



Energy policy

Under review



Energy policy

Policy no. POL015

Purpose

The Executive Risk Committee has approved this Energy policy (the “policy”) to set out the principles for managing our energy use to deliver affordability, efficiency and resilience. We’re committed to continually improving our energy performance, increasing our use of renewable energy and playing our part in meeting government/national targets for Net Zero¹.

Implementation of the policy and supporting standards will help us to become more sustainable and mitigate the risk of “failing to deliver our commitment to achieve Net Zero emissions and provide the company with the best value energy it needs to carry out its regulated activities” of which breaches may result in financial, regulatory and reputational consequences.

This policy was approved on 14 May 2025 by the Executive Risk Committee.

Scope

This policy covers our energy consumption and generation managed by Thames Water Utilities Limited, and its associated subsidiaries. It applies to all Thames Water employees², workers³, and other service providers⁴.

Key principles - describing our approach

The essential services that we provide are energy intensive. Our aim is to reduce the cost and quantity of energy we consume as well as increase the volume and value of what we generate through our energy objectives:

- **Using less** energy by operating our sites efficiently, the purchase of energy efficient products and services, designing our assets to optimise energy performance and only using what we really need, which will save money and reduce greenhouse gas emissions.
- **Making 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.
- **Paying 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.

¹ We are just starting a new AMP and are reviewing a number of our policies (including this Energy Policy) having regard to the contents of Ofwat’s Final Determination. Policies that are under review are marked as such.

² An employee is an individual with a full-time, part-time or fixed-term employment contract

³ A worker is an employee or an agency worker

⁴ Others includes consultants, freelancers, and contractors (whether self-employed or part of other companies)

- **Enhancing 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
- **Ensuring 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.

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 energy strategy.

Sharing our progress

We will report regularly to the Board on our performance against this policy. We will regularly review energy performance against our objectives and targets and will share our plans and the progress made within our Annual Report and Sustainability and ESG Statement.

Useful references

This policy is one of a suite of overlapping environmental policies.

- Biodiversity and heritage policy
- Climate change policy
- Energy policy
- Environmental policy
- Public value policy
- Sustainability policy

Contacting us

For questions, comments or feedback relating to this policy, you can contact us through customer.feedback@thameswater.co.uk

If you would like to contact us for environmental information, please refer to our dedicated webpage [Environmental Information Regulations](#) or contact us through eir.requests@thameswater.co.uk

For concerns regarding dishonest or unethical behaviour, please contact us on any of the following:



You can also raise your concern or issue to independent organisations, such as contacting a Regulator (e.g. Ofwat, DWI, EA) or whistleblowing charity (e.g. Crimestoppers). You are not required to submit a disclosure to us before contacting an independent organisation.

If you are an employee of Thames Water, you can also speak with your Line Manager.