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26 March 2025

Our Ref: 33545791

Your Ref: SG03886

## Thames Water Environmental Schemes in Wiltshire

Dear Ms Gibson

I trust you are keeping well. I am writing further to my previous email dated 12 March 2025, where I advised I had reached out to different areas of the business in order to address the points in which you'd raised. I have provided an update to your questions and have detailed our response to these below for your reference.

### CEO/Executive Pay

We must pay competitive remuneration packages to attract and retain the best people. Our executive reward packages are carefully considered by the remuneration committee and benchmarked against other water and utility companies.

Bonuses are dependent on achieving specified performance improvements in key areas including leakage, pollutions and customer service.

Investing in our services and providing support to customers with their bills is incredibly important to us. For us to continue to deliver billions of litres of clean water and take wastewater away from millions of homes, it is vital that we invest in our network and infrastructure over the next five years.

We will use the extra funding to address our customers priorities that we maintain safe, high quality drinking water, fix leaky pipes, and invest in our sewage treatment works to improve river health.

We offer comprehensive support for customers struggling to pay their bill, rated among the best in the sector. We are already helping around 450,000 customers pay their bills, and by 2030, one in ten households will be in receipt of support, including a discount of 50% on their bill.

We would encourage any customer that is concerned about their ability to pay to reach out to us so we can assess the right package of support for their circumstances.

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### Revenue Team

If any of your constituents are experiencing any issues or concerns with their bill, our Revenue team will be happy to investigate this for them. Your constituents can reach them by calling **0800 980 8800**. Their opening hours are Monday to Friday, from 8am-8pm. Also, on Saturday from 8am-6pm.

### Debt

I have provided a link to our website [here](#) and trust this answers your question. But I have also provided some additional information below for your reference.

We have taken the decision to refer our Final Determination to the Competition and Markets Authority in the interests of our customers and the environment. We are focused on putting the business on a long-term stable footing so we can succeed in our turnaround and build and maintain an infrastructure that supports growth and can withstand the effects of climate change.

We put forward a realistic business plan for 2025-2030 that addressed our customers and stakeholders' priorities such as providing safe and resilient water supplies and improving performance. After careful consideration, our analysis shows that our Final Determination for the next regulatory period will continue to impact our ability to fund the improvements our customers and the environment so rightly want and deserve.

## The challenges of its Final Determination

Throughout the Price Review 24 (PR24) process, we have engaged with Ofwat to seek to secure a Final Determination that recognises its current position and supports its turnaround. While there has been progress, after a thorough review, it is clear that there remain significant gaps between the Final Determination and what it needs to deliver for customers and the environment. In its referral to the CMA, it is seeking:

- A regulatory settlement that reflects the circumstances of Thames Water's operating area
- Targets that are challenging but achievable
- An appropriate balance of risk and return

## Environment and River Health

We know how much people enjoy and appreciate rivers, which is why over the next five years we will deliver a record amount of investment to address our ageing infrastructure. This is an enormous undertaking; we are responsible for the oldest and most complex infrastructure of any company in the sector.

We continue to execute our plans to upgrade over 250 of our sites across the region to increase treatment capacity, lower the number of storm discharges and implement nutrient reduction schemes. In addition, the Tideway Tunnel and associated upgrades come into full operation in 2025 and will capture 95% of the untreated sewage currently entering the tidal Thames in a typical year.

We are committed to seeing waterways thrive, but we can not do it alone. Farming, industry, road runoff, wildlife and increasingly extreme weather also play a role in river health. While all storm discharges are unacceptable, the sewage system was historically designed to prevent sewage backing up into people's homes. Transparency is at the heart of what we do, and we were the first water company to publish a real time data map on our website, before it became a legal requirement to do so. I've provided more information [here](#).

## Environmental Information Request

Our Environmental Information Request (EIR) team will be contacting you about the rest of your enquiry about Thames Water Environmental Schemes in Wiltshire. Just to make you aware, we have 20 working days to respond to the request, from the date the request is received by us. If the request is complex, our EIR team can choose to extend the due date by a further 20 working days.

## Next steps

As there is nothing further, I can assist you with at this time, I will now close your case. However, should you need further assistance please do not hesitate to reach out to Nikki Hines, Local Engagement Manager.

You can also:

- Report some of the most common issues, such as blockages and leaks, on our website [here](#).
- Contact us on [WhatsApp](#) or via our [Web Chat](#).
- Call our Customer Contact Centre on **0800 316 9800**. Lines are always open.
- Find out more about our Priority Service Register [here](#), if you or someone you know, needs extra support. You can call us on **0800 009 3652**; 9am to 5pm, Monday to Friday.

Yours sincerely

[Redacted]

[Redacted]

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