



28.09.18



# We're the UK's largest water & wastewater services provider, with an annual turnover of around £2bn



**15 million customers**

**60 million interactions with our customers each year**



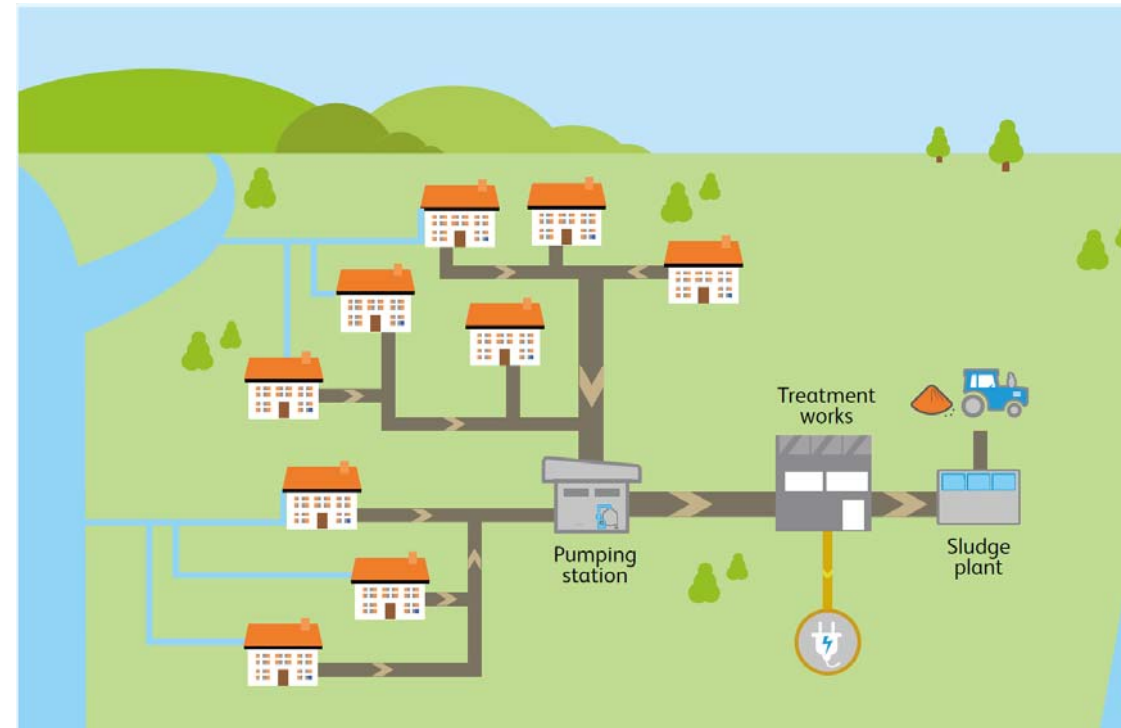
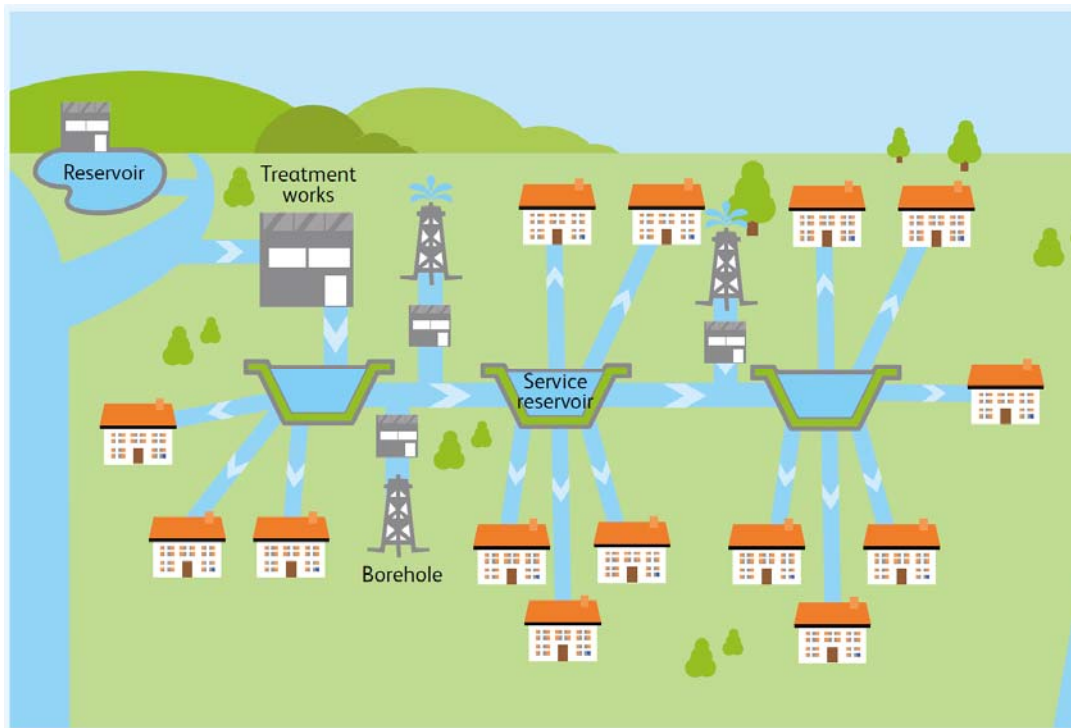
**We recycle 15 million people's wastewater safely back to the environment.**

