Shape your water future.

Our plan, built by you.

Building for the future

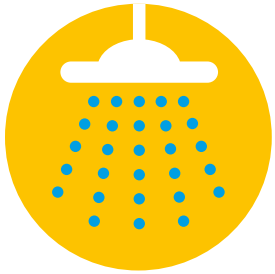
What our customers want defines what we do. Every five years we rebuild our business plan using feedback we've collected from our customers. We've already spoken to over 300,000 customers and collected detailed feedback from 18,000 of them through events, surveys and our online tool to understand what matters most to them.

This feedback has helped us build our five year proposed plan, starting in 2020. As well as this, it has helped to shape our long-term ambitions, so we are steering our future with customers at the core.

In this document

About us

We serve 15 million customers, making us the largest water and wastewater provider in the UK, covering London and the Thames Valley. Here are just some of the things we do:



Provide clean and safe water for all of our customers' daily needs, from taking a shower to having a cuppa.

Maintain and upgrade our sites, pipes and equipment, ensuring we are prepared for the future.

Take away wastewater, treat it and either return it safely to the environment or use it to create renewable energy.

Last year, we generated enough energy to power

86,000 homes.

We're ready to take calls, emails, tweets or Facebook posts from our customers at any time of the day, no matter what the problem is.

Carry out, on average, 400,000 quality checks on our water each year – we're really proud that we passed

99.96%

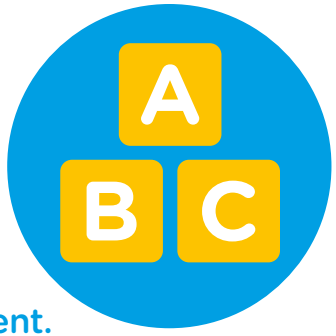
of the tests we carried out last year.

We have some beautiful sites, which the public can visit and enjoy for free.

Each year we speak to, and educate, around

20,000

children about water, wastewater and the environment.



Work with local communities to protect and help some of our most vulnerable customers.

How every £1 is spent

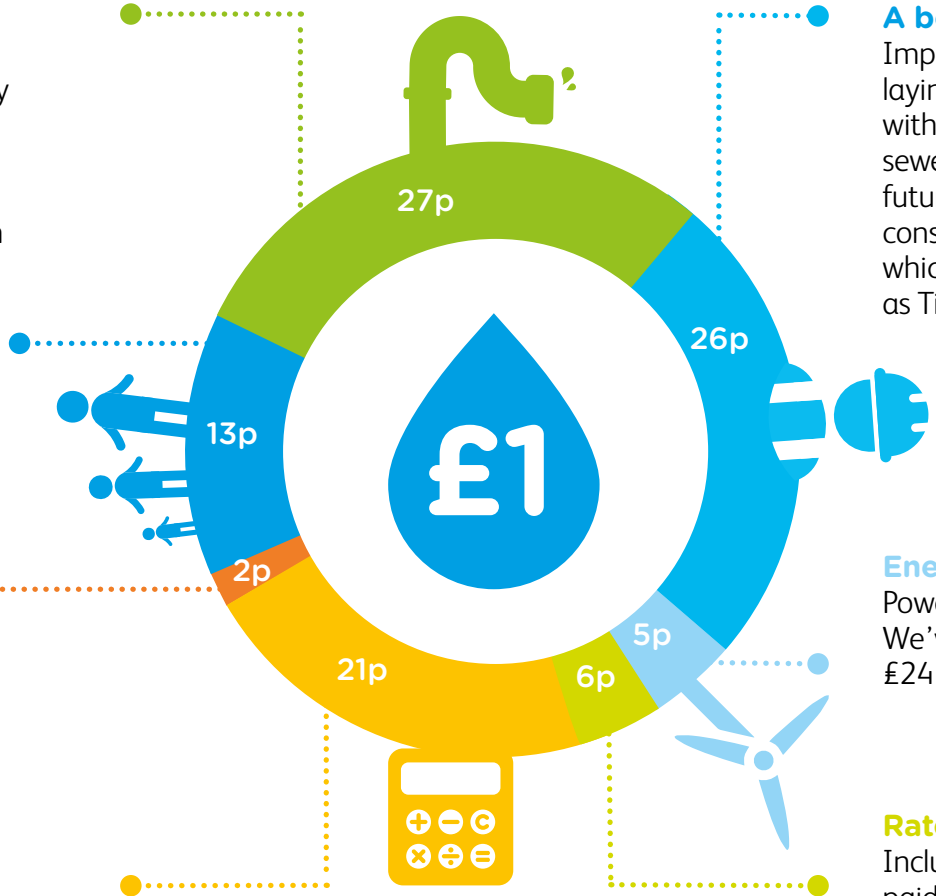
The average household bill is £376 a year. That's around £1.05 a day - much less than your standard takeaway coffee. Here, we've shown how every £1 is spent and how we're delivering value.

