



Keeping the taps flowing

19 February 2019

2018 Heatwave

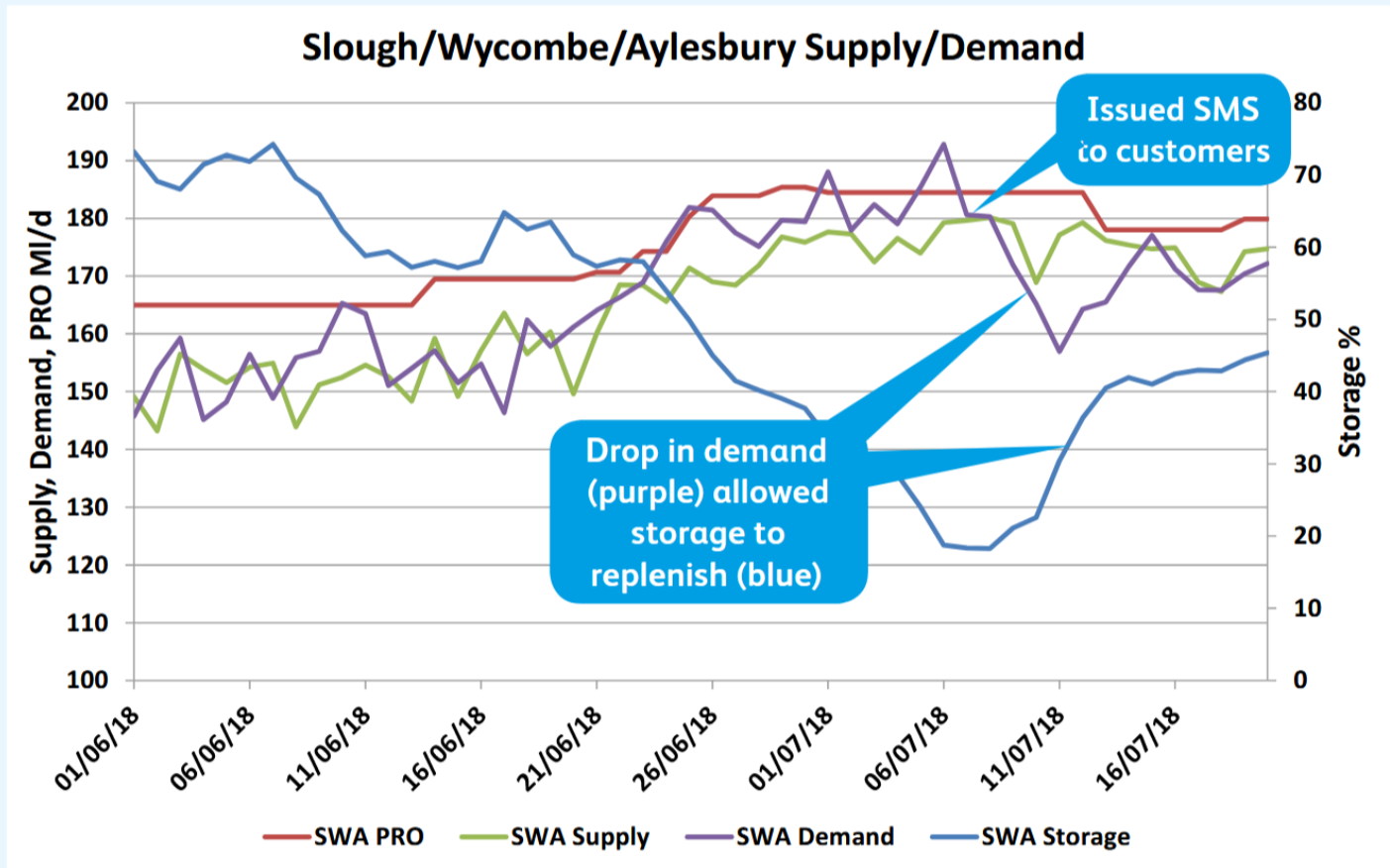
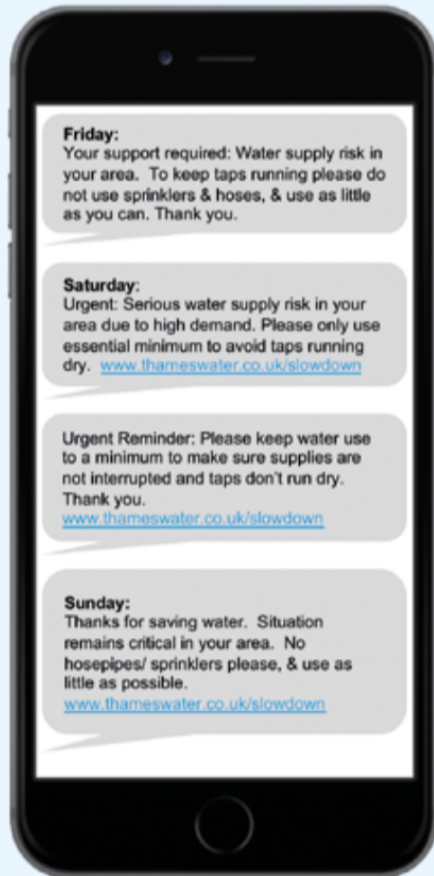
- 2018 was the joint hottest summer on record
- Prolonged period of dry weather, combined with high temperatures, resulted in an increase in demand for water – especially in Berkshire and Buckinghamshire
- Significant rise in demand presented us with the challenge of treating water and pushing it around our network at a greater pace, to meet customer demand
- In response, we pumped an extra 450 million litres of water into the network
- Asked customers to slow down on water usage – shorter showers, use a watering can, water efficiency devices

