



Thames Water 'Your water, your say'

19 May 2023

Here to respond to your questions

Members of our Executive, Senior Leadership and Board



Sarah Bentley,
Chief Executive Officer



Richard Aylard,
Sustainability Director



David Bird,
Retail Director



Cathryn Ross,
Strategy and External
Affairs Director



Hannah Nixon,
Independent Non-Executive
Board Member

Introduction

Who we are and what we do

Our purpose is to deliver life's essential service, so our customers, communities and the environment can thrive.

Every day, we clean enough water to supply an average of 2.7 billion litres to nearly 10 million people across London and the Thames Valley.

We collect and treat sewage from 15 million customers like you, using our sewer network to transport it to one of our 354 sewage treatment works.

We turn poo into power and self-generate over 20% of our own energy, sourcing the rest from the renewable electricity grid.

We support over 300,000 customers through our affordability schemes, totalling £110 million for people who need our help the most.

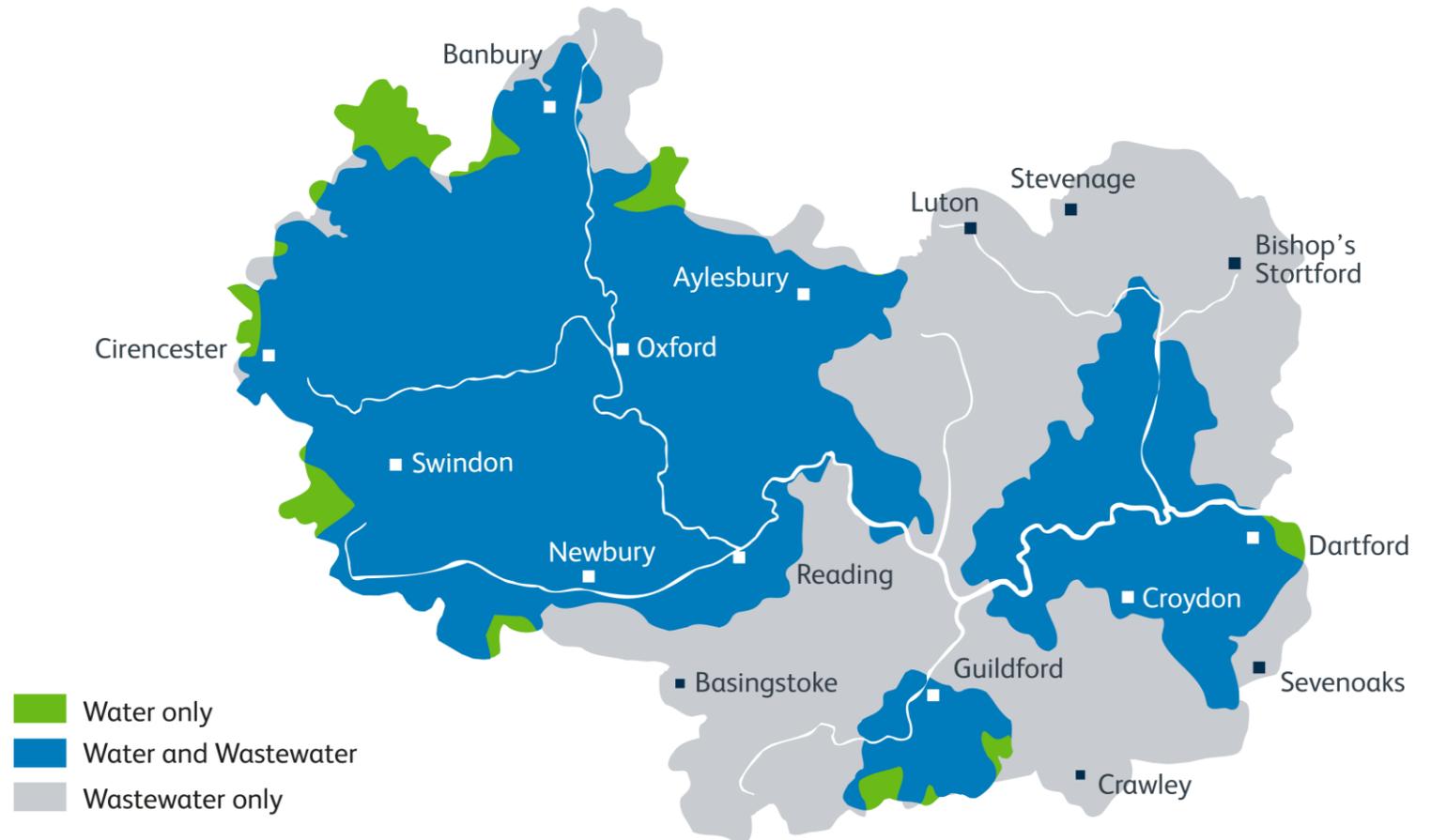


Introduction

Where we operate

Our patch follows the River Thames and stretches from Gloucestershire to Essex, covering countryside, villages, towns and our capital city.