**That's 4.6 billion litres of sewage a day**

**4,780 sewage pumping stations**

**and 2 million manholes**

# Our business



# 2020



## 5 strategic priorities



Deliver brilliant  
customer  
engagement to  
create lifelong  
advocacy



Invest in  
resilient  
systems and  
assets



Protect and  
enhance the  
environment



Build a  
collaborative  
and capable  
team, dedicated  
to serving our  
customers

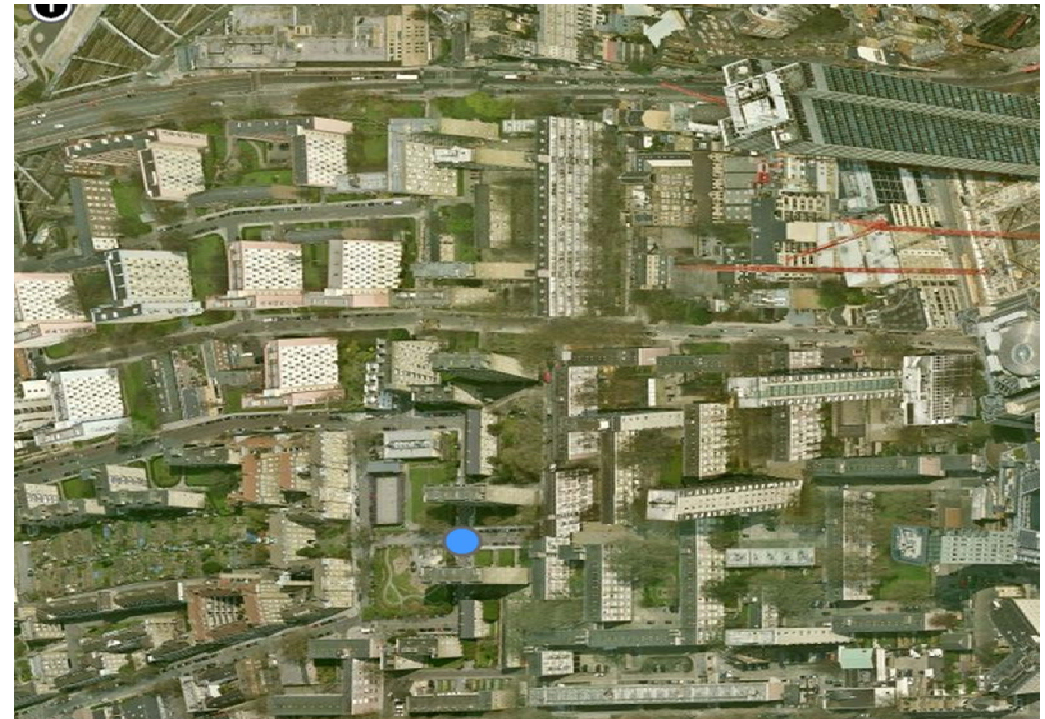
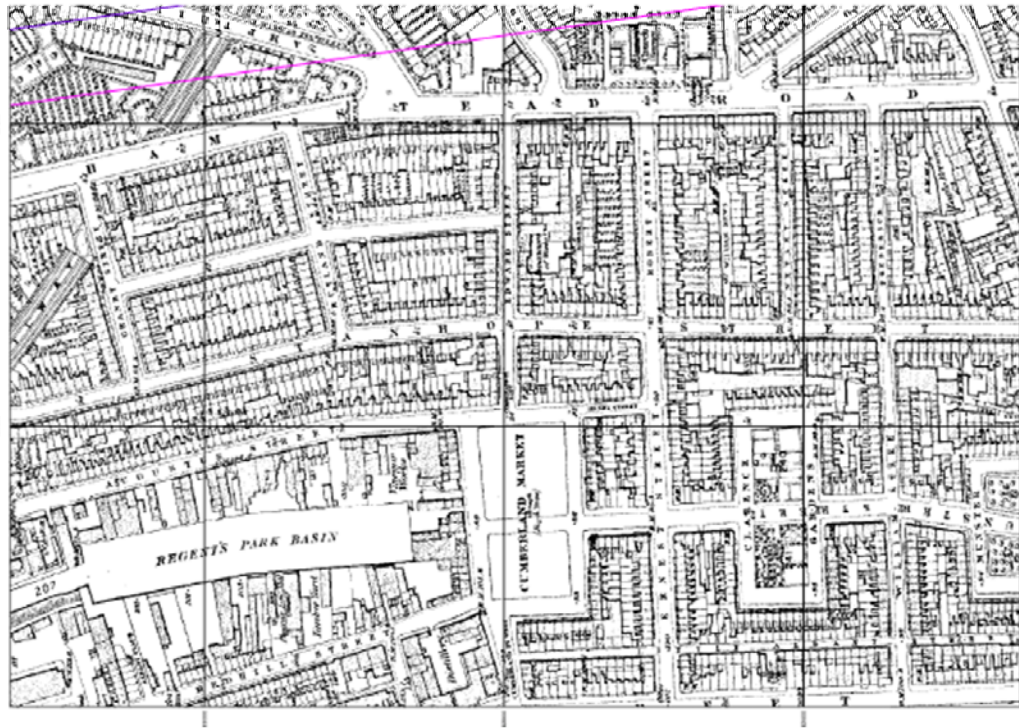


Use data from  
customers,  
operations and  
the environment  
to make better  
decisions

