



Terms and acronyms used in our reporting

Glossary

Terms and acronyms	Definition
Abstraction	The process of taking water from any source, either temporarily or permanently.
AHS	The average household size is the number of persons (irrespective of age) living as an economic unit.
AIM	The abstraction incentive mechanism is a means by which water companies can be incentivised to reduce their abstractions from environmentally sensitive water sources when river flows are low. This proposal has been developed by the abstraction incentive mechanism taskforce at the request of Ofwat.
AMI	Advanced meter infrastructure is an integrated system of smart meters, data management systems and communication networks that enable two-way communication between the utilities and the customers.
AMP	An 'asset management plan' period is the five-year period covered by a water company's business plan. These are numbered with AMP1 referring to the first such planning period after the water industry was privatised i.e. the period from 1990 to 1995. The current period (2020 – 2025) is known as AMP7.
AMR	Automatic meter reading is the technology of automatically collecting consumption, diagnostic, and status data from water meter or energy metering devices and transferring that data to a central database for billing, troubleshooting, and analysing.
Appointed business	The appointed business comprises the regulated activities of the company which are activities necessary for the company to fulfil the function and duties of a water and sewerage undertaker under the Water Industry Act 1991.
APH	Average Pumping Head is a measure of operational efficiency considering how much pumping is needed to move water through the abstraction, treatment and supply processes.
API	Application Programming Interface; we use the Environment Agency's API to access hydrology data such as river flows and groundwater levels.
APR	Annual performance review shows our performance against the commitments we made in our business plan, reflecting on our performance in AMP7 (The current period (2020 – 2025)).
AR	Annual Report
AR19/ AR20/AR21/AR22	Previous reporting periods (for the years 2018/19, 2019/20, 2020/21 and 2021/22).
AR23	The reporting period for this report: 1 April 2022 to 31 March 2023 for regulatory year measures or 1 January 2022 to 31 December 2022 for calendar year measures.

Terms and acronyms	Definition
ARRC	The Audit, Risk and Reporting Committee is the highest (Board) level of information review within Thames Water.
Arm's length trading	Trading in which the company treats the other party, usually an associate company, on the same basis as an external party.
ASR	Aquifer storage and recovery is a supply-side component of our water resources management plan.
Associate company	Condition A of the licence defines an associate company to be any group or related company. Condition F of the licence requires all transactions between the company and its associated companies to be disclosed subject to specified materiality considerations.
BMA	Bulk metered area refers to a large area of a water network where meters are installed.
BNG	Biodiversity net gain is an approach which aims to leave the natural environment in a measurably better state than beforehand.
BOD	Biological oxygen demand represents the amount of oxygen consumed by bacteria and other microorganisms while they decompose organic matter under aerobic (oxygen is present) conditions at a specified temperature.
BRAVA	Baseline risk and vulnerability assessment objective is to assess the baseline position of system performance and to understand wider resilience issues within each catchment that could impact on maintaining compliance with planning objectives.
BSI	British Standard Institute is the body that creates the British Standards, which is incorporated under a Royal Charter (and which is formally designated as the National Standards Body (NSB) for the UK).
BTL	Bazalgette Tunnel Limited an independent company unrelated to Thames Water Utilities Limited that was appointed in 2015 to construct the Thames Tideway Tunnel. For the year ending 31 March 2022, the company has included construction costs of the Thames Tideway Tunnel in its bills to wastewater customers. These amounts are subsequently paid to BTL. The revenue and profit on this arrangement, which is excluded from our key performance indicators, has been disclosed as non-appointed in the regulatory tables. The cash balance included (also shown as non-appointed) reflects amounts collected and not paid over at the balance sheet date.
Capex	Capital expenditure is expenditure to acquire, build or upgrade assets such as property, pipes and treatment works.
CaPs	
CAW	
CCG	The Customer Challenge Group is an independent body that provides insight, thorough reporting, and commentary, to our customers, the public and Ofwat.