After moving to a regional model on 1 April, we have separate operational teams dedicated to London and the Thames Valley and Home Counties.



Listening to our customers

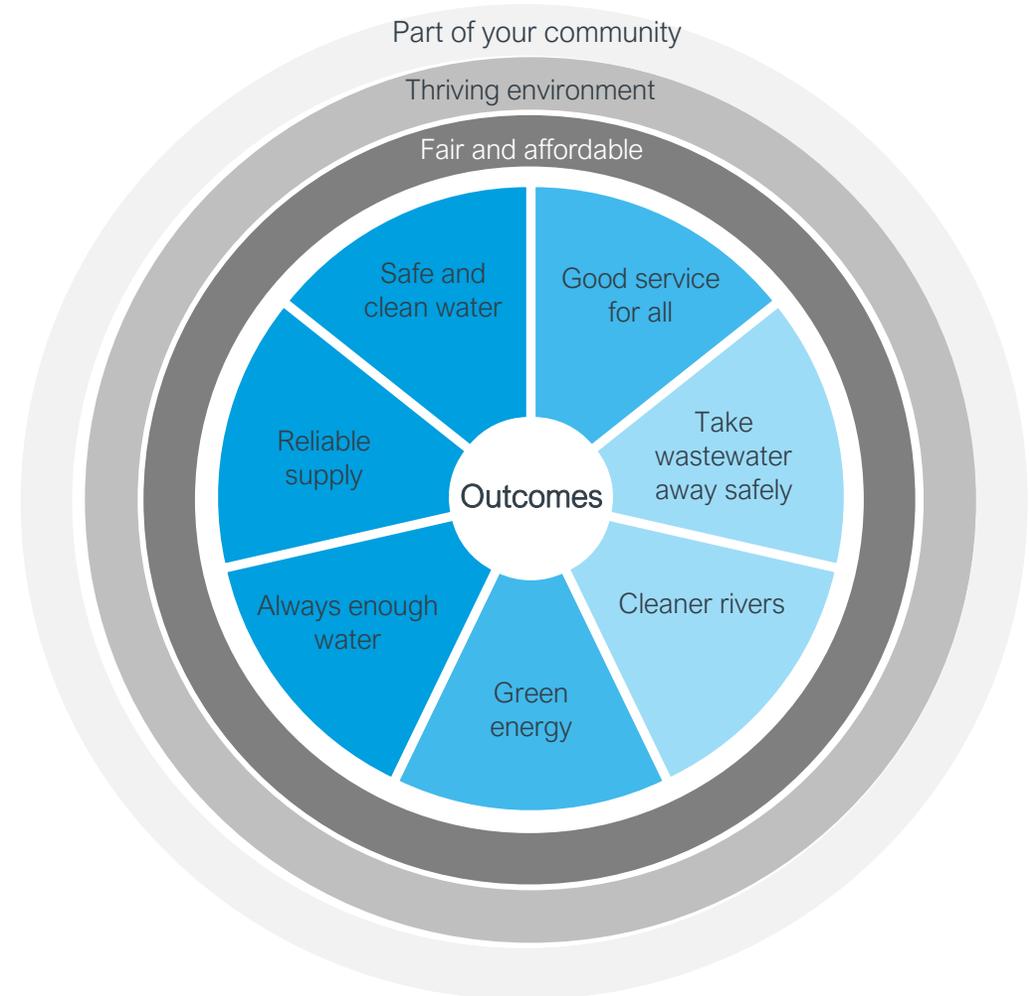
How customers have shaped our Plan

Our plan is being created in the context of our eight-year turnaround, which has been informed by a huge amount of customer and stakeholder engagement.

This has shaped our 10 Outcomes and is feeding into our business planning.

To deliver these outcomes we plan to invest about £16 billion between 2025 and 2030, focussing on the areas our customers have told us are their top priorities:

- Safe, clean, reliable water today and in the future
- Cleaner rivers and a thriving environment
- Good service for customers and support for communities



Our draft plan for 2025-2030

Our draft Plan delivers improvement across our 10 Outcomes, focussing on the things that matter most to our customers.

