
From: Lindsay-Thinn [REDACTED]
Sent: 02 November 2013 10:34
To: Andrew Chesworth
Cc: lindsay-thinn
Subject: Informal consultation on Price Increase October 2013 - Thames Water issue

Dear Sir,

I have read the Informal Consultation and would like to comment.

My objections to the Thames Water price increase

1. Thames Water are the only company who has been unable to manage its business within the parameters set.
2. If Thames Water face more difficult business operating conditions than others, these should have been identified and managed
3. Thames Water should be able to manage their operating conditions within a 5 & 10 year Business Plan - or like any other ineffective company be allowed to fail
4. Certain Conditions must prevail that enable OFWAT to remove a Licence from a Monopoly operator. Ineffective management of their Business Plan should be one of them
5. The repercussions and consequences of pandering to the whims of this company must be properly assessed.
6. If they cannot do the job properly - **please do not let them continue** - The Health of the nation depends on the competency of these companies

My comments on Thames Water plea of unmanageable "Bad Debt" (The main reason given for the **Management Crisis** at Thames Water)

1. Bad debt is a problem all businesses face
2. The management of it is part of Commerce, and so is managing any regulatory constraints, whether they are in Acts of Parliament or from regulatory bodies
3. Contract management and tight Billing Practices are key to making sure customers know what is due when
4. Attention to the Law and regulation, ensures the charges are legal, and legally written off not fraudulently claimed
5. United Utilities have poor Billing practices, and these may apply to Thames Water:-
 - o They do not set up and close contracts like the energy companies
 - o They do not adequately chase bad debts on rented properties
 - o They inappropriately chase a debt that is not properly defined.
 - o They ignore errors in their Billing process pointed out by customers
 - o They ignore potential errors in their computer system pointed out by customers
 - o They ignore unauthorised edits to Billing information - pointed out by customers
 - o The company is not Billing within the law
 - o The company do not think they are subject to the Supply of Goods and Services Act

My position

I am a customer of United Utilities
I am a Homeowner and Landlord
I am witnessing an on-going complaint about Service provision.
I am witnessing unresolved issues with their Billing Practices.

Hope this helps.

Yours sincerely,
Anna Lindsay-Thinn BA(Hons) MBCS