Terms and acronyms	Definition
CCW	Consumer Council for Water is an independent organisation which aims to protect consumers' interests and investigate customer complaints free of charge.
CHP	Combined Heat and Power; an energy system powered by sewage sludge.
CMA	The Competition and Markets Authority is the competition regulator in the United Kingdom.
C-MeX	Customer Measure of Experience (C-MeX) is designed to incentivise water companies to provide an excellent customer experience for residential customers, across both the retail and wholesale parts of the value chain. C-MeX comprises two surveys. The customer service survey of residential customers who have recently contacted their company in relation to that recent contact and the customer experience survey of random members of the public, in relation to their experience of their water company. In both cases, customers are asked how satisfied they are with the service provided and how likely they would be likely to recommend the water company to family or friends. This net promoter score result is measured and reported separately to the C-MeX score which is used to calculate financial incentives.
CMOS	Central market operating system is the core IT system for the non-household market. CMOS manages all the electronic transactions involved in switching customers and provides water usage and settlement data.
COA	Census output areas.
Coliform	Bacteria that are always present in the digestive tracts of animals, including humans, and are found in their wastes. They are also found in plant and soil material.
Corrigenda	Formal correction of a regulatory requirement that is no longer appropriate (e.g. due to changes in law).
COSO	
Cost	The actual cost to the supplier, of the goods, works or services, including a reasonable rate of return on capital employed. Unless the circumstances of the transaction provide a convincing case for the use of an alternative measure, the return on capital should be consistent with the cost of capital/net retail margin as set out in our Final Determination.
Cost allocation	Cost allocation is how all costs are allocated to the appointed and non-appointed businesses, price control units, or specific supplies, works and services, ensuring a fair share of overheads, even where costs cannot be directly attributed to specific activities and associated services.

Terms and acronyms	Definition
Cost driver	A cost driver is the factor or factors which cause cost to occur. This can be further divided between the driver that causes an activity to occur, and a driver that determines how often it occurs. Costs may vary in relation to the cost driver over the short or longer term, depending on the nature of cost concerned.
Covid-19/ covid	Also referred to as coronavirus, an acute respiratory illness in humans caused by a coronavirus, capable of producing severe symptoms and in some cases death, especially in older people and those with underlying health conditions.
CPI	The consumer price index is a measure of economic inflation based on the average set of prices of a fixed basket of goods and services set by the Office for National Statistics. This is the headline measure of inflation used in the government's target for inflation.
CPIH	A variant of the consumer price index which includes owner occupiers' housing costs.
CPL	Committed performance level. To measure our progress against our performance commitments, we agreed committed performance levels with Ofwat for each year of AMP7. Our committed performance levels are published in our final determination.
CRI	Compliance risk index is a measure designed to illustrate the risk arising from treated water compliance failures, and it aligns with the current risk-based approach to regulation of water supplies used by the Drinking Water Inspectorate (DWI).
Cross-subsidy	Cross-subsidy in this context is monetary aid or contributions from the appointee to the associate, or between price control units, which does not reflect the value of the services received. It also relates to services provided by the appointee to associate companies where there has been an under-recovery of costs incurred by the appointee.
CSAT or Customer Satisfaction	A customer experience metric that measures happiness with a product, service, or support interaction through a customer satisfaction survey that asks, how satisfied were you with [company]?
CSAT Score	A score that intends to measure a customer's satisfaction with the service received.
CSL	Customer side leakage is the loss of treated water from the customer's underground supply pipes (which usually run from the property boundary up to the entry to the premises) rather than from Thames Water' distribution network.
CSO	Combined sewer outfalls systems are sewers that are designed to collect rainwater runoff, domestic sewage, and industrial wastewater in the same pipe. Most of the time, combined sewer systems transport all of their wastewater to a sewage treatment plant, where it is treated and then discharged to a water body.