Delivering safe, clean, reliable water means investing in resilience and water resources

Installing over 1 million smart meters

Achieving 74% meter penetration by 2030

Reducing leakage

By a further 16% by 2030 and single digits by 2050

Develop new sources of water

Progressing plans for a reservoir, transfer pipe and water recycling



Cleaning up our rivers and helping our environment to thrive

Tackling storm overflows

Reducing duration of overflows by 50% and increasing capacity of our sewer network

Improving water quality

Reducing nutrients in our rivers as part of our National Environment Programme

Net zero

Focussing on generating energy from our waste and complying with the Industrial Emissions Directive



Providing good customer service and supporting our communities

Affordable bills

Increasing customers on social tariffs to 430,000

Smarter water catchment

Working in partnership to improve our environment

Partnerships

Work with partners to increase awareness of the help available

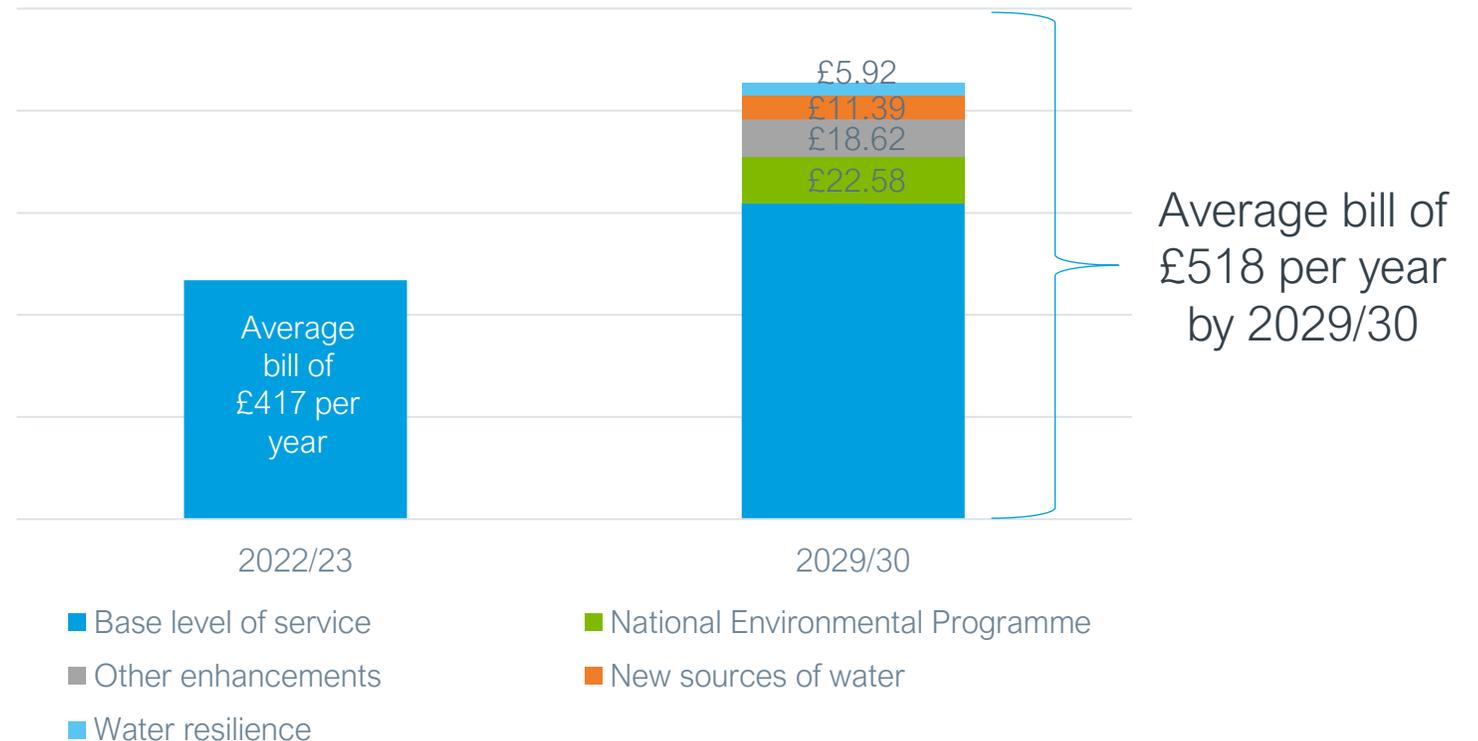


What our plan means for bills (in 2022/23 prices)

Delivering an affordable service

- Our average bill last year (2022/23) was £417 per year and £1.14 per day.
- The potential bill impact between 2025 and 2030 is an increase of about £100, with average bills in 2030 of about £518 per year, or £1.42 per day.
- The increase in bills is important and needed to pay for key investments including our national environment programme, new water resources, and improved resilience.
- For those who are struggling to pay, we will continue to provide support.