Ambition is to be the UK leading digital-first water company

Using technology to transform customer, cost, & environmental outcomes

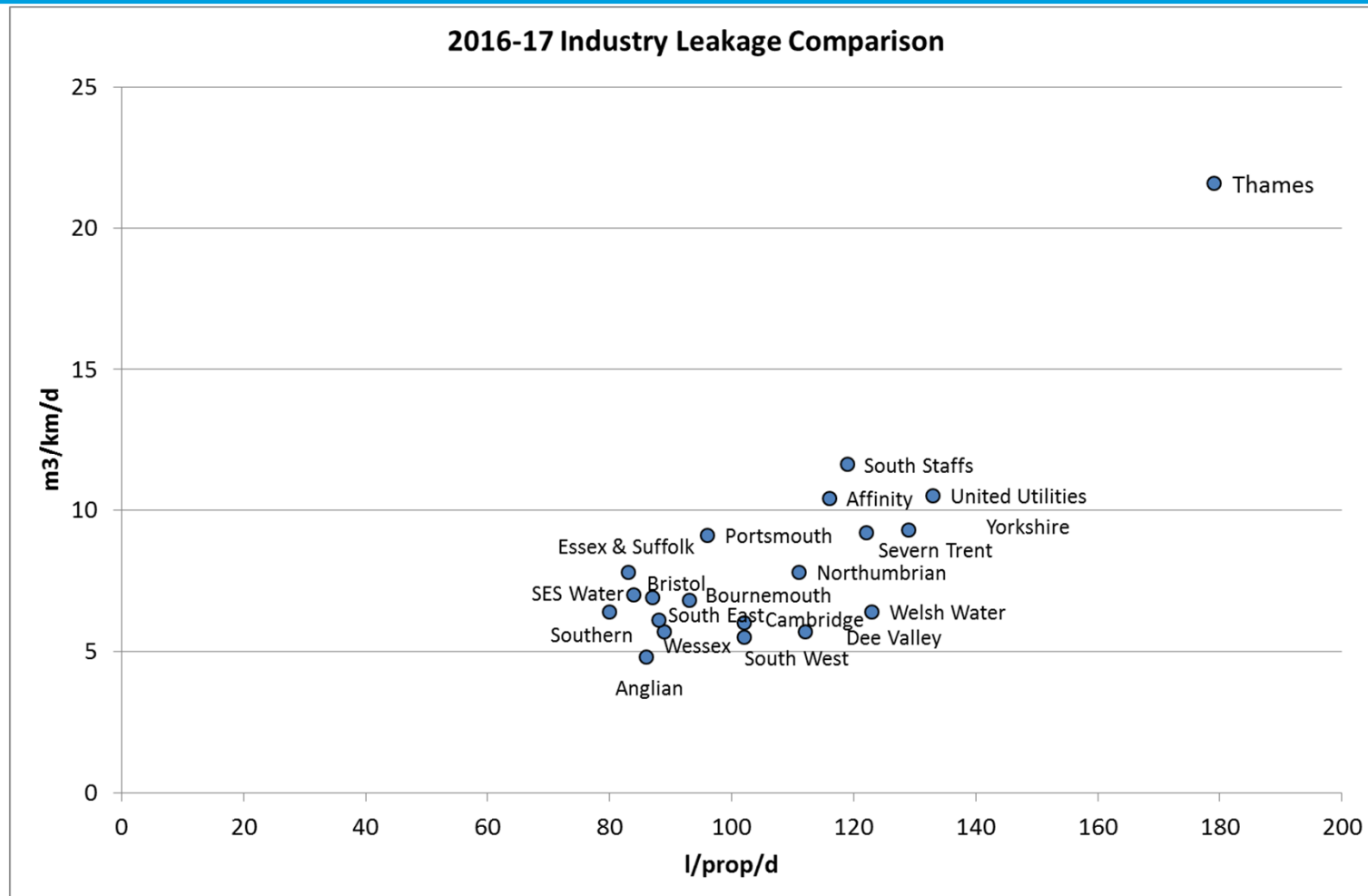
The housing has been replaced but not the pipes



