



Date

Address Line 1
Address Line 2
Address Line 3
Address Line 4

Customer Service:
0203 567 8174
BusinessWater@veolia.co.uk
Emergency Contact:
03451 482 909 – Option 1

Dear Customer

Customer Account No:

We wrote to you recently to explain some of the changes that would be happening to your account with the introduction of competition into the water market for non-household customers in England and Wales.

From 1 April 2017, all your billing and customer services will be delivered by our existing retail team based in Dunfermline. This team is dedicated to delivering services to business customers and has operated in Scotland since 2013. You will see no detriment to the current levels of service you receive from Veolia.

Contacting the Retail Team from 1 April 2017

We hope you will be happy with our service but, if something isn't quite right, please let us know and we will be delighted to help you. You can call us 0203 567 8174. Our lines are open from 9am to 5pm Monday to Friday. Alternatively you can email us at: BusinessWater@veolia.co.uk

Emergency, flood and unplanned changes

You are still a Veolia Tidworth customer for your water and waste water supply. In an emergency, or if you experience unplanned changes to your water supply, water quality or wastewater service, please call Veolia's operations contact centre on 03451 482 909. This number is manned 24 hours a day, 7 days per week for emergencies.

What happens next?

You do not need to take any action. We will contact you again before market opening to provide a further update.

In the meantime, if you would like to know more about the changes happening in the water market you can find more information on the Open Water website at www.open-water.org.uk.

If you have any immediate concerns, though, please don't hesitate to contact us in the normal way and we will be happy to help with your queries.

Yours sincerely

Tom May
Head of Retail and Commercial

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