
ate one query process

Strategic solution(s)	LTWLR
Query number	LTW007
Date sent to company	27/02/2026
Response due by	03/03/2026

Query

1. What is the forward plan for maintaining engagement with the Water Quality teams in Thames?
 2. [REDACTED] says consumers in London are already receiving water abstracted from [REDACTED], however the proposal is to use the water to supply water [REDACTED]. Will the consumer base/ water quality zones be different [REDACTED] compared with those already supplied via Surbiton?
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Solution owner response

1. What is the forward plan for maintaining engagement with the Water Quality teams in Thames?

TW response

As for all SRO projects undertaken by Thames Water, engagement with all relevant internal teams is an integral part of the project development for gate two and beyond. This would apply equally to the water quality team, security, asset management, operations and so forth, as required. Although not yet developed for gate two, it is expected that the internal engagement will involve:

- early discussions regarding the proposed monitoring plan, to ensure optimal use of existing and ongoing monitoring data and local catchment knowledge;
 - early discussion of the existing DWSPs for the assets potentially affected by the scheme;
 - agreement of the proposed monitoring plan (before sharing with DWI); and
 - technical review of both the methodology and outputs from the gate two water quality risk assessment.
2. [REDACTED] says consumers in London are already receiving water abstracted [REDACTED], however the proposal is to use the water to supply [REDACTED]. Will the consumer base/ water quality zones be different [REDACTED] compared with those already supplied via Surbiton?

TW response

During standard operation, customers tend to be supplied from primary WTW(s). However, contingency supplies or alternative modes of operation are used under different operational circumstances to re-zone customers periodically. The water from any of the WTWs served by the WLRs could theoretically be re-zoned to provide supplies to any of the customers served by those works. Therefore, the overall consumer base / water quality zones are not different [REDACTED] depending on the set-up and zoning of the supply system.

Date of response to RAPID	[REDACTED]
Strategic solution contact / responsible person	[REDACTED] [REDACTED]