



Thames Water

Sub-group: Carbon Reduction

26th April 2012

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Agenda

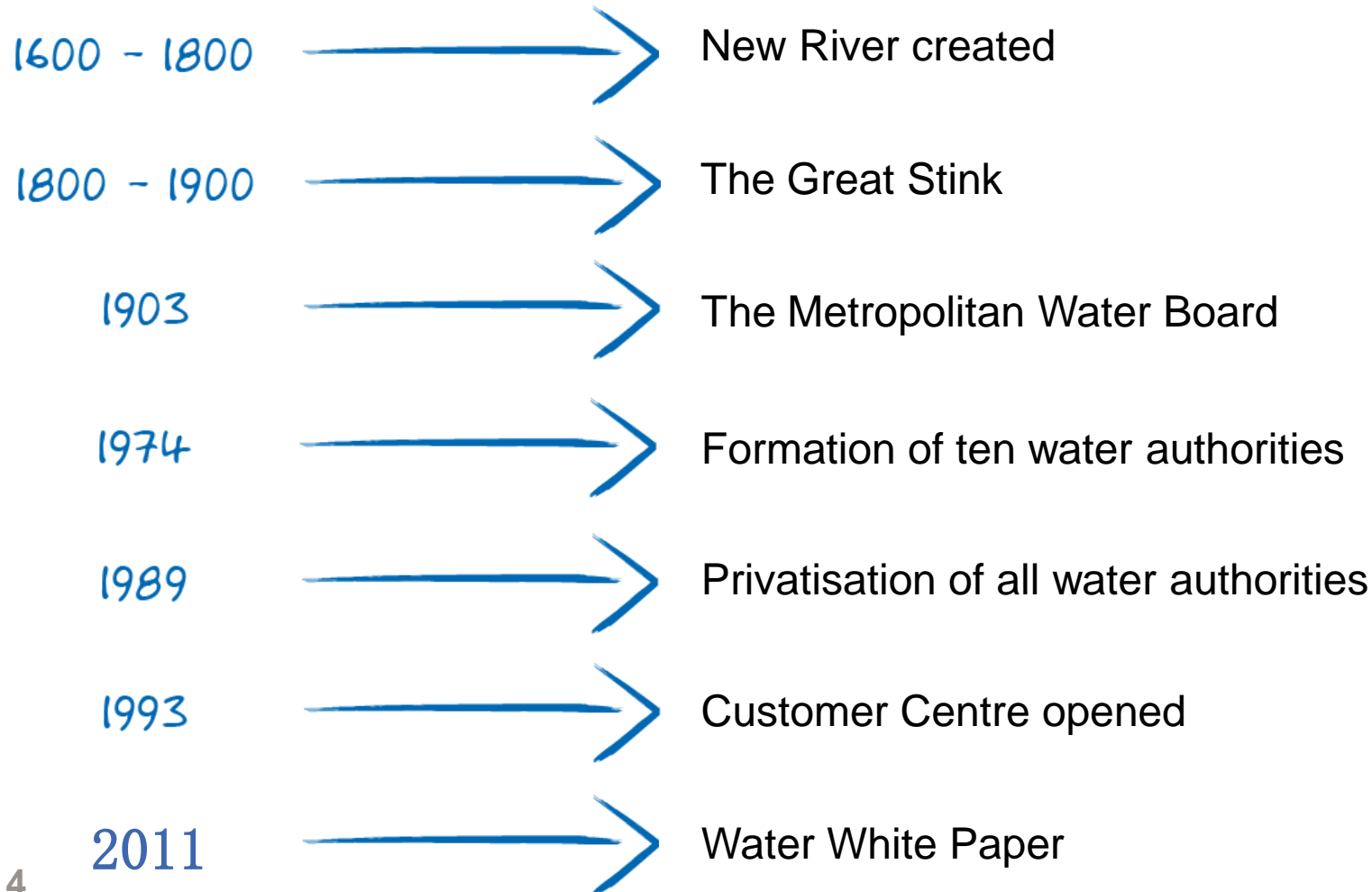
- General overview
 - History
 - Vision and values
- Key Accounts
 - What is a Key Customer
 - What do we provide
- Drought Update
- Water Efficiency

If customers had a choice....

