Thames Water

Nick Votta
Customer Relations Manager

Meet our family

I joined the Thames Water family 11 years ago working in many exciting roles mainly people management, Revenue & Operations. I've built great relationships during my time here and made lifelong friends.

Thames invests in our people through many different forms. I've been on a constant learning journey, developing and progressing through the business.

Something that really stands out for me is how we all come together when the need arises. We are empowered and supported to do what's right for our customer all the way up to our CEO and I feel proud to work for Thames.

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

Knowing the impact of succeeding within what my teams and I do, have on the customer and the business. Before I started this role I worked as a customer liaison representative. This was one of the best roles I have ever done because it allowed me to see firsthand some of the issues our customers faced and then being able to resolve these issues on site and the impact that this had was immense. Now I manage this team alongside overseeing a customer relations area. We all work very close together to achieve the same outcome which is to reduce customer effort, to prevent customer complaints, to maximize customer satisfaction and to get it right first time. A happy customer is a loyal customer!

in Thames Water

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Interesting Fact

During my time as a Customer Liaison Rep I built relationships with Tim Henman and the Chelsea legend Gianfranco Zola. Not many people can say Zola made them an espresso when visiting him at home! Oh and Tim makes a good cuppa too! These relationships have continued and I will always remain a point of contact for these customers.

On a different note, I was once tasked to resolve a complaint that had been ongoing for 3.5 years.   I visited the customer and resolved his complaint within two days through education and pulling on contacts & resources around the business nonstop until I got the answer I needed.