**Driest
June on
record**

**Extra
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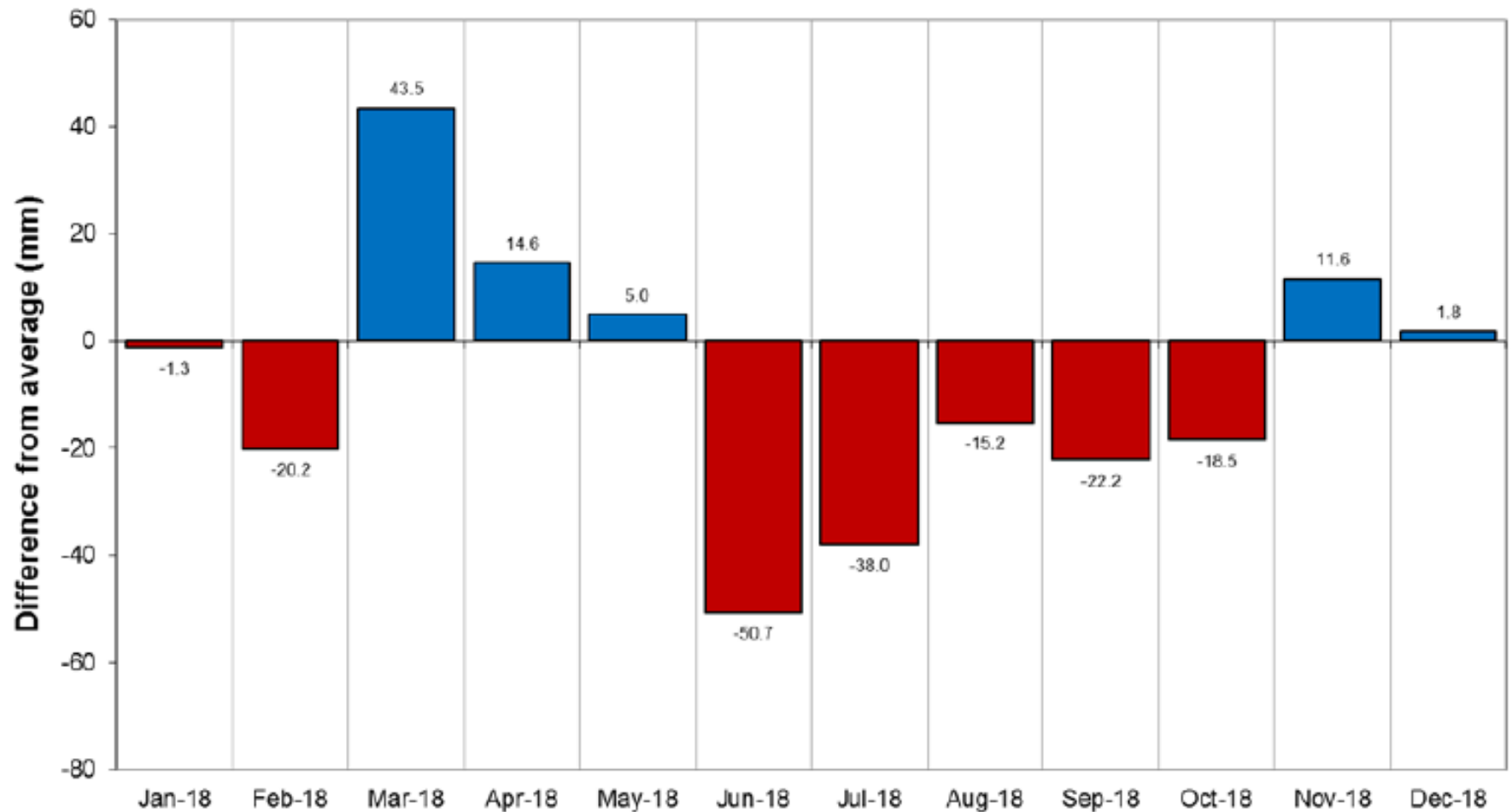


Using technology to help.



Thames Area Monthly Rainfall Totals Above or Below Average (mm)

* Please note that the average is based upon the 134 Yr Record



The current forecast.

- 2018's dry summer and early autumn meant that at the end of last year, reservoirs and groundwater levels were lower than normal.
- Above average rainfall in November and December helped to fill our reservoirs, but we do need more rain in the coming months.
- A drier than normal January serves as a reminder that we must continue to plan for the worst case.
- We are working hard to fill our reservoirs before river flows drop in the spring. At the moment we have no immediate concerns over the amount of water we have stored, however we do not know what the weather will be like for the remainder of the winter.
- Our experts are continually monitoring the weather and managing reservoir levels closely, while we continue to fix a record number of leaks and support customers to save water at home and at work.



Taking action.

- Helping customers reduce their water use through installing smart meters, our education programmes and by visiting homes and businesses to offer advice and support through our award winning programme
- Fixing 1,500 leaks a week, with a target to cut leakage by 15% by 2025 and 50% by 2050
- We have enhanced our modelling capability for extreme weather events
- We are improving support for customers in vulnerable circumstances and are looking to grow our priority services register to 400,000 by 2025
- Working with local authorities to build more effective alternative water distribution
- Overhauling our website and phone systems to ensure we can provide easy to access and up to date information for our customers



Questions