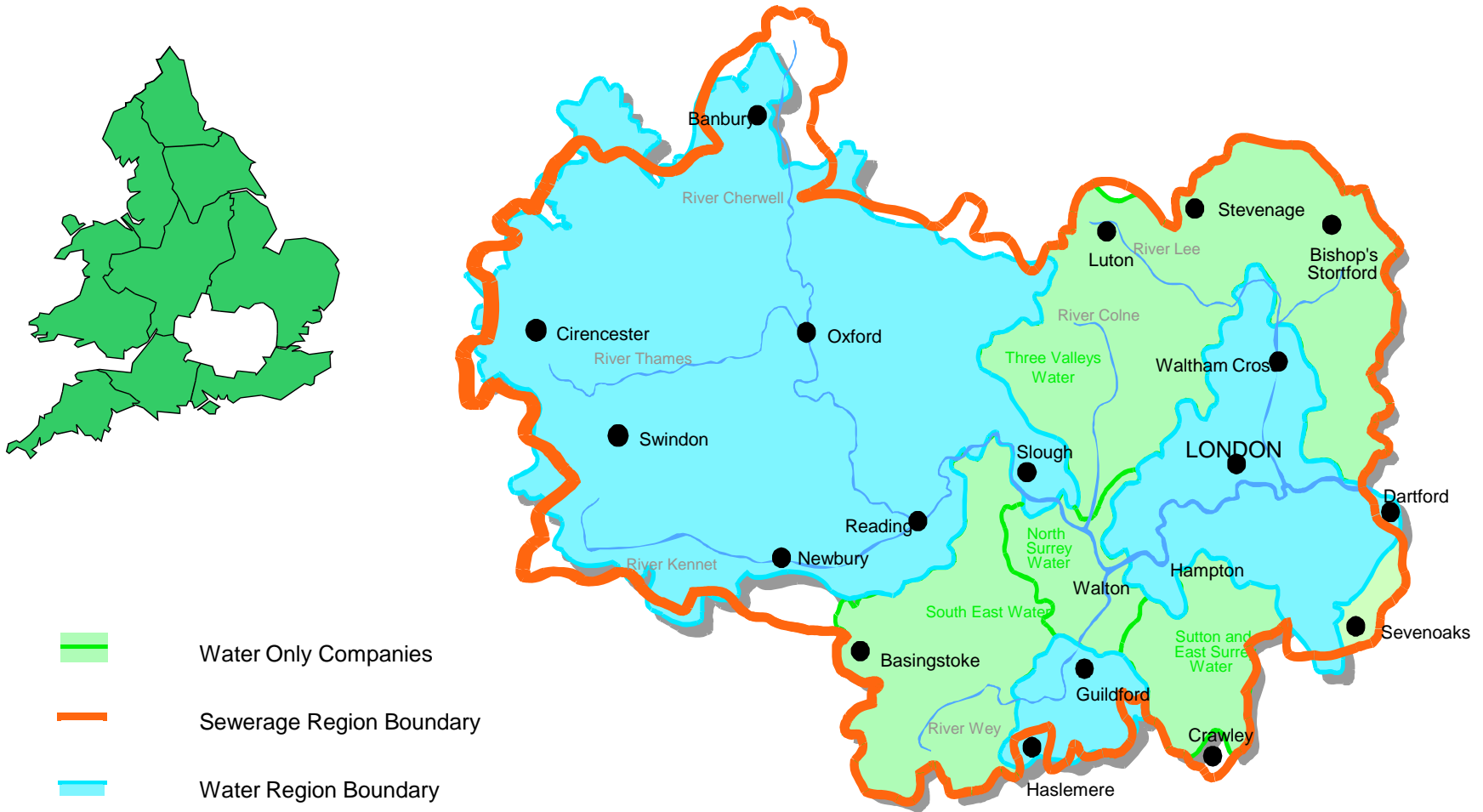


...they would choose Thames Water

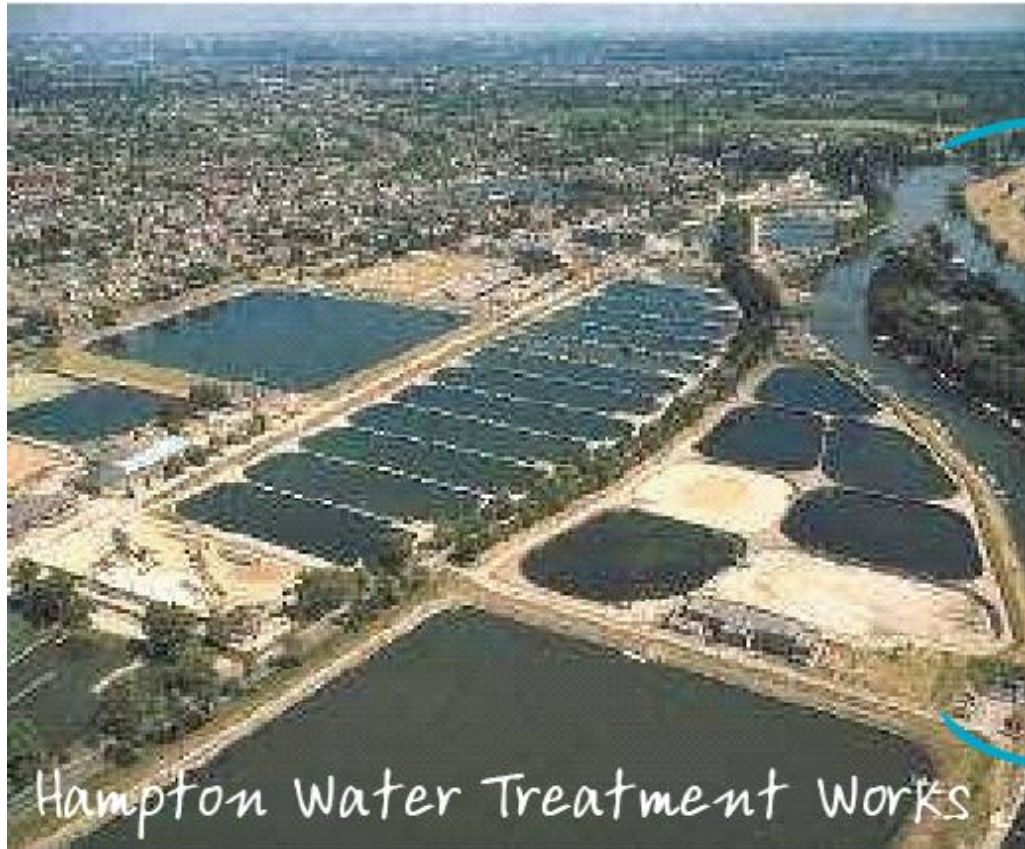
Where did it all begin?



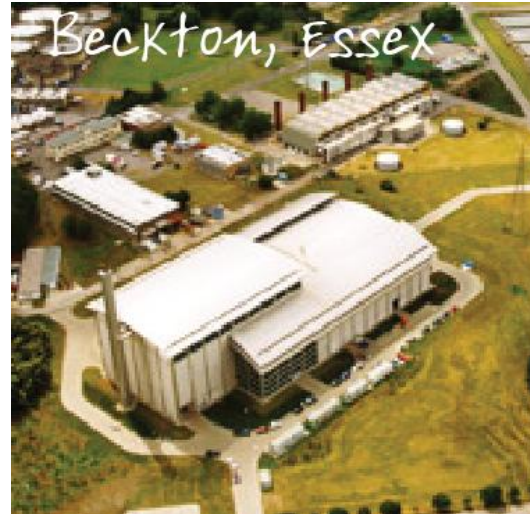
Where do we operate?