What our Plan means for average bills, excluding inflation



Note future bill values are estimated based on our draft Plan.

* Including an estimate of inflation, the average bill value for 2029/30 is £646.

Safe, clean, reliable water today and in the future

Delivering high quality water, sustainably

Leakage and using water wisely

- We're working to reduce leakage by 20% by 2025 and by a further 16% by 2030, with our long term goal to halve leakage by 2050
- We'll continue to roll out smart water meters installing or upgrading a further one million smart meters by 2030

Water resilience

- We will be investing over £400m in some of our most critical parts of the supply network building additional resilience
- Enhancing water treatment at our 4 largest facilities to combat the impacts of climate change and impacts on river quality
- Investing in digital networks to assess real time performance and address problems early

Developing new water sources and protecting water quality

- We are working with others in our water stressed region to progress work on long term options including:
 - Reservoir
 - Transfer schemes
 - Recycled water

Cleaner rivers and a thriving environment

Environmental outcomes and net zero

We want to do the right thing for our watercourses and the communities that love them. From 2025-2030 this includes:



Our aim to reduce pollution incidents by 30% and the total duration of storm discharges by 50% by 2030



Improving our sewer network to reduce sewer flooding, deploying 31,000 intelligent sensors on the sewer network, bringing our total to nearly 50,000 by 2030 and reducing the number of customers 'misconnections' into sewers



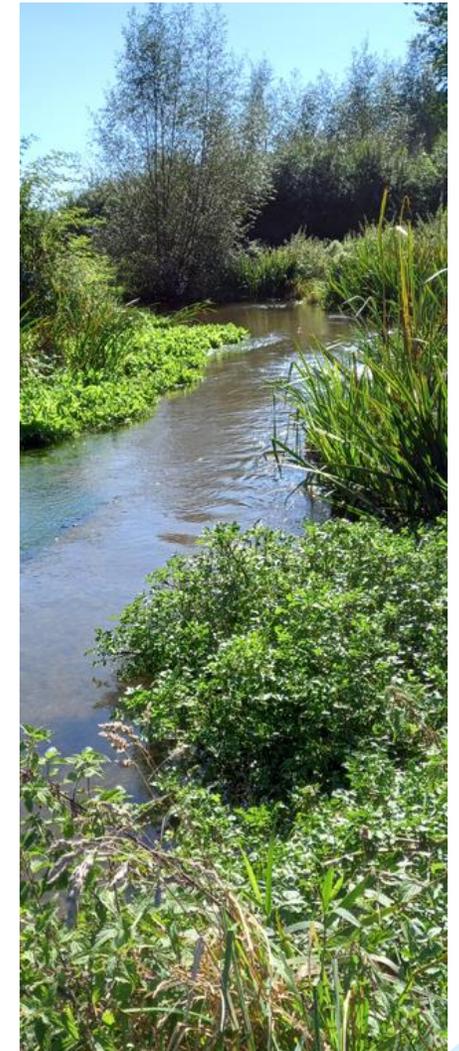
Improving water quality in rivers



Deploying Nature Based Solutions, including working in partnership with Councils, to reduce surface water flooding



Reducing abstractions from vulnerable water sources, such as chalk streams



Good customer service and community support

Providing a good service for all

Fair and Affordable



- Financial support including increasing the number of households on our affordability schemes to 430,000
- Continue to fund debt advice and offer our payment matching programme
- Increase customers on an active payment plan
- Offer smarter home visits, providing water saving advice

Good service for all



- Provide effortless service that's proactive and personal – by speeding up resolution of issues and keeping customers updated
- Targeting a reduction in annual complaints to 15,000. (At the start of AMP7 we were receiving over 100,000 complaints)
- Help customers to manage their water use wisely through installing meters, saving water and energy

Part of your community



- Developing skills and capabilities and supporting local employment
- Partnership working including expanding our Smarter water catchments
- Driving greater collaboration and reducing disruption
- Work with partners through our vulnerability network and local charities to increase awareness of the help available

Investment brings opportunities





Question & Answer



It's everyone's water

Thank you.