



Clearwater Court
Vastern Road
Reading, RG1 8DB
6 December 2021

Internal Flooding Review

Good afternoon,

I was appointed Chief Executive of Thames Water a year ago to turn around the poor performance of the business, so that we deliver a better service. After six months out and about listening to customers, colleagues and stakeholders, we developed an 8-year plan which was launched in March to make the necessary changes to improve our service, protect the environment and give back to the communities we serve.

I am deeply sorry for the devastating effects caused by the flooding events, and that having only just launched our turnaround plan, we did not have the capability in place to provide a better response for our customers. The flooding events which took place in July, show how much we need to do to turn things around for the better and we know that our immediate priority is to focus on getting the basics right.

This internal review reflects on both our preparedness before and response, during and after the flooding events in July. Importantly, the review highlights what we have learnt as a business; the immediate actions we have taken as a result and the further actions we need to deliver to do better.

You will see from our internal review we have already actioned some of its recommendations, including making changes to how we prepare for and risk assess adverse weather, making it easier for customers to report sewer flooding and improving the flooding information on our website.

We have also developed and implemented updated flooding guidance for our teams, which includes clear triggers for escalating potential problems and how we collaborate with partners during and after flooding to better support affected customers.

We are very aware that this this internal review is just one piece of the bigger picture for our long-term plan. As you may know, we have commissioned an independent review, conducted by a range of experts, who are digging deeper into this summer's flooding and will provide us with independent recommendations. We expect this to be published in spring 2022.

While the changes will take time to put into place, I hope that all of the steps we are taking reflect our determination to do better and signal our clear commitment to you that we are dedicated to learning the lessons, delivering change and working collaboratively on our turnaround plan to build a better and brighter future.

A copy of our internal review can be found [here](#).

Yours sincerely,

Sarah Bentley, Chief Executive Officer