



Our approach to open data

Annual Performance Report
2024/25

Contents

Background	<u>3</u>
Our approach to Open data	<u>3</u>
Our open data strategy	<u>3</u>
Application of Open Data characteristics	<u>4</u>
Open Data readily accessible on our website	<u>5</u>

About this document

In June 2023, Ofwat published [Open data in the water industry: making the change](#) which set the expectation that water companies should make industry data freely available for everyone to access, use and share.

This document explains how we are meeting the expectations set out in the publication for Annual Performance Report ('APR') data tables.



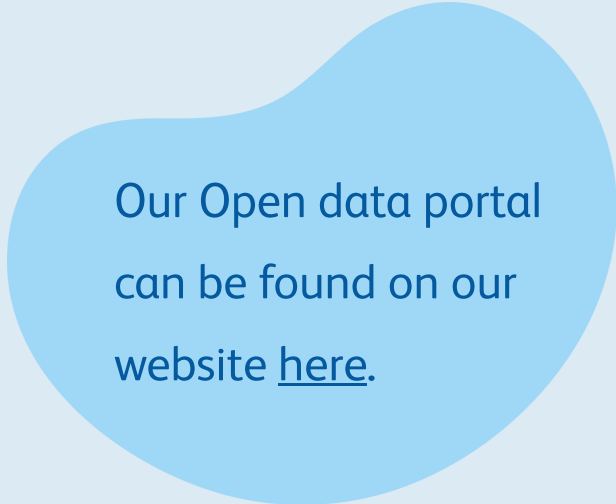
Background

In recent years, Ofwat has requested companies apply open data characteristics to the presentation of APR data tables and to publish the rationale for the approach taken.

Since H2Open was published in 2021, we have made significant progress in our available open data, allowing us to create value for water customers, communities and the environment.

This document will explain the approach we have taken, including:

- Clear demonstration of open data characteristics being applied;
- Our reasoning for applying these characteristics; and
- Application of open data across our website.



Our Open data portal
can be found on our
website [here](#).

Our approach to open data

Thames Water's Open Data approach is focused on providing curated data sets to the public on a platform that allows for integration and effective use.

We have pioneered the storm overflow open data APIs and have expanded on their adoption and success with new data and features in 2024.

Open Data provides up-to-date access to what used to be data only available on request giving consumers the ability to use the data in their own solutions and reporting.

In 2024, we expanded the Open Data platform with additional functionality such as acoustic data sets, annual performance reporting, and a new industry-aligned version of our storm overflow data.

Our Open Data Strategy

On 21 May 2025, we published our first Open Data strategy.

This strategy sets out our commitment to transparency, innovation and excellence. It also sets out the importance of leadership and collaboration with the industry and working with other organisations to share best practices, tackling challenges and driving progress.

For further information on our strategy, please find a link [here](#).

Application of open data characteristics

Open Data Characteristic	How this has been applied	Considerations to our application
Publishing of APR tables	APR tables for this year are available on our Open Data platform. Individual and combined data sets from the APR reports are available for query and download on a dedicated APR API end-point.	The API allows users to receive a direct link for downloading the APR through a secure connection. Security is enabled by attaching a SAS token to each download link, which enables non-corruptible links to be used by customers
Meta Data in our APR tables and files	APR tables are provided as individual sheets with the results and separate meta data related to the results.	Additional file naming and partitioning is provided through the API filters to enable finding specific releases of the APRs. Each release has its associated meta data and approach published as a sheet.
Machine Readable Format	All data is published in machine (csv, json) and human readable formats (excel).	Results are published in their original excel formats for standard reporting, as well as converted to csv for machine readable needs. Storm overflow and Acoustic Data is published in Json format
Open Data Licence	Thames Water Terms of Service (https://data.thameswater.co.uk/s/terms-of-service), which gives worldwide, royalty-free, perpetual, non-exclusive licence with an attribution term.	License provided on all portals where Open Data is provided
Feedback mechanism	We have set up a email address on our API portal for feedback to be provided: opendata@thameswater.co.uk	The mailbox is actively monitored by multiple team members. Incoming queries are triaged and routed to the appropriate subject matter experts across technical, business, or science teams to ensure timely and relevant responses.

Open Data readily accessible on our website

The following data repositories are available on the Thames Water website:

- Storm discharge data, which includes:
- An interactive map;
- Annual storm overflow activity reports;
- Total daily volume data;
- Two APIs, which provides details about all of our permitted discharge locations, along with a snapshot of the current storm discharge activity at each of them, and a stream of historical data from EDMs at our locations;
- Acoustic Logger Data which provides a collection of acoustic logger waveform files, along with metadata that includes predictions on pipe burst status, file names, and time stamps; and
- Annual Performance Reports, which delivers the reports in a machine-readable format, ensuring compliance with regulatory requirements and facilitating easy access and analysis by users.





It's everyone's water