

Ms K MacFarlane
Managing Director of Customer Experience
Thames Water Utilities Ltd
Clearwater Court
Vastern Road
Reading RG1 8DB

Dear Ms MacFarlane,

COMPENSATION FOR WATER OUTAGE IN MARCH

I was surprised not to have been fully compensated for the loss of water supply, in accordance with the commitment made by Thames Water in March to compensate customers for a severe interruption in water supply, following the cold snap and thaw.

My property, along with the rest of Redington Froggnal area, was without water for at least xx hours. During this time, I was left to fend for myself, with no information (of value) posted on your web site or by telephoning. I only learned about the emergency supplies of bottled water at the car park on Hampstead Heath (1.4 miles away) from a neighbour with a Twitter account. No information about progress of repairs in our area was received.

Following the water supply loss, Thames Water indicated that compensation would be paid on the basis that those without water between 4-12 hours would receive £30, rising to £150 on a sliding scale for up to 72 hours. The notice said quite clearly, "Customers will not have to make a claim to receive compensation, and the company will be writing to those affected soon";

<https://corporate.thameswater.co.uk/Media/News-releases/Compensation-announced-after-water-supplies-return-to-normal>

No letter was received and I should now like to apply for the statutory compensation due.

Yours sincerely,

Cc Ian Marchant, Chairman
Steve Robertson, Chief Executive Officer

Rachel Fletcher, Chief Executive, Ofwat
21 Bloomsbury St
London WC1B 3HF

