

From: [REDACTED]
To: in-periodOD s <in-periodOD s@ofwat.gov.uk>
CC: [REDACTED]

Dear OfWat,

re draft determination on Thames Water

I appreciate that Thames Water is being penalised for their poor performance last year.

I object strongly to Thames Water being allowed to increase their charges in line with inflation for the coming year. If inflation is to be controlled, any increase in charges must be fully justified.

Increasing charges should not be permitted as of right but be earned by satisfactory performance. Their performance in the Oxford area certainly cannot be described as satisfactory.

Last year's increase in charges allowed Thames Water to pay a bonus to their Chief Executive. Thames may be improving but it started from such a low level that any such bonus will have been seen by many customers as an insult.

It is clear that Thames Water are not controlling nor monitoring sewage outflows in this area adequately. There have been regularly reported sewage outflows into the River Thames or its tributaries, such as the Windrush, which Thames Water claimed not to have been aware of.

There has also been a history of inadequate maintenance of the water supply network in this area resulting in leaks which have caused significant disruption. Most recently, there was a very serious leak at the Heyford Hill roundabout resulting in the closure of the Oxford Eastern Bypass for several days. During this outage, Thames Water seemed to be surprised to discover that some of their customers were farmers who required water for their stock who could not be fed from bottled water. What caused this outage and why did it take so long for their network to recover?

Lastly, there is a water main which currently runs OVER Osney Bridge which restricts the traffic flow on the Botley Road. In this case the cause of the original problem was the Environment Agency but fixing it completely in a reasonable time frame seems to be beyond Thames Water's capability.

I accept that one can now reach the Chief Executive's office with complaints when the normal mechanisms do not work - which I had to do last year when problems arose with their billing system.

I hope OfWat will deal robustly with Thames Water's totally unacceptable performance.

Regards

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