Running our operations
We supply 2.6 billion litres of world-class drinking water to our customers every day and treat 4.6 billion litres of wastewater. We're also improving customer service, providing free water-saving gadgets, and inspiring children at our on-site education centres.

Our people
We employ around 5,000 people, including customer service agents, engineers and water scientists.

Net profit
Money retained for reinvestment and dividend payments to shareholders.

Returns to our lenders
Returns on money we've borrowed to improve services.



A better future
Improving our pipes and sites, including laying new water pipes, providing customers with smart meters and expanding our sewers to improve services now and for future generations. This includes 1p for the construction of the Thames Tideway Tunnel, which is passed to a separate company known as Tideway.

Energy
Powering our treatment works and other sites. We've reduced overall annual costs by around £24 million by using renewable energy.

Rates and licences
Including building rates and licence fees paid to the Environment Agency.

*Figures based on the first six months of 2017/18

"To me, 'personal' is understanding what my problem is and taking action as soon as possible."

What customers have told us

Customers want us to maintain their service and resolve any issues **quickly and efficiently**.

When things go wrong, customers want **disruption to be kept to a minimum**.

We should provide **relevant information** that is **communicated clearly**.

their experience with us to be **effortless**

a clear plan for the future

They expect a **resilient water and wastewater service**.

We need to make sure there's **enough water available** in the future.

They expect us to **protect against severe hazards**, now and in the future.

We've already spoken to over 300,000 customers and collected very detailed feedback from 18,000 of them over the last year.

to be a **responsible** organisation.

They want affordable bills that represent **good value for money**.

We must **protect the environment** and improve the quality of rivers.

We must **understand the local communities** we work within and our customers.

a safe and dependable **wastewater** service

The sewage system must be **reliable 24/7**.

They want to see **sewage flooding incidents reduced** and for us to support those who have suffered sewage flooding.

They want us to **educate customers on what causes blockages**, while helping a customer if their pipe is blocked.

a safe and dependable **water** service

We must maintain and provide a **reliable water supply**.

Customers want **high quality water** that is safe to drink.

We must fix leaks to **prevent wastage**.

Our water bills are currently second lowest in the industry – it's really important to us to maintain and improve our service, while ensuring it's good value for money.

Our long-term ambitions

It's important that we build and develop our plan around customer feedback, but we will also challenge ourselves with future ambitions to make sure we're offering a high standard of service.

Service
Here for you

- We will ensure we provide a high quality of water, while maintaining a high standard of service
- We will halve the number of internal sewage flooding incidents

Resilience
Fit for the future

- We will protect our customers from droughts and water shortages
- We will halve the number of properties at risk of flooding

Environment
Looking after nature

- We will halve leakage from our network to help protect our supplies for the future
- We will have zero pollutions from our sites and protect the environment and habitat

Helping customers
For those who need us most

- We will provide help to our customers who are finding it hard to pay their water bill
- We will provide a priority service to our customers in vulnerable circumstances

Developing our plan

We know it's important to our customers that their bill is affordable and good value for money, so this is what our proposed plan has been built around. However, we have some decisions to make about how quickly we achieve our long-term ambitions, which could have an impact on customer bills. Because of this, we would like customers to make some choices on what is most important to them.

In the next section, there are options which may slightly increase or decrease bills.
Find out more, at
thameswater.co.uk/yourwaterfuture

Keeping bills low.

In recent years, the cost of financing investment has reduced and we're always looking for ways to become more efficient in running our business. So, although we're investing more money, we're working hard to keep your bill at the same amount you pay today, excluding inflation. Inflation is the measure of how the cost of other products and services are rising (it is approximately 2% each year).

Sewage flooding

Our sewers collect sewage (what goes down your toilets, drains and sinks), as well as rainwater from homes and businesses.

However, sometimes things go wrong which can cause homes to be flooded with sewage. Last year, 0.02% of homes in our region were flooded. Although this is a small percentage, we think any home being flooded is unacceptable.