Terms and acronyms	Definition
DAD	The Discounted Aggregate Deficit model used to determine the value of Thames Water's developer services contributions to new connection schemes.
DAM	Our Discharge Alert Manager product provides a near real-time capability to monitor our STW and CSO discharge points for sewage discharges into watercourses.
Deadband	Deadbands are a specified range of performance levels where the ODI underperformance or outperformance payment is zero.
Defra	Department for Environment, Food & Rural Affairs is a ministerial department, supported by 32 agencies and public bodies. Responsible for improving and protecting the environment.
DI	Distribution Input.
DO	Deployable Output
D-MeX	The developer services measure of experience is designed to incentivise water companies to provide an excellent customer experience to developer services customers, including small and large property developers, self-lay providers and those with new appointments and variations (NAVs). These customers can also include residential customers that have new mains connections installed. D-MeX comprises a qualitative element which is a survey of developer services customers who have recently completed a transaction with their water company and a quantitative element which measures performance against a set of Water UK developer services level of service metrics.
DWI	Drinking Water Inspectorate was formed in 1990 to provide independent reassurance that water supplies in England and Wales are safe and drinking water quality is acceptable to consumers.
DWMP	Drainage and wastewater management plans.
DWUS	Domestic water use study.
EA	Environment Agency is responsible for protecting and improving the water environment which includes rivers, ground waters, coastal waters, fisheries, pollution control, navigation, and flood defences. In addition to this, it regulates both quality and quantity of water we take from and return to rivers, other inland water, and underground sources.
EDM	Event duration monitors.
EFD	Effective from date – relates to the occupancy status of non-household (business) properties.
EO	Emergency overflow.
EPA	Environmental performance assessment.
ESG	Environmental social governance.

Terms and acronyms	Definition
External shareholders	This is the term used to describe the ultimate owners of the company. Most of our external shareholders are pension funds. They own the shares in our ultimate parent company, Kemble Water Holdings Limited. Dividends paid to external shareholders are paid by Kemble Water Holdings Limited and not by Thames Water Utilities Limited. During the current year, Kemble Water Holdings Limited did not pay any dividends.
FD	Final determination. Every five years, Ofwat set the price, service and incentive package for water and sewerage companies business plan.
FEH	Flood estimation handbook.
FLIPS	Flooding Local Improvement Projects are small-scale, anti-flooding systems.
FMZ	Flow monitoring zone.
FOG	Fat, oils and grease which cause blockages in sewer pipes.
FTEs	Full-time equivalents. For the purposes of cost allocation, FTEs should include all full-time staff, and contractors/temporary staff directly employed. Where there is an existing contractual arrangement in place, with an associate or third party, for example a third-party billing arrangement, FTEs will include all full-time staff and contractors/temporary staff directly employed by the associate or third party involved in providing that service to the appointee.
FY	Financial Year, running from 1 April – 31 March, e.g. FY23 refers to the year ending 31 March 2023.
GBTS	Great Britain Tourism Survey, used in calculating non-resident population figures.
GER	Green Economic Recovery, a programme of long-term sustainability measures such as smart meter installation and leakage reduction.
GHG	Greenhouse gases.
GIS	Geographic information system.
GLA	Greater London Authority.
GOSM	Ofwat's Gearing Outperformance Sharing Mechanism which has the effect of sharing the impact of higher gearing on returns with customers.
GWh	Gigawatt hour.
HH	Household (residential) properties.
HHNU	Household night use.

Terms and acronyms	Definition
Household	<p>These are properties used as single domestic dwellings (normally occupied), receiving water for domestic purposes which are not factories, offices or commercial premises. These include cases where a single aggregate bill is issued to cover separate dwellings having individual standing charges. (In some instances, the standing charge may be zero). The number of dwellings attracting an individual standing charge and not the number of bills should be counted.</p> <p>Mixed/commercial properties and multiple household properties, for example, blocks of flats having only one standing charge should be excluded.</p>
IAS	International accounting standards.
IFRS	International financial reporting standards. Guidelines and rules set by the International Accounting Standards Board (IASB) that companies and organisations can follow when compiling financial statements. The creation of international standards allows investors, organisations and governments to compare the IFRS-supported financial statements. All listed EU companies have been required to use IFRS since 2005.
IHM	Individual household monitor.
Infrastructure and non-infrastructure assets	Infrastructure assets are mainly our below-ground assets, such as pipes, water mains, sewers, dams and reservoirs. Non-infrastructure assets are those mainly found above ground, such as water and sewage treatment works, pumping stations, laboratories and workshops.
Instrument of Appointment	Water companies operating the public water networks hold appointments as water undertakers, and those operating the public wastewater networks hold appointments as sewerage undertakers, for the purposes of the Water Industry Act 1991. They also supply water and wastewater services directly to household and non-household customers who are connected to their networks.
IPS	International Passenger Survey, used in calculating non-resident population figures.
JEDI	Justice, Equity, Diversity and Inclusion programme, used to deliver water and nature-based activities to young people and groups from marginalised communities or who are underrepresented in environmental conservation.
Kemble Water Holdings Limited	This is the ultimate parent company of Thames Water Utilities Limited. The shares of Kemble Water Holdings Limited are owned by external shareholders.
KPIs	Key performance indicators is a measure that reports, at a summary level, how well a company is performing in a particular area. KPIs should reflect the most important outcomes that the companies must deliver.
L/P/D	Litres per property per day.
LAHA	Local authority housing association. Previously, we would bill the housing association rather than individual households, but we are now moving our final tranche of LAHA households to direct billing.

