



Condition G Sewer Flooding Review

Serving our customers with information about
how we have improved our approach to sewer
flooding

August 2026

Sewer Flooding - Condition G Improvement Statement

Over the last 12 months, we have continued to strengthen our approach to supporting customers affected by sewer flooding, delivering a range of improvements aligned to Condition G expectations. We have enhanced customer communications through updated customer information, improved website content, targeted flooding prevention programmes, and the introduction of new digital self-service capabilities, including an online "Search My Job" facility that allows customers to track the progress of their incident and provide additional information where required. We have also developed and improved sewer flooding and hydraulic flooding customer information materials and operational playbooks to ensure customers receive timely, accessible and consistent information during both individual incidents and larger-scale flooding events.

To improve support and responsiveness, we have invested in additional operational resources, including additional vehicles and frontline response crews, alongside expanding our Virtual Technician capability to provide enhanced triage and prioritisation of flooding incidents. These improvements are helping to reduce response times, improve identification of vulnerable and repeat customers, and ensure resources are directed to those customers most in need. Vulnerable customers continue to receive priority support, even during periods of high demand. We have also strengthened our approach to repeat flooding incidents through the introduction of a dedicated Case Management service for customers impacted by internal sewer flooding, providing customers with a single point of contact, with the aim to provide in day proactive contact and tailored support throughout their journey.

We continue to support customers through sewer flooding incidents by providing a clean-up service, increasing awareness of Guaranteed Standards Scheme payments and ensuring customers have access to additional financial support mechanisms where appropriate. Our case managers are trained to provide guidance to internal sewer flooded customers on available support and can assist customers who require additional help. We continue to support vulnerable customers through dedicated contact channels, accessibility services, enhanced vulnerability identification processes and operational procedures designed to meet a range of additional needs. We have also improved access to our existing mental health support service by introducing a self-referral option, making support more readily available to customers affected by sewer flooding

Recognising the importance of governance and continuous improvement, we introduced Senior Manager Case Reviews for serious and repeat flooding incidents in October 2025, ensuring executive oversight, root-cause reviews and identification of customer-focused improvement actions. We are beginning to incorporate learning from these reviews into our monthly wastewater performance reporting and customer journey improvement activities. We have also established quarterly operational reviews, increased cross-sector collaboration through industry forums and working groups, and are strengthening our focus on customer insight through the development of a dedicated sewer flooding customer research programme. This will complement existing customer feedback, complaints analysis and case review outcomes to help identify future service improvements.

We recognise there are further opportunities to strengthen our governance arrangements and customer research capability, and we have plans in place to continue developing these areas during AMP8 and beyond. Through these improvements, we have strengthened our ability to

respond to, support and learn from sewer flooding incidents, ensuring we continue to improve outcomes and experiences for customers affected by sewer flooding.

