

The Consumer Council for **Water** intervenes only after a customer has complained to Thames **Water** and failed to secure an adequate response/compensation.

If the response from Thames **Water** has been unsatisfactory, it will be necessary to write to Consumer Council for **Water** with a copy of your letter to Thames Water and Thames Water's response.

Customer Casework Officer
Consumer Council for Water
Victoria Square House,
Victoria Square
Birmingham B2 4AJ

Telephone: 0300 034 2222

Dear Customer Casework team,

COMPENSATION FOR WATER OUTAGE IN MARCH

I am attaching the letter that I wrote to Thames Water in relation to the severe interruption in water supply, following the cold snap and thaw from 4 to 5 March, and Thames Water's response.

I consider it unacceptable not to have been compensated in accordance with the commitment made by Thames Water in March to compensate customers. 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>

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.

Yours faithfully,