The housing has been replaced but not the pipes



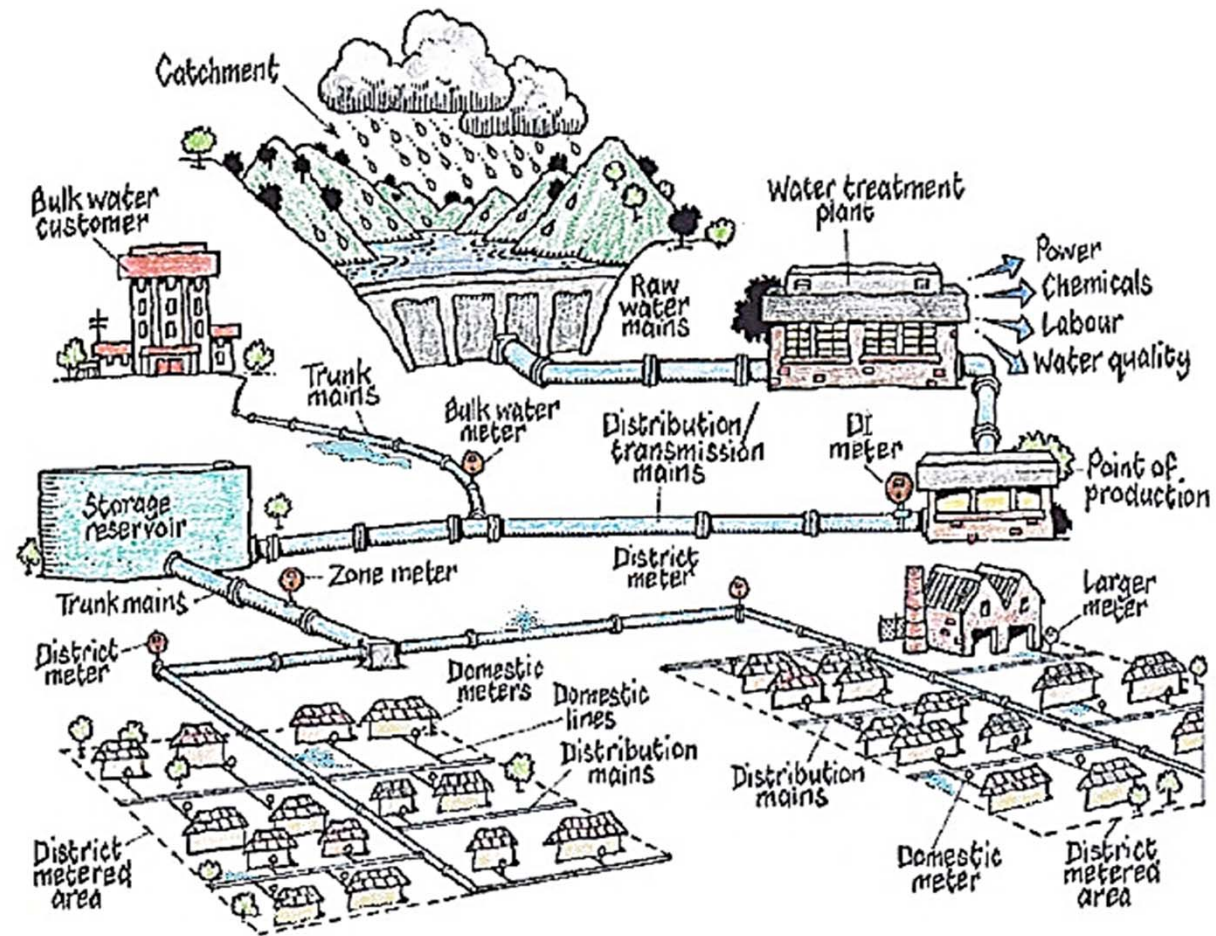
*Ofwat PR19: 'We expect companies to either reduce leakage by 15% in AMP7 or move to upper quartile*



*Leakage is the water lost from Thames Water and Customer pipes between point that water is put into supply and the point of customer use*



**We cannot directly measure leakage as over 2 Million properties are not yet metered**



# Thames Water pipe leaks waste millions of litres each day

As Thames Water urges customers to use less water during the dry spell, figures reveal how much is being wasted by the company itself

19 July 2018



A burst water main caused a house to sink in Kidmore Road, Caversham Heights. Credit: Caversham

by Jennie Slevin and Claire Miller

## Thames Water to spend £2bn plugging leaks

Thames Water is planning to spend a record £11.7bn on improving infrastructure, service and efficiency over the 2020-25 period.



