

General information

We've written our codes of practice to bring all of the services we offer our household customers into one place, making it easier to find the information you are looking for. In here, you'll find out about:

- our water and wastewater (sewerage) services
- our charges and bills
- how we can assist if you need extra help.

About us

We're really proud to provide an essential service that's at the heart of daily life, to millions of customers across London and the Thames Valley.

We're one of the UK's largest water and wastewater services company. Every day we supply around 2.6 billion litres of drinking water to nine million customers. We also remove and treat 4.4 billion litres of sewage every day for 15 million customers.

To find out more about what we do, please visit thameswater.co.uk/aboutus.

We put you, the customer, at the centre of everything we do. We listen to what you tell us and use your feedback to constantly improve our services. All of our employees receive extensive customer service training and we would love to hear from you to know if you've been impressed or disappointed with the way you have been looked after.

You can find out more about how we're performing at thameswater.co.uk/ourperformance.

We work with and receive on-going support from a number of specialist charities who provide us with a comprehensive range of specially designed services for customers who need extra help. More information can be found in the section on 'extra care services', or on our website at thameswater.co.uk/priorityservices.

We also work with various agencies and customer focus groups within the water industry. We share best practice, make sure the charges we raise are fair for all our customers and that we exceed our regulatory minimum standards of service wherever we can. To find out more about how we're regulated please go to thameswater.co.uk/ourregulators.

Our performance

We constantly monitor our own performance, to make sure we're keeping our promises and delivering a service which we all can be proud of. We measure our performance against 55 metrics, they include:

- reducing complaints and resolving those we do receive quickly and efficiently
- improving customer satisfaction with the services we provide
- making sure water bills are generated of actual meter reads
- the quality of our water
- reducing the impact of interruptions to water supplies
- reducing leakage from our mains and customers' own pipes
- our treatment of sewage and wastewater from drains and sewers
- the number of properties at risk of sewer flooding
- reducing pollution
- reducing our carbon footprint and becoming more environmentally friendly.

There is a lot more information about all of these metrics and our performance in our annual report. You can see this at thameswater.co.uk/annualreport.

There's even more information about the work we're doing to protect our environment and future water supplies within our Corporate Responsibility and Sustainability report, find out more online at thameswater.co.uk/csr.

As well as this, we also measure our standards against other organisations and bodies.

Water quality standards

These are reported against compliance with drinking water standards in England, which are based on European Union directives. You can find more information about this directive by visiting www.ec.europa.eu/environment/water/water-drink.

Details of how to obtain a water quality report for your area can be found in the section on 'your water'.

Benchmarking against other companies

We measure our standards of service in many different ways. We do this by using benchmarks of service, judged by other organisations and bodies, such as external awards and recognition across a variety of different fields, as well as using Ofwat's measures of service.

These are important benchmarks for the industry and are published in their annual service and delivery report, which can be downloaded from www.ofwat.gov.uk.

The performance of all the water companies in England and Wales can be found at Discover Water on their website discoverwater.co.uk.