

## Loss of Water Supply

Castle Water, the UK's leading independent water retailer, took over the retailing activities of Thames Water for business customers from April 2017, including invoicing and customer service.

Although loss of supply is the responsibility of Thames Water, Castle Water is responsible for administering payments under Ofwat's Guaranteed Standards Scheme (GSS) for customers.

Castle Water is working with Thames Water to administer GSS payments for the loss of supply experienced by many business customers in London. This includes identifying customers in the Thames Water supply area who are entitled to GSS payments and to ensure it has accurate details of the supply losses suffered.

Customers seeking GSS payments can contact Castle Water directly to provide information to help ensure that they receive the correct payment.

Simply submit your details online at [castlewater.co.uk/supplyclaim2018](https://castlewater.co.uk/supplyclaim2018).

Alternatively, email [supplyclaim2018@castlewater.co.uk](mailto:supplyclaim2018@castlewater.co.uk) confirming:

- |   |   |
|---|---|
| <input type="checkbox"/> Business name                    | <input type="checkbox"/> Date supply was restored |
| <input type="checkbox"/> Account number (e.g. TW12345678) | <input type="checkbox"/> Contact number           |
| <input type="checkbox"/> Supply address                   | <input type="checkbox"/> Contact name             |
| <input type="checkbox"/> Start date of loss of supply     | <input type="checkbox"/> Contact email            |

We are open 8am 'til 6pm, Monday to Friday. Call us on 01250 718700 or why not use our webchat service at [castlewater.co.uk](https://castlewater.co.uk).

Castle Water provides water services to business customers throughout England and Scotland, with offices in London, Blairgowrie, Glasgow, Leeds and Portsmouth. We are independent of Thames Water and other network operators. All our customer services are based in the UK. Castle Water is regulated by Ofwat and the Water Industry Commission for Scotland.

Further information and advice from Thames Water can be found [here](#).