



Timu Academy Trust

Iwade School

School Lane Iwade Sittingbourne Kent ME9 8RS

Tel: 01795 472578

January 2019

To whom it may concern

We contacted the water audit experts H2O Building Services as we knew we had been overcharged on our waste water bills.

Having submitted a claim to the water company ourselves, after some 6 months it was not progressing so we commissioned H2O to act on our behalf and to deal with the claim.

As a result, they completed a water bill audit and advised us of the refund and annual savings, the claim was sent to the water company and we received confirmation of the cancelled future charges and a refund.

H2O then completed a further water bill audit as we had been overcharged since 2006 and therefore discovered were due a further more substantial refund.

A month later we were in receipt of a substantial refund cheque for all overcharges backdated 12 years.

It has been a pleasure to deal with a highly skilled professional team who delivered savings and refunds on our water bills well beyond our expectations and we would not hesitate to recommend them.

Yours faithfully

A handwritten signature in black ink, appearing to be a stylized 'A' or similar character, written over a white background.

Timu Academy Trust

TOGETHER EVERYONE ACHIEVES MORE

Timu Academy Trust, a charitable company limited by guarantee registered in England and Wales, with company number 09022463.

**Registered office Iwade School, School Lane, Iwade, Sittingbourne, ME9 8RS
www.timuacademytrust.org.uk**