Terms and acronyms	Definition
LCE	Local communications equipment.
LFR	London Flood Review.
Licence	The Instrument of Appointment dated August 1989 under Sections 11 and 14 of the Water Act 1989 (as in effect on 1 August 1989) under which the Secretary of State for the Environment appointed Thames Water Utilities Limited as a water and sewerage undertaker under the Act for the areas described in the Instrument of Appointment, as modified, or amended from time to time.
Licence condition A	A condition of companies' instrument of appointment. It explains the terms and expressions commonly used in the instrument of appointment and how conditions should be interpreted.
Licence condition B – Charges	A condition of companies' instrument of appointment. It sets out the formula for calculating the change in the overall average charge for each company. This condition also requires each company to produce a 'principal statement' which enables this calculation to be done. The change in the overall average charge for any company must not exceed the price limit we have set for that company.
Licence condition C – Infrastructure charges	A condition of companies' instrument of appointment. This limits the amount and rate of increase in appointed water company charges for the first-time provision of a water supply or sewerage service for domestic purposes. These charges contribute towards the costs of developing the local networks to serve new customers.
Licence condition D – Charges schemes	A condition of companies' instrument of appointment. Requires appointed water companies to fix and publicise their charges for water and sewerage services and infrastructure charges.
Licence condition E – Discrimination in charging	A condition of companies' instrument of appointment. This prohibits undue preference to, or undue discrimination against, any class of customer or potential customer for standard charges. For non-standard charges, the condition relates to discrimination and preference between individual customers (or potential customers).
Licence condition F – Accounting separation	A condition of companies' instrument of appointment. Sets out details of the accounts and financial information that appointed water companies are required to produce. This information enables Ofwat to compare the companies' financial position and performance. Every year, each company must provide Ofwat with a certificate stating that, in the board's opinion, it has sufficient financial and managerial resources to enable it to fulfil its functions for the following year. Condition F also requires each company to tell Ofwat about any new business ventures (diversifications) and any impact on its ability to finance and manage the regulated business as a result. Condition F requires companies to trade at arm's length with associates.

