



It's everyone's water



Meeting Agenda

Your water, your say

- 5:00PM** Welcome and housekeeping
- 5:10PM** Thames Water presentation on our proposed plans for 2025 to 2030
- 5:25PM** Discussion
- 6:55PM** Closing and next steps



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Here to respond to your questions

Members of our Executive, Senior Leadership and Board



Cathryn Ross
Interim Co-CEO



David Bird
Retail Director



Richard Aylard
Sustainability Director



Catherine Lynn
Independent Non-Executive
Board Member

Who we are and what we do

We deliver life's essential service so our customers, communities and the environment can thrive

Our area follows the River Thames and stretches from Gloucestershire to Essex



Everyday we supply **2.6** billion litres of water

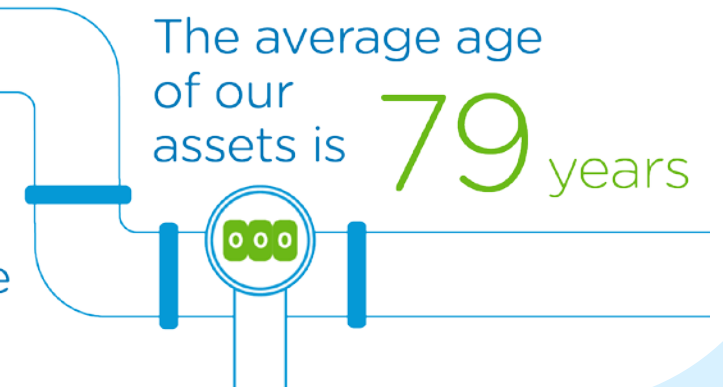
to **10** million customers



and take away wastewater for **16** million customers

50% of London's pipes are over 100 years old

The average age of our assets is **79** years



You helped to create our plans

This year, over 200,000 of you responded to our service survey. We reached out directly to nearly 20,000 of you and listened to lots of community and stakeholder views too. Together, your feedback has helped shape our plan for 2025–2030.

Here's what you told us you care about most:



Customers

- I want an easy customer experience and tailored support
- I want fair and affordable bills
- I want safe, high-quality drinking water
- I want a reliable supply with minimal disruption
- I want you to prevent sewer flooding and take waste away safely



Communities

- I want you to have a positive impact on the community



Environment

- I want you to fix leaks and make sure there's enough water now and in the future
- I want you to reduce your impact and restore the environment
- I want you to stop polluting rivers and improve their quality
- I want you to reduce emissions and reach net zero

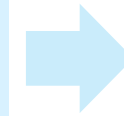
Where we are now

Our turnaround is making steady progress and addressing our long term challenges

In the last 12 months we have....



- Delivered the next phase of the Coppermills and Hampton site upgrades that will improve London's water quality and resilience.
- Renewed critical mains pipes in Seven Sisters in London and Faringdon to Blunsden in Thames Valley.
- Reduced customer complaints overall, focussing on reducing the backlog.
- Provided financial support to more than 300,000 households. Launched a new Extra Support Scheme



Improving our performance, customer service and resilience



- Created seven hectares of new wetlands, a new nature reserve, ponds, nature recovery projects and improved grassland management
- Provided 192 charitable grants



Strengthening our contribution to communities



- Started commissioning the Thames Tideway - that will help reduce pollutions entering the tidal Thames when it goes live
- Reduced serious pollutions
- Launched our live storm overflows map, continuing our commitment to transparency
- Reduced blockages



Reducing our impact on the environment

A plan that delivers for all

Based on everything you have told us, here is what we plan to do



Customers

530,000

households with financial support

500km

of ageing water mains replaced

150km of sewers upgraded

17% reduction in the number of times sewage floods into properties



Communities

600 more jobs for local people

27 wetlands and nature reserves maintained

10 community projects partnerships

75 projects to reduce traffic disruption in collaboration with the GLA



Environment

£885m

spent on reducing storm overflows

22% reduction in leakage¹

30% reduction in pollution incidents

28% reduction in storm overflows

1. AMP8 reduction based on a 2019/20 baseline

What this means for your bill

To make change happen, we need to invest more than ever before.

