

Customer name
First line of address
Second line of address
Third line of address
Postcode



Your account number

XXXXX-XXXXX

Incident reference

XXXXXXXXXXXXXXXXXX



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 000 93986

Monday to Friday 8am – 8pm
Saturday 8am – 1pm

Putting things right.

20th March 2018

Dear **Mr/Mrs surname,**

I would like to take this opportunity to personally say how sorry I am for the recent disruption to your water supply. We're in no doubt how distressing and inconvenient the situation was for everyone who was affected.

Whilst we make extensive preparations for winter, this incident was unprecedented in terms of scale and technically complex to resolve. The freezing conditions followed by a rapid thaw had a major impact on all the water companies in the south east. Our teams worked round the clock to get things back to normal as quickly as we could for you in very challenging conditions, however, we recognise we failed to protect our customers from the impact.

We've now repaired all the major leaks and bursts and would like to reassure you that we are already applying the lessons we learnt and completing a full assessment to identify what we need to do better in such extreme scenarios.

Compensation

We want to make things right where we can by making sure you are properly compensated. As your water was affected your compensation will be **£XX**. This payment is above the statutory minimum of £20 and our customer guarantee scheme, in recognition of the inconvenience caused to you. You do not need to take any action to get this. We will send you a cheque in April.

In addition, we are very aware that the supply interruptions also led to the closure of some local schools and significant disruption to teaching staff, parents and pupils. In recognition of this, we are making discretionary payments of £2,500 to each school.

Find out more

If you have any questions about compensation you can find more information on our website. Here you can also read more about why the freezing conditions impacted our water network so badly and how we responded. Please visit [thameswater.co.uk/compensation](https://www.thameswater.co.uk/compensation)

Yours sincerely,

Steve Robertson
Chief Executive Officer