

Thames Water
Customer Relations
PO Box 492
Swindon
SN38 8TU

Telephone: 0800 0093965
Fax: 01793 424291
Email: Customer.Feedback@thameswater.co.uk

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Our Ref: 33432009

Lea Bridge Road

Dear Councillor Patrick

Thank you for your letter of 10 December, to our Local and Regional Government Liaison, Nikki Hines, raising concerns following the burst water main on Lea Bridge Road, in October 2018. Please accept my apology for the delay in replying to you. As Customer Experience Director, I'd like to respond to you personally about this situation.

There is no doubt the tremendous impact this event has had on residents since the incident occurred, for which I'm truly sorry. Following a careful review, we would like to donate a sum of £10,000 to the community as a gesture of goodwill. Whilst I recognise a monetary value cannot take away from the immense stress and disruption caused, it is our way of saying sorry and trying to contribute to something positive for local residents to enjoy, moving forward. If you could kindly confirm whom this cheque should be made payable to and the best address to send it to, I'd be very grateful.

As you're aware, we'll be present at the Living in Hackney Scrutiny Commission meeting on 14 January and welcome the opportunity to address any further queries or concerns about this issue, in person. I will be attending alongside our Chief Operating Officer, Steve Spencer.

Separately, with regards to the concerns raised by Councillor Rathbone in relation to a resident at 142 Lea Bridge Road, I've asked Tish Maybanks, a Senior Case Manager from our Executive Office, to provide a detailed response to you, no later than 21 January, addressing this. To offer reassurance to you, I can confirm our Insurers' Claims Handlers, Willis Tower Watson, are in direct contact with the customer and have been throughout their journey with us.

I trust you find this information useful and I look forward to meeting you on 14 January. In the meantime, if you've any further queries or concerns, I've asked Tish to be available. You can contact her on **0800 009 3965**, from 8am to 5pm, Monday to Friday, and she'll be happy to help. In the meantime I look forward to meeting you on the 14 January.

Yours sincerely

Kelly Macfarlane

Director of Customer Experience

