Lane, Cold Higham, Towcester, NN12 [REDACTED]

Tell us about the issue  
I have no water

Is it affecting your hot or cold water taps?  
Both

Is there any water coming out of the taps?  
No

27.12.2025 13:10:22 UK [REDACTED]  
Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]

[REDACTED] Advised BM in the area. NT on site under [REDACTED] This job will be closed. [REDACTED]

X1 13:06  
27.12.2025 14:29:50 UK [REDACTED]

Person to Contact: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]