Terms and acronyms	Definition
Licence condition G – Code of practice for customers and relations with the Consumer Council for Water	A condition of companies' instrument of appointment. Sets out the requirements on appointed water companies to publish a code of practice for domestic customers describing: the nature of services provided, and tariffs charged billing arrangements and complaint handling matters relating to water meters and what to do in emergencies. The code must be reviewed at least every three years. Condition G also requires the companies to meet with their local Consumer Council for Water Committee at least once a year to advise customers of the committee's role and make sure customers are made aware of the existence of the code.
Licence condition H – Code of practice and procedure on debt recovery	A condition of companies' instrument of appointment. Requires appointed water companies to produce a code of practice giving guidance to customers who have difficulty paying bills and describing the procedures that the company uses to collect outstanding debt. The code must be reviewed at least every three years.
Licence condition I – Code of practice and procedure on leakage	A condition of companies' instrument of appointment. This deals with charges for domestic customers when there is a leak in a part of the pipe that is the customer's responsibility. It describes pipework responsibility and how the appointed water company can help with leak repairs and customers' entitlement to leakage allowances.
Licence condition J – Levels of service information	A condition of companies' instrument of appointment. Appointed water companies are required to maintain an efficient and economic system of water supply. Each company used to provide Ofwat with an annual report setting out its performance against eight service indicators. Ofwat compared the service each company delivered to its customers with that offered by the other companies and with other industries.
Licence condition K – 'Ring fencing' and disposals of land	A condition of companies' instrument of appointment. Requires appointed water companies to make sure that they have access to sufficient assets to be able to perform their duties and operate as an independent company. It also requires companies to submit certificates and valuation reports for protected land disposals to third parties to Ofwat. If protected land is being transferred to associate companies, Ofwat may require conditions imposing clawback from the company of future gains in development value. Protected land is land that became the property of an appointed water company at privatisation or was used for the purposes of the regulated or appointed business. The instrument of appointment allows for the benefit of proceeds to be shared 50:50 between customers and shareholders.
Licence Condition L – Underground asset management plans	A condition of companies' instrument of appointment. This allows Ofwat to check that each appointed water company is maintaining and developing the underground assets (water and sewer pipes) necessary to fulfil its legal obligations. The plans must be kept under review and updated at each price review.
Licence Condition M – Provision of Information	A condition of companies' instrument of appointment. Requires appointed water companies to provide Ofwat with information Ofwat reasonably require carrying out their functions.

Terms and acronyms	Definition
Licence Condition N – Fees	A condition of companies' instrument of appointment. Gives Ofwat power to levy licence fees from the appointed water companies sufficient to cover: Ofwat running costs, the costs involved in carrying out price reviews, Consumer Council for Water costs and the costs of competition commission references. The fees are payable to the government, which meets Ofwat and Consumer Council for Water's running costs.
Licence condition O – Circumstances in which a replacement appointment may be made	A condition of companies' instrument of appointment. Allows the Secretary of State to terminate the appointment of a company by giving at least 25 years' notice (or at least one year's notice in the case of Albion Water Limited).
Licence condition P – The role of the appointee's owners	A condition of companies' instrument of appointment. This normally applies to appointed water companies that are part of a multi-utility organisation or are part of a large group. It requires the regulated company to obtain legally enforceable undertakings from its owners requiring them to provide information for regulatory purposes avoid any actions that would place the regulated company in breach of the conditions of its appointment and maintain a minimum number of independent non-executive directors on its board.
Licence condition Q – Drought compensation	A condition of companies' instrument of appointment. This commits all appointed water to pay compensation to customers whose water supply is interrupted under drought orders.
Licence condition R – Provision of combined and wholesale water supplies	A condition of companies' instrument of appointment. This condition requires appointed water companies to put in place arrangements that will enable licensed water suppliers to use their water supply systems.
Licence condition S – Customer transfer protocol	A condition of companies' instrument of appointment. Requires appointed water companies to put in place arrangements that will enable eligible customers to transfer to another supplier.
LLFA	Lead local flood authorities.
London region	For waste, this represents the catchment area of eight STWs. For water, it is the London WRZ. These broadly cover the Greater London Authority (GLA) area.
LRIP	Leakage reporting and insight improvement programme.
LSWSG	London surface water strategic group.
LTIP	Long-term incentive plan is a company policy that rewards employees for reaching specific goals that lead to increased shareholder value.
MI/D	Megalitres per day.
Measured	These are properties where some, or all, of the charges for supplies are based on measured quantities of volumes.

