



Our energy policy

Policy no. POL042



Being a responsible and flexible energy user

We're the largest water and wastewater provider in the UK, serving around 15 million customers across London and the Thames Valley. This essential service is at the heart of daily life, and we take a leadership role within the communities we serve to make sure it's sustainable for future generations.

The essential services we provide are energy-intensive, so we aim to manage our energy use innovatively to deliver affordability, efficiency and resilience. We're committed to continually improving our energy performance, increasing our use of renewable energy and achieving our ambition of net zero operational carbon by 2030.

As part of our goal to become a more sustainable business, we approach challenges positively and fairly, and deliver better outcomes by working in partnership with our customers, stakeholders, delivery partners, suppliers and regulators.

Our energy management objectives

We'll reduce the cost and quantity of energy we consume as well as increase the volume and value of what we generate. Our objectives are:

- **Use less energy** by designing and operating our sites efficiently and only using what we really need, which will save money and reduce greenhouse gas emissions;
- **Make more energy** by recovering energy from all the sludge we treat and generating more renewable energy across our sites, increasing the sustainability of our operations region-wide;
- **Pay less for energy** by flexing when we use, how we use and where we buy energy, which should also reduce the costs for our customers;
- **Enhance resilience** by increasing the reliability of our energy supplies, maintaining standby power for key assets and reducing reliance on grid connections, helping us to reduce operational and financial risks; and
- **Ensure compliance** by maintaining and continually improving our ISO 50001 Certified Energy Management System while complying with all applicable legal and other requirements related to our energy use, consumption and efficiency.

Making the most of our insights and assets

We're committed to ensuring the availability of information and necessary resources to achieve our objectives and energy targets.

We use our energy management information systems to show us when and where we're using the most energy, which helps us to make decisions that improve our efficiency and achieve our integrated energy strategy.

We support the purchase of energy-efficient products and services and design our assets to optimise energy performance.

Saving energy is everyone's business

Using and saving energy is everyone's business. With the help of our staff and partners, we'll continue improving energy performance.

This policy will be made available and apply to our employees, suppliers, delivery partners and contractors. We'll work with them to promote our energy policy and principles, and review and update this policy every year.

Responsibilities

All employees and contractors ensure their actions align with this policy and speak up if something is non-compliant.

Line managers must communicate the details of this policy to employees and contractors, promoting a compliant working environment.

Executives must conduct all business in line with this policy and our core business values.

When to speak up

As an employee you commit to

- Complying with this policy
- Reporting any concerns

If you have a concern about any issues relating to our energy performance or management arrangements, or you have a question about this policy you can speak to the policy owner or any of the following:

Tell your line manager

This doesn't have to be your immediate line manager

Speak to us in confidence

07747 640 072
investigations@thameswater.co.uk

Report anonymously

0800 917 6936
thameswaterspeakup.co.uk

Write to the CEO

Thames Water Utilities Ltd
Clearwater Court
Reading RG18DB

Useful references:

Internal:

- Our sustainability policy
- Our corporate responsibility policy
- Our climate change policy

External:

- Water UK: Public Interest Commitment
- BS EN ISO 50001: Energy management systems

Sharing our progress

To deliver our business plan, we will improve our energy performance and reduce our greenhouse gas emissions. We'll regularly review our performance against our objectives and targets, and we'll publish the details of our performance in our Annual Report and our Corporate Responsibility and Sustainability report each year.

Caroline Sheridan, Engineering & Asset Director, February 2022