Sewers flood because of blockages caused by the wrong things being flushed down the loo, as well as heavy rainfall.

The options to choose between.

a. Reduce the number of sewage flooding incidents by 5%, from 1290 to 1220. This would mean no change to the average annual household bill.

b. No reduction in the number of sewage flooding incidents (1290 incidents each year). This would decrease the average annual household bill by £1.40.

c. Reduce the number of sewage flooding incidents by 10%, from 1290 to 1170. This would add £1.40 to the average annual household bill.

The cost of these options all exclude inflation.

What we've done.

We're already ahead of our plans to prevent sewage flooding, but due to the distress it can cause, it's a top priority for us and we want to do more.

Our current focus is helping customers to understand what can and can't go down their toilets, sinks and drains to help prevent blockages. This is really important as 71% of sewage flooding incidents are caused by blockages.

We currently use 'storm-chasing' technology to help us predict the weather, which can help us to prevent sewage flooding or respond more quickly if it does happen.

Challenges ahead.

- Helping all customers to understand the importance of only flushing pee, poo and paper down the toilet. An equally important message is making sure they don't put fats and oils down their sinks.
- Helping restaurants and other food establishments dispose of fats, oils and grease responsibly.
- Handling the increasing frequency of heavy storms, especially in the summer months.

The feedback so far.

- It's seen as a very serious issue, particularly inside homes and customers think the number of sewer flooding incidents should be reduced.
- It's important to support customers who suffer sewer flooding.
- Those who've experienced recurring issues expect more to be done to prevent it. Customers also value how quickly we attend and resolve sewer flooding issues, as well as the empathetic service and communications we provide.

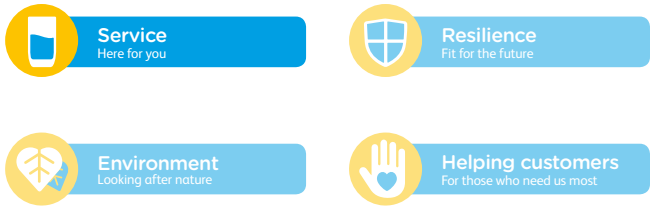
Our plan.

To help us reach our targets, we're scaling up our 'Bin it - don't block it' campaign to let customers know about the problems caused by putting the wrong things down the loo.

As part of the fight against blockages, we'll be working with restaurants and food establishments to collect their fat and grease, helping to discourage them from putting it down their drains and sinks.

We'll be installing equipment to help us predict build-ups in blockages, which means we can clean them before they block.

We would like to reduce the number of sewage flooding incidents by 5% a year, but, we could reduce them to 10% – this would add £1.40 to the average annual household bill.



Water quality - lead pipes

Lead is a common metal and, in the past, was used to make pipes. It's not used in our network of larger pipes today but may have been used before 1970, to connect individual properties to our network.

We've estimated that around half of the pipes that connect individual properties to our network are made from lead. That's around 1.24 million pipes.

The options to choose between.

a Deliver the planned programme of activities to replace 41,500 of our communication pipes and work with local authorities to remove lead exposure from drinking water at all primary and nursery schools in our supply area. This would mean no change to the average annual household bill.

b In addition to option a, increase the number of communication pipes we replace, from 41,500 to 60,000. This would add 20 pence to the average annual household bill.

The cost of these options all exclude inflation.

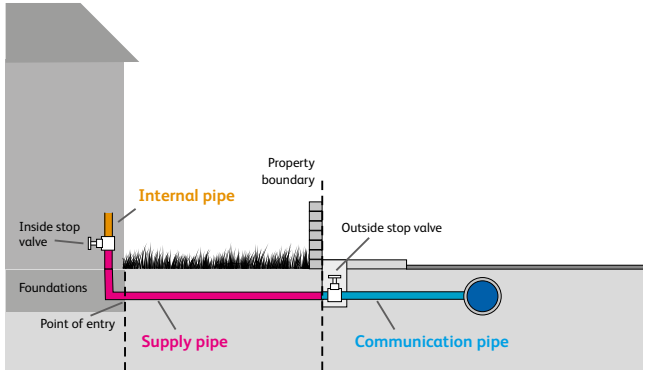
What we've done.

We've been working to make sure our customers know about the benefits of replacing these pipes. Part of this is making sure customers know which pipes belong to them and which pipes are ours.

