

Ms Cecilia Makundi
Senior Case Manager
Executive Office
Thames Water
PO Box 492
Swindon

Dear Ms Makundi,

COMPENSATION FOR WATER OUTAGE IN MARCH

Thank you for your letter explaining that there was an adequate water supply to my property during 4-5 March.

I should appreciate further detail of the pressure monitoring point used to assess the volume of water flowing and the pressure in my area.

My property certainly did not receive the statutory minimum supply of one bar of pressure and a flow of nine litres per minute. Indeed, no water at all was available for xx hours.

Yours sincerely,

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