



Public value policy

Under review



Public value policy

Policy no. POL016

Purpose

The Board of Thames Water Utilities Limited ('Thames Water') has approved this Public value ('the policy') to set out the principles for delivering public value for future generations. Implementation of the policy and supporting standards will help to mitigate the principal risk of "we fail to engage, and gain the trust of, customers, communities, and stakeholders in our plans" of which breaches may result in reputational damage.

This policy was approved on 13 June 2025 by the Thames Water Board.

Scope

This policy covers public value, regulatory and licence obligations and commitments, managed by Thames Water and its associated subsidiaries. It applies to all Thames Water employees¹, workers², and other service providers³.

Key principles - describing our approach

With this policy we aim to seize opportunities to create public value and deliver wider benefits for our customers, communities and the environment in the London and Thames Valley area where we operate. This will be achieved through⁴:

Our customers

- Complying with all applicable legislation, regulations and statutory codes of practice
- Contributing to positive health and wellbeing outcomes
- Serving our customers with proactive interactions and simplifying their experience with faster resolution, making us easier to deal with
- Helping those in need by:
 - Keeping bills affordable through our holistic affordability strategy, including payment plans and discount tariffs
 - Providing an inclusive service and proactively providing priority services
 - Proactively engage customers to raise awareness of our support
- Engaging customers with water efficiency information and advice
- Fostering trust with our customers by taking leadership stance on transparency
- Becoming a resilient business for the future, enabling growth

¹ An employee is an individual with a full-time, part-time or fixed-term employment contract

² A worker is an employee or an agency worker

³ Other service providers includes consultants, freelancers, and contractors (whether self-employed or part of other companies)

⁴ We are just starting a new AMP and are reviewing a number of our policies (including this Public Value Policy) having regard to the contents of Ofwat's Final Determination. Policies that are under review are marked as such.

Our communities

- Providing learning experiences to inspire future generations
- Encouraging employee volunteering through our Time to Give programme
- Contributing to the economy through sustainable employment and skills programmes
- Support our employees and encourage them to share their views on how we can make a more positive impact
- Collaborate with others to limit our impact and minimise disruption, acting as a good neighbour
- Giving our people the right investments in skills development to have successful and sustainable careers
- Supporting local communities and projects with our charitable grants programme as well as our regional corporate charity partners
- Enhance and create new public spaces by improving access to our sites
- Supporting special interest groups and citizen science
- Protect our built heritage

Our environment

- Reducing our greenhouse gas emissions and playing our part in meeting government/national targets for Net Zero
- Looking after the health of rivers, aiming for zero pollutions and a cleaner Thames for river users and our environment
- Assess and mitigate against the environmental impacts of our work by embedding sustainability considerations into every project
- Investing in nature-based infrastructure and tackling problems in partnerships
- Practice sustainability, exercising circular economy principles where possible
- Fulfilling our obligations on biodiversity net gain, as a result of our planned activities, and delivering commitments to improve biodiversity on our landholdings
- Generating more energy from renewable sources

Our industry

- Invest in innovation to progress our industry for the benefit of communities, customers, and the environment
- Foster market modernisation through our procurement power
- Share data collaboratively to improve the service offering across the UK
- Contribute to industry groups and partnerships to continually improve the water industry

Sharing our progress

Doing the right thing for society and the environment is the responsibility of everyone working at and with Thames Water. We will make our employees, contractors, business partners and our wider supply chain aware of this policy and what it means to deliver public value.

We will report regularly to the Board on our performance against this policy and will share our plans and the progress made within our annual Sustainability Report.

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.