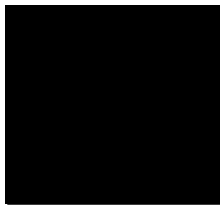




Reference number: [REDACTED]
Date: [REDACTED]



Dear [REDACTED]

WATRS Notification Letter

We are sorry that we have been unable to resolve your dispute with [REDACTED] to your satisfaction. We are unable to take this matter further and consider that your dispute has now reached a deadlock.

Taking your complaint further

You now have the right to refer your complaint to the Water Redress Scheme (WATRS). You have up to six months from the date of this letter to do so. WATRS is free for you to use.

WATRS is an independent dispute resolution scheme that customers can use to obtain a final decision in a dispute with a water or sewerage company if they are not satisfied after CCWater's involvement.

If you make an application to WATRS an independent adjudicator will be appointed who will carry out a review of your dispute and aim to issue a decision within 20 working days of an application being accepted. The adjudicator's decision will be based on the evidence provided by you and the water company.

If you decide to take your dispute to WATRS, previous offers made by the company will no longer be available. If you accept WATRS's decision within 20 working days of notification, it is binding on the company. If you do not accept the decision you will be able to take any other action, such as issuing legal proceedings, as you see fit.

You can apply via WATRS's website (www.watrs.org) or request by email (info@watrs.org) or telephone (0207 520 3801) that an application form to be sent to you. Guidance notes are available on the website or you can phone to ask for a copy to be sent to you. You can also write to WATRS at:

WATRS, International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU.

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Our Reference: [REDACTED]
[REDACTED]

Whether you do or do not decide to progress your complaint with WATRS, you may be called by a market research company named DJS to get feedback on the scheme. This is a new Scheme and we are very interested to use the feedback from the survey to help to develop and inform the way in which WATRS operates. If you would prefer not to be contacted please let CCWater know and your details will not be passed on.

Yours sincerely,

[REDACTED]

[REDACTED]
[REDACTED]

Consumer Council for Water

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Email: londonandsoutheast@ccwater.org.uk

Visit our website: www.ccwater.org.uk

Please read our leaflet: www.ccwater.org.uk/wp-content/uploads/2015/03/Your-right-to-complain-20-Feb-2015-8v.pdf