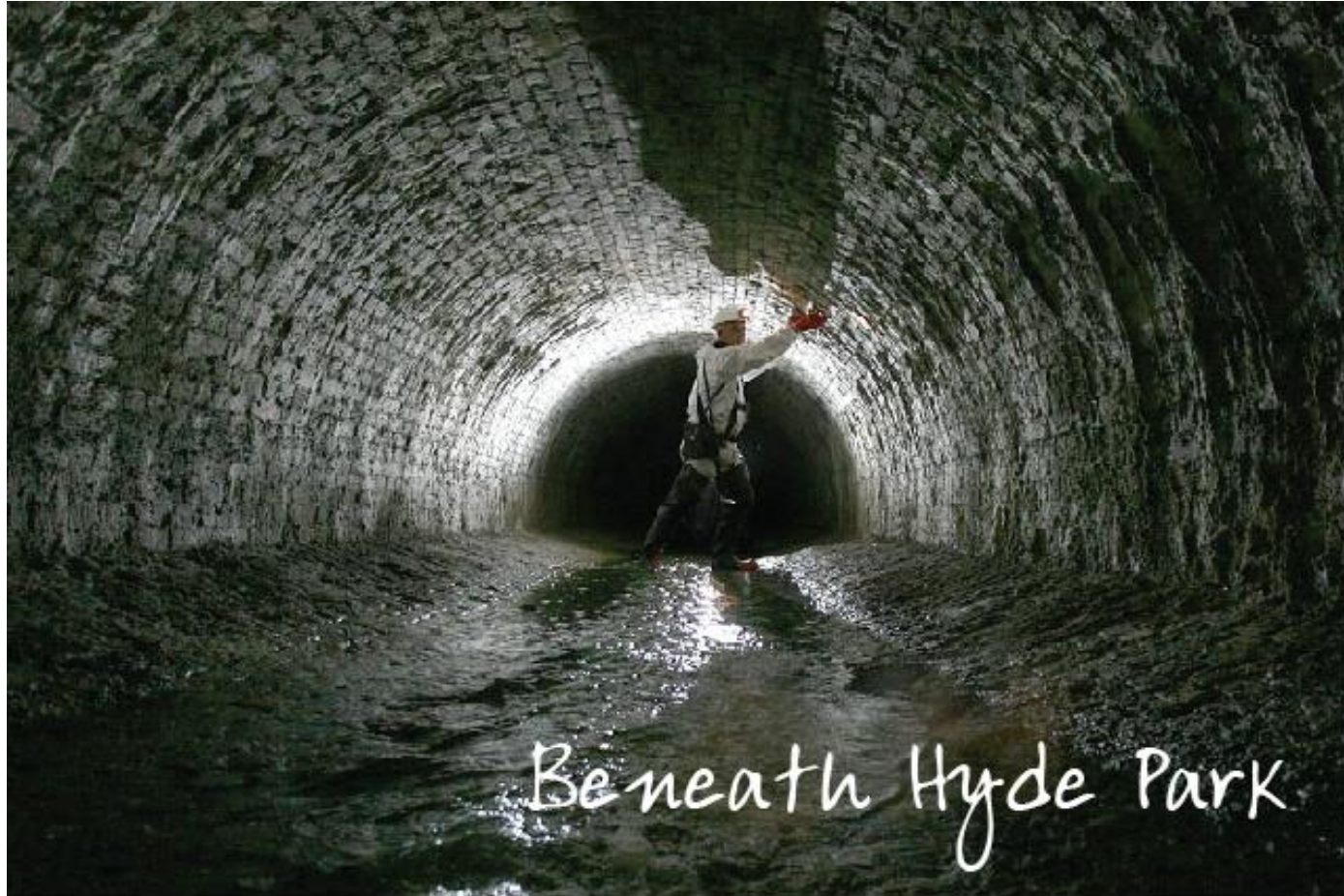
Water treatment



Sewage Treatment Works



Waste Water



Issues we face - blocked sewers



Before



After



Issues we face - leakage



How do we operate?

Water Services
Regulation Authority
(Ofwat)

Consumer Council
for Water
(WaterVoice)

Environment
Agency

Drinking Water
Inspectorate

What makes us different?