Terms and acronyms	Definition
MEAV	Modern equivalent asset value. The cost of an asset of equivalent productive capability to satisfy the remaining service potential of the asset being valued if the asset would be worth replacing or the recoverable amount if it would not. The gross MEA value is what it would cost to replace an old asset with a technically up to date new asset with the same service capability allowing for any difference both in the quality of output and in operating costs. The net MEA value is the depreciated value taking into account the remaining service potential of an old asset compared with a new asset and is stated gross of third-party contributions.
MOSL	The Market Operator Services Limited provides infrastructure, information and governance services to enable non-household customers to switch retailer.
Net Zero	The goal of carbon neutrality.
NFM	Night flow monitoring.
NHH	Non-household. These are properties receiving water for domestic purposes, but which are not occupied as domestic premises, or where domestic dwellings are combined with other properties, or where properties are in multiple occupation but only have one standing charge.
NHHNU	Non-household night use.
Non-appointed business	The non-appointed business activities of the company are activities for which the company as a water and sewerage undertaker is not a monopoly supplier (for example, the sale of laboratory services to an external organisation) or involves the optional use of an asset owned by the company (for example, the use of underground assets for cable television).
NPS	The net promoter score is based on customers' answers on how likely they are to recommend the company to friends or colleagues. The score is the proportion of customers surveyed that answer 9 or 10 (promoters) less the proportion that answers between 0 and 6 (detractors).
NSWRA	The New Road and Street Works Act (NRSWA) provides a legal framework for street and highway works in the UK.
OAM	Online Account Management.
ODIs	Outcome delivery incentives (ODIs) is a collective term for the incentives – financial and non-financial – that Ofwat has applied to the delivery of our five-year plan. 'Rewards' allow us to charge more over the next five years (in this case, 2020-2025), while 'penalties' require us to charge less. Some of these ODIs measure performance in each of the five years of our current plan, while others apply only to the whole five years.
Ofwat	The name used to refer to the Water Services Regulation Authority (WSRA) which is the economic regulator of the water industry.
ONS	Office for national statistics.

Terms and acronyms	Definition
Opex	Operating expenditure. Payments for the day-to-day operations of our business, such as operating and maintaining our network and treatment works and paying our staff and our energy bills. This is known as operational expenditure or Opex.
Optant Metering	Metering at the request of the account holder.
PC	Performance commitment. Outcome performance commitments agreed with Ofwat that reflect customers' views and priorities of service.
PCC	Per capita consumption. Measure of average water use for each person in an appointed water company's area. Companies are required to report estimates for both metered and unmetered account holders.
PCR	Privacy and Electronic Communications Regulation ruling on data protection laws, requiring greater levels of customer consent.
PE	Population equivalent.
PIRP	Pollution's Incident Reduction Plan.
PR	Price review. The price determination process undertaken by Ofwat every five years. Each water and sewerage undertaker submits a business plan covering the five-year period for which Ofwat will determine cost and revenue allowances.
Price Control Units	We report our performance for each of the separate services we provided customers. These relate to water network plus, wastewater network plus, water resources, bioresources, retail household and retail non-household.
Progressive metering programme	The project to install meters on a compulsory basis across our network.
PSR	Priority services register. A free service that we offer customers to provide support in the case of ingoing medical or mobility concerns, long-term health conditions or communications needs. We can also prioritise how we support you during a water stoppage.
PV	Photovoltaic.
RAG	Regulatory accounting guidelines. Guidelines that appointed water companies follow to produce their regulatory accounts so that they comply with licence condition F. These define in detail the treatment of particular items (for example, revenue and interest) where Ofwat disclosure and accounting requirements differ from those normally required under UK accounting standards and applicable legislation. They are amended from time to time, by Ofwat.
RCV	Regulatory capital value. The capital base used in setting price limits. The value of the appointed business that earns a return on investment. It represents the initial market value (200-day average), including debt at privatisation, plus subsequent net new capital expenditure including new obligations imposed since 1989. The capital value is calculated using the Ofwat methodology.

