

6th August 2019.

To whom it may concern,

We contacted H2O Building Services after we received a section 75 notice from Yorkshire Water to say we had a leak.

They came out and carried out leak detection and subsequently found that we didn't have a leak, but the logger fitted to the meter was not connected correctly and gave an incorrect reading.

H2O sorted everything out for us, and we not only had the section 75 notice cancelled, but they also requested our leak detection fee be refunded by Yorkshire Water as we didn't have a leak after all. H2O Building Services were successful in making that claim and we received their fee back in full.

When we received another high water bill, we contacted H2O again and they came out to carry out leak detection to find the source of the problem.

This time there was an issue on site, and this was pointed out by their leakage manager Garry who discovered we did in fact have water loss due to a faulty wc cistern.

I would like to thank you all at H2O and especially Garry for your excellent service and help in resolving these problems. Garry's attention to detail cannot be faulted, I learnt a lot from him!

I know from experience that most people are quick to complain, so I feel it's important to acknowledge good service when you get it, and this was great service. Thanks again.

Kind regards



Louise