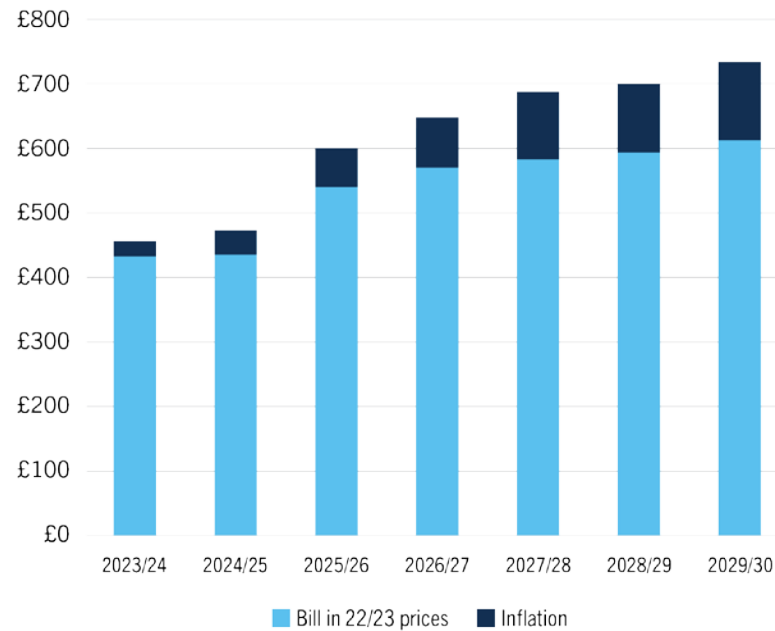
Between 2025 and 2030 we plan to spend **£18.7 billion**

on improving your service, repairing and replacing parts of our network and reducing our impact on the environment while we continue running our day-to-day business.

We expect the average monthly bill to rise by

£14.55

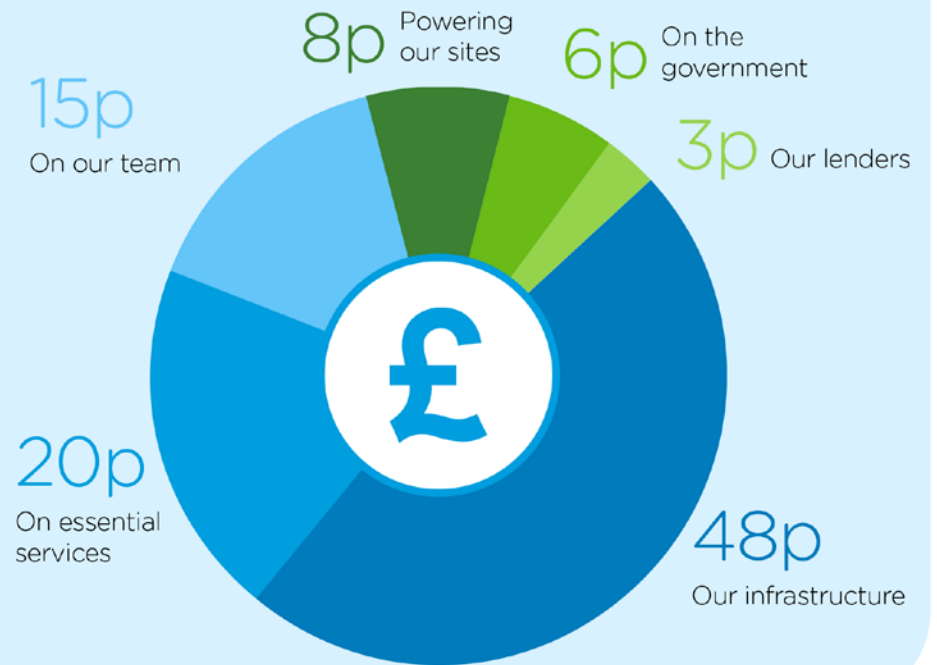
Proposed bill profile for dual service, average household bill in AMP8



