



The Occupier  
First line of address  
Second line of address  
Third line of address  
Postcode



Your account number



[ecs@thameswater.co.uk](mailto:ecs@thameswater.co.uk)



0800 009 3652

Mon-Fri, 8.30am-5pm

## Support following flooding at your property

Hello,

We're getting in touch following last month's extreme rainfall, which resulted in flooding that we know affected your home. We're very aware of the dreadful impact this is likely to have had, especially if you've lost belongings.

Intense storms such as those in July are becoming more common, and we'll continue to work with all organisations involved with drainage networks to prevent or limit the impact of flash flooding in the future.

As always, we look to collect information from impacted households to better understand the situation. You can help by completing our flooding questionnaire, which one of our team may have already handed to you. Our engineers regularly review the way our systems operate, and your information will help us to better understand where and when future changes may be required. If you've not already filled in the questionnaire, you can also find it at [www.thameswater.co.uk/flooding](http://www.thameswater.co.uk/flooding)

While claims should be made through your home or business insurance, we want to let you know that we fund a charity called the Thames Water Trust Fund, which supports households in financial hardship.

### Ways we may be able to support you

The Thames Water Trust Fund is an independent charity, managed by trustees, which offers financial advice, benefit checks, food and fuel vouchers, and can provide essential household goods, such as beds and washing machines.

If we've visited you recently, it's possible we've already referred you to the fund. If not, and you think you could benefit from its support, you can find out more from our Extra Care team on [0800 009 3652](tel:08000093652).

You can also speak to them about other support we offer, such as discounts on bills for low-income households, or read about this at [www.thameswater.co.uk/helptopay](http://www.thameswater.co.uk/helptopay)

### Why did the flooding happen?

Flooding is often complex because it can be caused by a range of factors. These include highway drainage, overflowing rivers and high groundwater levels, which are managed by other organisations, such as local authorities and the Environment Agency. Blockages can add to the problem, when materials like fat and grease are put into the sewers and create a solid mass.

Occasionally a storm can be so intense that the sewers can't carry the water away quickly enough, and it exceeds the limits the system was designed to cope with. The storms over London in July saw a month's rainfall in just one hour in some areas.

Many of these factors are outside our control, however well we maintain our sewer system. In a lot of cases, therefore, we are unable to accept responsibility for flooding, unless our pipes and pumps have failed to operate in the way they were designed to.

At this stage, our initial investigations into the storms of 12 and 25 July have found no evidence of a failure that would have significantly contributed to the flooding. We want to fully understand what lessons we can learn, and an independent review will take place over the coming months.

Best regards,