



Rachel Fletcher
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Name Steve Robertson
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6 April 2018

Dear Rachel

Re: Request for information – review of freeze/thaw incidents

Thank you for your letter dated 19 March 2018 in relation to the Freeze-Thaw incidents that affected the country in early March. Please find enclosed our response to your request for information ("RFI").

The period between the 3 and 9 March 2018 was challenging for our business and our customers. While we were prepared for cold weather, the speed at which the temperature in our area fell, and subsequently rose again was unusual and had an unprecedented impact on our network, our customers' pipes and ultimately, our ability to keep all of our customers in supply. Despite our winter preparation, and working around the clock to repair leaks and bursts, we recognise that we failed to protect all of our customers from the impact of the weather. We are, therefore, in the process of contacting all affected customers to apologise for the disruption and to provide them with compensation.

Our attached response to the RFI sets out our current assessment of how prepared we were for the cold weather and how the unusual changes in temperature caused the issues on our network and our customers' network. Given the scale of the event and its impact on our customers, we are still very much in event learning mode and our responses reflect our best understanding at this time. The Board and I are committed to understanding the root causes that contributed to nearly 60,000 supply interruptions, so that we can mitigate the risk of this happening again. We would be happy to provide you with an update on the final findings from our internal review once it is complete, if this would be helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to be "S. Robertson".

Steve Robertson

Chief Executive Officer