To ensure the water that reaches homes and businesses is of a high quality, we use treatment processes to reduce lead getting into our water. As well as this, we've been carrying out a targeted programme of works in the areas with the most lead piping.

The feedback so far.

- Customers have told us we should provide high quality water that's safe to drink.
- A small number of people don't drink tap water, because of quality or safety concerns.



Pipework is made up of two parts: the communication pipe, which is our responsibility, and the supply pipe, which is the homeowner's responsibility.

Our plan.

Our long-term objective is to make sure our customers aren't exposed to lead.

For us, it's a priority to target primary schools. This is because research has shown that children under seven are more likely to be affected by exposure to lead, harming their development.

We'll be replacing 41,500 lead communication pipes in areas with the most lead piping and will continue to replace any lead pipes we find as part of our mains renewal programme.

We're also going to conduct a trial to replace all domestic lead piping from the road to the kitchen tap in 5,000 homes.

It's important we continue to provide top quality water, while looking for ways we can improve our treatment processes.

Leaks

Water leaks happen when small cracks appear in our pipes, or joints between pipes open up. This can happen for lots of different reasons – from ground movements, to the temperature of the water being too low.

Reducing leaks is our highest priority, because the more water we lose through leaks, the more water we have to take from the environment.

The options to choose between.

a. Our proposed plan is to reduce the amount of water lost through leaks from 646 to 549 million litres every day, or from 25% to 22% of the water we supply (a reduction of 15%). This would mean no change to the average annual household bill.

b. Reduce the amount of water lost through leaks even further than stated in option a. At the moment, we're working hard to understand how much more we can deliver and by how much this would increase the average annual household bill. We'll update our plans in September 2018.

The cost of these options all exclude inflation.

What we've done.

In 2016/17, for the first time in 11 years, we didn't meet our targets on reducing leaks. Because of this, we decided not to pay dividends to our external shareholders last year. Instead, we're using that money to focus on our performance.

We're planning to reduce our leakage from 734* million litres of water lost a day to 646 million litres by 2020. However, even with this reduction, we still won't be performing as well as other water companies.

To combat this, we're investing in new leak detection technology so we can find more leaks and we're employing more people to fix the leaks we're finding.

Challenges ahead.

- We've 31,000 km of water pipes to maintain and many of these lie under busy roads.
- Digging up roads to fix leaks can cause severe traffic disruption.
- Less than 5% of leaks can be seen – the majority happen underground and don't make it to street level. We use monitoring and listening techniques to identify them.
- The litres leaked each day include the water lost on customer pipes – which is 28% of the overall amount. Some customers may not know they have a leak, might not know if it's their responsibility to fix it or could have a small, hard to see leak, like a leaky loo.

* From 2020 the leakage measure will be standardised across the water industry. The number quoted here uses the new standard.

The feedback so far.

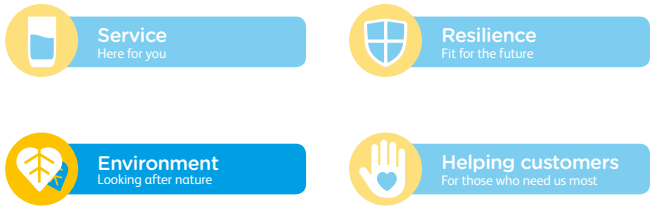
- Customers see leaks as a waste of water and money. As well as this, it implies poor maintenance on our network.
- Customers like to see a reduction in the level of leakage, but we must consider the impact on their bill.
- Customers want to see a significant change in the way we deal with leakage, bringing us in line with other water companies. However, they understand that this could be disruptive and difficult in the short term.
- Customers want leaks that can be seen to be fixed more quickly – within one or two days where possible.
- Customers want help with leaks on their pipes.

Our plan.

Our proposed plan is to reduce leakage by a minimum of 15% by 2025. This means we'll reduce the amount of water lost from 646 to 549 million litres every day or from 25% to 22% of the amount of water that we put into supply. We'll do this through a major programme to repair and replace our water pipes. In the future, we plan to reduce leakage further, and are working hard to understand how much more we can achieve, by when and at what cost. We'll include this in our revised plan.

We'll also continue to improve our data and technology, so we can target leaks more effectively, using both traditional and innovative techniques, while ensuring our teams are equipped to find and repair leaks.

We know that we've got a long way to go to reach our targets and the plan to halve our leakage in the long term is ambitious. We'll be able to update you on this in September once we have finalised our plan.