- We serve one quarter of all customers in England
- The country's capital city is at the heart of our supply area
- £5billion capital programme (largest in country)
- Biggest scarcity of water, with the highest population density
- Major, innovative and challenging engineering projects



Customers choose
Thames Water because:

- they trust us
- we are easy to do business with, and
- we really care

The Key Account Team



Eamonn Treanor
Key Accounts
Manager

William Diver
Industrial

Sandra Green
Commercial

Geoff Beale
Hotels & Leisure

William McDowell
NHS

Natasha Hansell
Education
& Culture

Susan Scott
Industrial

Patrick Ryan
Government
& Security

Anne Sedgwick
Retail

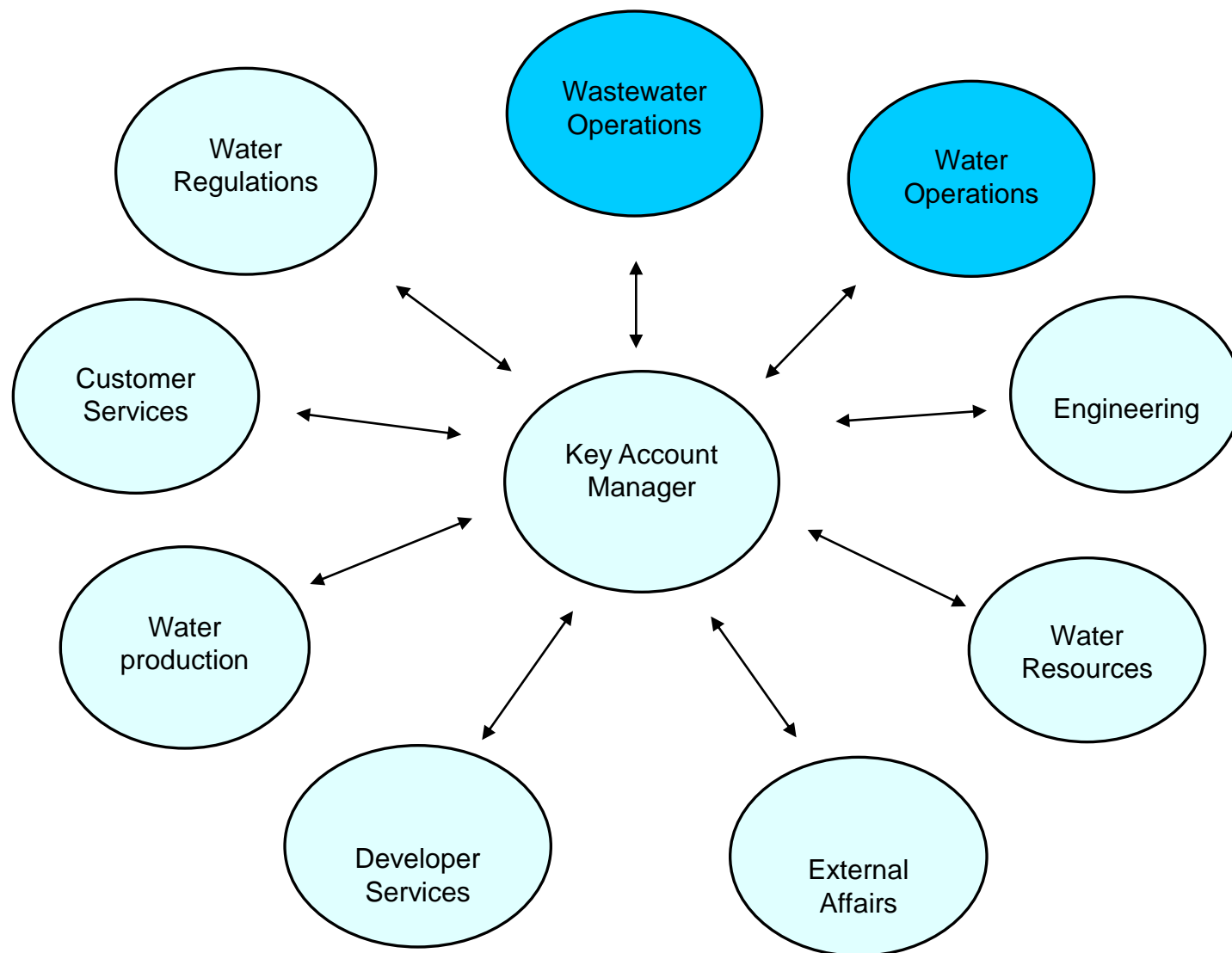
What is a Key Customer?

- Prestigious Customers
- Large Water users
- Large Wastewater Users

What does the team provide?

