



17 January 2025

## Water supply interruption

Dear Resident

I am writing to apologise for the supply interruption that you may have experienced in the SE1 area, which may still be ongoing in your area.

Since being made aware of the low-pressure issues within your area we have been investigating to determine the cause. We have determined that the issue was caused by a change in usage by a large user on our network.

The large user had made some internal changes in the rate and frequency of filling their water tanks in a manner that then subsequently caused frequent incidences of low pressures in the local area. The large user was unaware of the impact that this change in water usage might have had on the network and on the nearby residents.

I am pleased to inform you that we have now contacted the responsible organisation that was causing this issue. We are working with them to find a long-term solution and will look to install equipment on their supply to prevent them from causing low pressure.

As a temporary fix, we will be reconfiguring our network to help alleviate the low pressure in the area. This includes rezoning the network so that when the organisation concerned fills their tank it does not reduce the pressure in the area. We intend to complete this by the end of January.

### Customer Guarantee Scheme

We recognise how frustrating it can be when your water supply is interrupted or you're receiving low pressure at home. When we fail to meet certain levels of service, we have our Customer Guarantee Scheme (CGS) in place to make regulatory payments to our customers in recognition of this. For more information on our CGS and how this is applied, please visit our website [thameswater.co.uk/our-commitment](https://www.thameswater.co.uk/our-commitment).

### What if you need some extra support?

If you need a helping hand, our priority services team can provide support. For more information, please visit [thameswater.co.uk/priorityservices](https://www.thameswater.co.uk/priorityservices) or call us on 0800 316 9800. Lines are always open.

Thank you for your understanding and patience during our investigations.

Yours sincerely

Shazia Zeb  
Customer Liaison