



Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

By email to: [Brigitte.Gaylor@ofwat.gsi.gov.uk](mailto:Brigitte.Gaylor@ofwat.gsi.gov.uk)

28 June 2018

Dear Sirs

### **Representation re Ofwat's proposal to impose a penalty on Thames Water Utilities Limited**

We wish to make a representation, on behalf of our customers, in connection with your proposal to impose a penalty on Thames Water Utilities Limited in connection with their failure to meet their leakage targets.

The notice is not explicit as to whether business customers are covered alongside residential customers by the measures that Thames Water has proposed to ensure that customers do not bear the cost of its failings. We trust that this is the case but, if not, we strongly consider that any reductions in wholesale charges should apply to both sets of customers.

Yours faithfully

A handwritten signature in black ink, appearing to read "H. Gillett", written over a light grey circular stamp.

Helen Gillett  
Managing Director



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