- A one stop shop for Key Account
- Dedicated hotline and email address for customers
- Immediate access to billing, operational and any other queries
- Multi skilled office staff
- Key Account Manager

Key Account Management



The Drought



Current Situation

- The South East of England, including the Thames Water area, is officially in drought
- We have had below average rainfall for 20 of the last 25 months
- Since records began in 1884 only 1892-93 and 1920-21 saw less rainfall
- Groundwater levels in parts of our region are lower than they were in 1976
- It's serious

20 months of below-average rainfall over last two years



Key Drought Stages



- Level 1 – media campaign to encourage customers to use water wisely. Commenced August 2011.
- Temporary Use Ban Order (was ‘hosepipe ban’) – Water companies have the ability to introduce this after formal public notification. No application to a regulator is required.
- Drought Order (was ‘non-essential use ban’) – Commercial water use restrictions. Application to and authorisation by the Secretary of State is required.
- Emergency Drought Order – Enables introduction of Level 4 measures (e.g. rota cuts, standpipes). Application to and authorisation by the Secretary of State is required.

Temporary Use Ban

- 1. Watering a garden using a hosepipe or similar – landscaped or sports ground areas?**
- 2. Cleaning a private motor-vehicle using a hosepipe**
- 3. Watering plants on domestic or other non-commercial premises using a hosepipe**
- 4. Cleaning a private leisure boat using a hosepipe**
- 5. Filling or maintaining a domestic swimming pool**
- 6. Filling a domestic paddling pool**
- 7. Drawing water, using a hosepipe, for domestic recreational use**
- 8. Filling or maintaining a domestic pond using a hosepipe**
- 9. Filling or maintaining an ornamental fountain – in University grounds?**
- 10. Cleaning walls, or windows, of domestic premises using a hosepipe**
- 11. Cleaning paths or patios using a hosepipe**
- 12. Cleaning other artificial outdoor surfaces using a hosepipe**

- Legislative change in 2011 widened the definition of a garden
- This now includes - a park; gardens open to the public; a lawn; a grass verge; an area of grass used for sport or recreation; an allotment garden; any area of allotment used for non-commercial purposes; any other green space.
- A garden does not include – agricultural land; other land used in the course of a business for growing commercial crops; land used for the purposes of a National Plant Collection; a temporary garden or flower display; plants (including plant organs, seeds, crops and trees) which are undercover in an outdoor pot or in the ground.

Exemptions



- Using a hosepipe in a garden or for the cleaning of walls or windows of domestic premises, paths or patios, a private leisure boat or an artificial outdoor surface, ***where such use is necessary for health and safety reasons***
- Blue Badge holders can use a hosepipe for watering their garden or allotment
- Using a hosepipe to clean a private motor vehicle, walls and windows of domestic premises, or paths, patios and other outdoor surfaces ***where this is done as a service to customers in the course of a business***
- Using a hosepipe to water an area of grass or artificial surfaces used for sport or recreation, ***where this is required in connection with a national or international sporting event***

Drought Order



- 1. Watering outdoor plants on commercial premises**
- 2. Filling or maintaining a non-domestic swimming or paddling pool**
- 3. Filling or maintaining a pond**
- 4. Operating mechanical vehicle-washer**
- 5. Cleaning any vehicle, boat, aircraft or railway rolling stock**
- 6. Cleaning non-domestic premises**
- 7. Cleaning a window of a non-domestic building**
- 8. Cleaning industrial plant**
- 9. Suppressing dust**
- 10. Operating cisterns**

Contingency



- Thames Gateway Advanced Water Treatment Plant
 - Desalinisation plant
 - 150m litres per day, enough for 1 million people
- North London Artificial Recharge Scheme (NLARS)
 - 180m litres per day, enough for 1.2 million people
- Smaller localised schemes
- Bulk transfer
- Drought Permits but.....environmental impacts

Timescales



- Temporary Use Ban came into effect 5 April
- Drought Order would be subject to approval by the Secretary of State
- Anticipated ten week notice period between application announcement and implementation
- Provision for a public hearing

Conclusion



- We can't make it rain but we can all use less water
- We really do need everyone's cooperation to help save water
- Little things can make a difference – turning off the tap whilst washing your teeth can save 6 litres per minute
- As a Key Customer we will keep you informed and updated, including advance notification where this is possible

Questions ?