



Gerri Scott,
Strategic Director of Housing and Modernisation,
Southwark Council,
160 Tooley St,
London,
SE1 2QH

22nd September 2016

Dear Gerri,

Agreement between Thames Water Utilities Limited and London Borough of Southwark dated 6th day of March 2000

I refer to the above agreement, which covers the collection of water service charges from your tenants.

Clause 7.2 of the agreement allows either party to terminate by giving at least six months' notice to the other party expiring at any time after a minimum five year period. Thames Water Utilities Limited has decided to terminate the agreement. I am therefore giving you notice of termination under clause 7.2. This notice expires on 31st March 2017, after which the agreement will be terminated.

This letter acts as formal notice of termination following our meeting on 21st September 2016. During this meeting we discussed the termination process at a high level, and we both intend to provide Southwark Council tenants with an effortless transition to a direct billing relationship with Thames Water.

Our transition process and customer on-boarding journey is based upon significant research undertaken on the requirements of Local Authority tenants during previous transitions. We are committed to work collaboratively with Southwark to ensure we build a joint engagement plan to deliver a seamless changeover from Southwark billing to Thames Water.

As agreed, our Transition Manager will be in contact with you over the next week to arrange a project kick off meeting with Thames representatives and Southwark appointed stakeholders to formally begin the process of developing our detailed transition plan.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Stuart Ledger".

Stuart Ledger,
CFO Retail, Thames Water