Terms and acronyms	Definition
Regional reporting	<p>As part of our business plan for 2020 to 2025, we have been asked by Ofwat to report on London performance, so that we, and our stakeholders, can better understand the challenges faced in London. As part of that, we have decided to report Thames Valley specific performance data too.</p> <p>By separating the data out, we can see how we're performing in each area, and our targets and plans can be adapted to focus on the most urgent priorities for each region.</p>
REGO	Ofgem certificates called Renewable Energy Guarantees of Origin demonstrate that electricity has been generated from renewable sources.
Retail	This term refers to any water company activities that take place once water has passed to the customer's side of a property boundary. These include billing, payment handling, debt management, meter reading and handling billing related calls.
RFI	Request for information.
RHI	Renewable Heat Incentives.
ROCs	Renewables obligations certificates ("ROCs") approved by Ofgem each month as accreditation of renewable energy.
RoRE	Return on Regulated Equity.
RPI	Retail price index. The RPI is compiled and published monthly by the Office for national statistics. It is a list of the prices of typical goods and services bought for the purpose of consumption by most households in the United Kingdom and shows how much the cost-of-living changes from one month to the next.
SAM	Small area monitor.
SAP	Software for the management of business processes. It is also the name of the company that produces the software.
SBV	Smarter Business Visits.
SCCD	System commissioning commencement date (part of TTT) for delivering PCs relating to the Thames Tideway Tunnels.
SECR	Streamlined Energy and Carbon Reporting.
SEMD	Security and emergency measures direction.
SHLAA	Strategic housing land availability assessment.
SHV	Smarter Home Visits.
SLA	Service level agreement.
SoSI	A measure of the actual water available for supply in the reporting year compared to forecast demand in a dry year. Each company should achieve an index of 100 if they are providing a secure supply of water.
SPL	Supply pipe leakage.

Terms and acronyms	Definition
SPS	Sewage pumping station.
SRO	Strategic Resource Options.
STW	Sewage treatment works.
SWA	Slough, Wycombe and Aylesbury water resource zone (WRZ).
SWOX	Swindon and Oxfordshire water resource zone (WRZ).
TCFD	Task Force on Climate-related Financial Disclosures.
TfL	Transport for London.
Thames Water Utilities Holdings Limited	This is the immediate parent company of Thames Water Utilities Limited. Thames Water Utilities Holdings Limited is the recipient of any dividends paid by Thames Water Utilities Limited.
The Company	Refers to Thames Water Utilities Limited.
Third-party Contributions	Grants and third-party contributions received in respect of infrastructure assets and any deferred income relating to grants and third-party contributions for non-infrastructure assets.
Totex	Total expenditure. The mechanism for planning and reporting capital (for example, buying a new car) and operational (repairing an old car) spend. The object is to achieve the optimum combination to deliver the required business plan outcomes. It applies to both water and waste (i.e. our wholesale business) but not to retail.
Trunk mains	Trunk water mains are described in the industry as the 'motorways' of the water network, carrying a significant amount of water at high pressure.
TTT	Thames Tideway Tunnel is a landmark construction project which will protect the River Thames from pollution. London's sewer system is regularly overwhelmed and spills millions of tonnes of sewage into the tidal section of the river every year. The tunnel will tackle the problem of overflows from the capital's Victorian sewers for at least the next 100 years and enable the UK to meet European environmental standards. The Company is responsible for planning, enabling and interface works for the project; the revenue and costs associated with this part of the project are shown in the TTT price control unit in the regulatory accounting tables.
TVHC	Thames Valley and Home Counties, our operational area outside of London.
UKWIR	UK water industry research.
Unmeasured	These are properties where none of the charges for supplies are based on measured quantities of volumes. These include properties which receive an assessed charge because metering is not possible or economic.
UPS	Uninterrupted Power Supply (UPS) generators provide instant power when the primary power source is interrupted.
WAAP	Wastewater Asset Assurance Programme.

Terms and acronyms	Definition
WASC	Water and sewerage company.
Wholesale	This term covers all water company activities that take place before water passes the customer's property boundary – resources management, abstraction, treatment, distribution (water and sewer networks), sewage collection, transportation, sewage treatment, sludge disposal and energy from waste.
WINEP	Water industry national environment programme. A set of actions that the Environment Agency have requested all 20 water companies operating in England, to complete between 2020 and 2025, in order to contribute towards meeting their environmental obligations
WOC	Water only company, serving customers whose sewerage services are provided by a separate company.
Working capital	The value of current assets which the company can call upon to settle current liabilities.
WRMP	Water resources management plan, including WRMP19 and WRMP24 where the number refers to the year of first application.
WRSE	Water Resources South East.
WRZ	Water resource zones. The largest possible zone in which all resources, including external transfers, can be shared and, hence, the zone in which all customers will experience the same risk of supply failure from a resource shortfall. Our company is divided into six WRZs.
WSSRP	Water Supply System Resilience Programme.
WTW	Water treatment works.

