

Thames Water: EIR Request Statistics					
	2023-2024				
	Q1 (April - June)	Q2 (July - September)	Q3 (October - December)	Q 4 (January - March)	Total
Total requests received	188	162	173	226	749
Total open requests	0	0	0	0	0
Total requests closed	188	162	173	226	749
Total requests closed within statutory timescale	186	158	168	224	736
Total requests closed with a permitted extension	14	7	12	22	55
Total requests closed outside statutory timescale	2	4	5	2	13
Compliance rate	98.94%	97.53%	97.11%	99.12%	98.94%
Total internal reviews received	3	3	4	2	12