Bill profiles with inflation element shown

(£, 22/23 prices)	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30
Bill excluding inflation	432.65	436.11	542.46	568.63	585.74	592.82	610.75
Inflation element of bill	23.41	35.47	58.16	75.83	92.15	106.96	124.67
Total bill with inflation	456.06	471.58	600.62	644.46	677.89	699.79	735.43

This is how we spend every £1 we receive in revenue

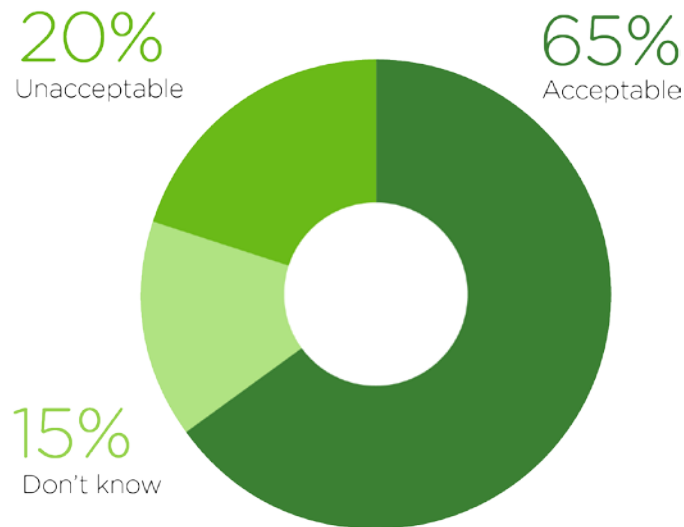


This chart is based on the underlying financial figures in our cashflow statement. It represents how we spend every £1 now, which is subject to change depending on our final plan. Our net cash flow excludes new loans raised, repayment of borrowings and repayment of lease principal and derivative paydowns.

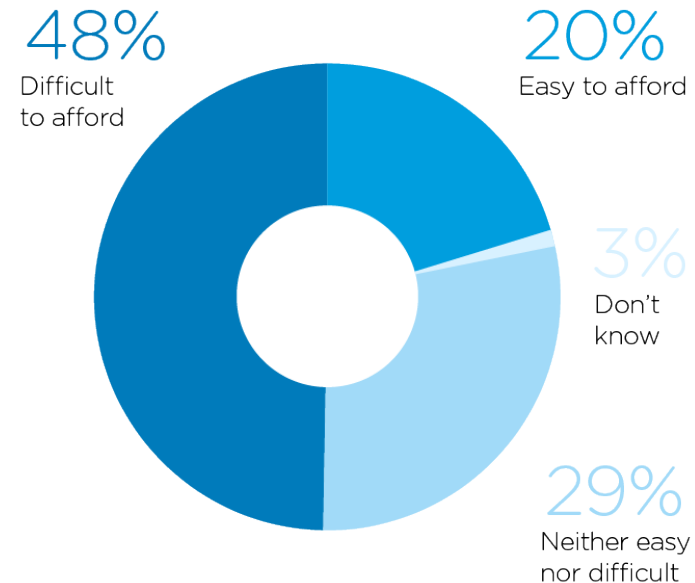
Is our plan acceptable and affordable to our customers?

We interviewed 2,000 customers to find out, and will support customers who are in need

Acceptability



Affordability



How we're supporting our customers

- Publishing progress on our performance every six months
- Providing open resources for customers to learn about our business and finances
- Investing in our service and network - no external shareholder dividends since 2016, and none expected before 2030 (covering the costs of financing only)
- Supporting over 500,000 customers through our new social tariff (£358 bill discount on average) funded through cross subsidies
- Reviewing phasing of price increases between 2025 - 2030 to improve affordability
- Trialling an innovative tariff to incentive water efficiency, and create additional funding for those struggling to pay their bill



Link - [Your water, your say survey - Ofwat](#)





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