All water companies across England and Wales are today submitting their business plans to Ofwat for the years 2020 to 2025. Thames Water's plan includes a record investment of £11.7bn, including £2.1bn to boost network resilience and reduce leakage.

Thames Water currently loses approximately 25% of all the water that it treats and puts into its system. In June 2018 it was fined £120m by Ofwat for lacking oversight and control of its leaks. [\[See our previous report here.\]](#)

Thames Water said that its new business plan would cut leaks by 15% and pollution incidents by 18%. The longer term ambition is to halve leakage and have zero pollutions.

From 2020, management bonuses and dividends will be tied to meeting targets on reducing leakage and pollutions, and increased customer satisfaction. Thames is also overhauling its corporate structure to make it easier to understand, and plans to lower operational unit costs by nearly 14%.

The five-year business plan also allows for dividends of around £20m a year for shareholders.

Thames Water chief executive Steve Robertson said: "More than 15 million people in the UK depend on Thames Water every day to sustain their lives. Our responsibilities to the environment and customers are huge, and we will partner with them and our peers to insulate our region from the effects of changing climate patterns. This includes planning for a strategic reservoir for the SE region of England and exploring the potential of water transfers.

"... regulators said

## Unlocking the value in customer data: a report for water companies in England and Wales

June 2017

ofwat



# Data-driven Water Utilities ecosystems

Unlocking insights and operational efficiency

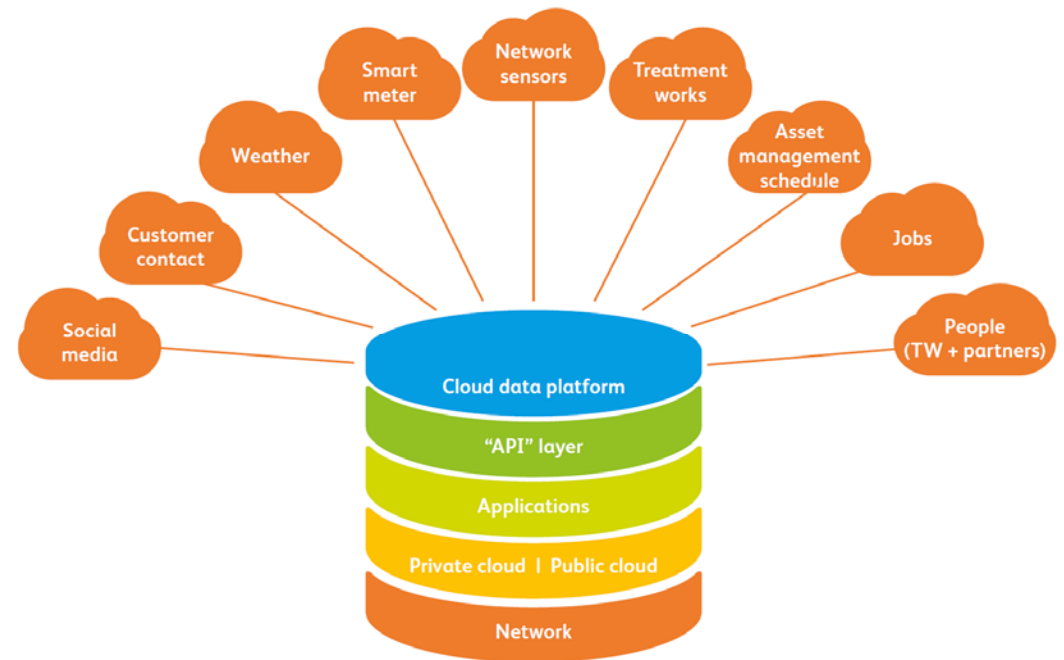
Multi-source  
insights



Operational  
efficiency

DATA ANALYTICS & INSIGHTS

# Use data from our customers, operations and the environment to **make better decisions**



# Ways of working





# H2innOvate



# Data Information Insight Action



- Its all about our data
- We need to work out how we are going to use it
- Collaborate on key projects

Inform

Innovate

Influence