

## Thames Water Consultation: 'Our plans for water - what will you get and how much will it cost?' - Draft business plan for 2010 to 2015

Thames Water has provided the following information:

### *We plan to:*

- Continue our Victorian Mains Replacement project to greatly reduce leakage
- Introduce a programme of metering in areas where water supplies are under greatest pressure
- Provide more advice and assistance to help customers use water wisely
- Develop plans for and, if approved, start work to construct a new reservoir to safeguard water supplies
- Greatly reduce sewage overflows into the Rivers Thames and Lee
- Make sure our sewers and sewage works can serve our growing population
- Greatly reduce the number of our customers' homes threatened by sewer flooding
- Improve 250km of rivers to meet new water quality standards
- Cut our carbon emissions by 20%, and implement projects needed to meet the requirements of legislation
- Provide more financial assistance to customers who have difficulty paying their bills to ensure our services are affordable

### *What will it cost?*

Our £6.5bn investment programme will lead to an average annual increase in our bills for water and wastewater services of 3%. The total increase from 2010 - 2015 will be 16.2%. This is an increase in real terms from £283 to £329.\*

### *Let us know your views*

Our proposals have been informed by our biggest ever programme of consultation, and I am confident that we have put our customers at the heart of our plans. We are launching a 12-week online consultation to continue this dialogue, and I hope you will take this opportunity to let us know your views (**by 6<sup>th</sup> November**)

We will use the results of the consultation to modify our plan before we submit the final version to our regulator Ofwat in April 2009. Their review of our proposals will set price limits for 2010 to 2015.

We look forward to receiving your comments.

Peter Antolik  
Regulation and Strategy Director

\* Bill impacts are quoted at average 2007-2008 price levels.

Please click <http://www.thameswaterconsult.co.uk/> to register for our Consultation or <http://www.thameswater.co.uk/fiveyearplan> to view our plans.