



Sophie Adamou

Customer Representative

Meet our family

I first joined Thames Water 6 years ago as part of our Customer Relations team responding to high level written complaints. A year on I formed the foundations of a Customer Representative team visiting our customers face to face to help fix any issues they raised with the business.

Over the last 5 years, we've grown from a team of 3 to a team of 16, which has been a very proud journey for me to be a part of.

What is the best thing about your job at Thames Water?

I'm very privileged to be in a team that provides a service which is a first in the industry. Up until very recently we were the only water company to offer home visits to our customers to try and resolve their complaints in person. This is a business model that other water companies are now adopting.

Every day brings something different and interesting so I am constantly learning about the inner workings of our company. It's very rewarding to not only change a customer's view of Thames Water, but also to see the visible impact this has on our business objectives.

Interesting Fact

My passion outside work is travelling. Last year I visited Vietnam, Cambodia, and Thailand where I stayed in a wooden hut in the jungle with a Thai family and helped out at an elephant rescue sanctuary. It was a very humbling experience.



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