River pollution

We take our responsibility for turning wastewater into clean water and returning it safely back to the environment very seriously. This year, 99.4% of all the wastewater we treated was returned safely to the environment. This is one of our very best results and places us highly amongst other water companies.

We have made considerable improvements since 2013, when we fell short of our targets, resulting in court action and a £20 million fine, but we can still do more. In the next few years, we want to be rated as a top performer by the Environment Agency and have an ambition to eliminate all pollution in the future.

The options to choose between.

a Reduce the number of minor pollution incidents by 115, from 385 to 270 each year. This would mean the average annual household bill would stay the same.

b No reduction in the number of minor pollution incidents (385 each year). This would decrease the average annual household bill by £1.40.

c Reduce the number of minor pollution incidents by 129, from 385 to 256 each year. This would add £1.30 to the average annual household bill.

The cost of these options all exclude inflation.

What we've done.

We've invested in our sewage treatment works to make sure they are more reliable.

Employees have received training and we've made sure key roles across the business are filled with the right people.

We've invested heavily in technology and control systems to improve our real-time monitoring of over 109,000km of sewers, 4,700 pumping stations and 351 sewage treatment works.

Challenges ahead.

- It's hard to predict when and where pollution will occur across a network of pipes.
- Fats, oils and grease and the rise of so-called 'flushable' products such as wet wipes can cause major issues. To manage this risk, we're working with manufacturers and customers.

Feedback so far.

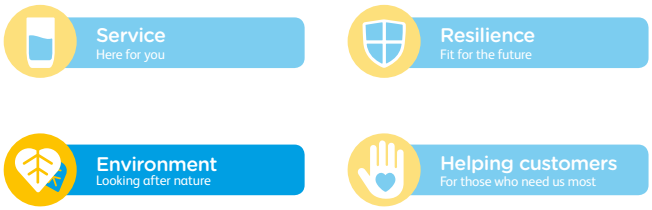
- Rivers are important and a natural resource which many of you benefit from and use. Most customers are generally satisfied with the quality of river habitats and rate them as good or moderate.
- We must avoid pollution and reduce pollution incidents because the natural environment is important to everyone. Customers understand that sometimes a one-off pollution incident can happen but it's important that the environment can be restored.
- Customers don't expect to see incidents happening more frequently or having an impact for longer than a month.

Our plan.

We'll undergo a major change in how we run our business to further expand the use of technology to tell us when things are about to go wrong. This builds on our pilot work in central London which predicts the build-up of blockages and the risk of potential sewage escapes.

Sometimes customers' waste pipes are wrongly connected to surface water drains, leading to pollution. By working closely in partnership with local authorities and other groups, we're finding more of these kinds of problem. We plan to treble the amount of misconnection tracing we do, increasing the number of rivers and streams that benefit through this work from 40 to 120 a year.

From 2020, we propose to reduce the number of pollution incidents from 35 per 10,000 km of sewer pipes to 25, but our aim is to achieve zero pollutions.



No water

Sometimes, either due to an emergency or work we're doing, we may need to turn off our customers' water for a short while.

When this happens, we always try our hardest to keep them informed of our progress and when their water supply can be restored. We post updates on our website and social media and our Customer Service Agents are kept up to date with what's happening.

The options to choose between.

a. Keep our service at its current level (146,000 properties a year). This would mean no change to the average annual household bill.

b. Reduce the number of properties at risk from a water supply interruption of more than three hours by 10%, from 146,000 to 131,000. This would add 80 pence to the average annual household bill.

c. Reduce the number of properties at risk from a water supply interruption of more than three hours by 12%, from 146,000 to 128,000. This would add £1.20 to the average annual household bill.

The cost of these options all exclude inflation.

What we've done.

We've been working to reduce the number of people who have their water turned off for more than four hours, by upgrading and replacing our pipes. As well as this, during an emergency, we will look to re-route water, where possible. This is usually if the water will be off for a longer period of time, or if something like a hospital will be impacted.

We also monitor our network to try and predict and prevent problems from happening and investigate previous emergencies to ensure we're prepared for any that may happen in the future. We also make sure we carry out a detailed investigation after an emergency, such as a burst main, to help improve our processes and predict future problems.

From 2015 to 2020, we'll be repairing or replacing many of our older pipes and the ones we know could potentially cause problems.

Challenges ahead.

- Delivering an ambitious programme of improvements with minimum impact on our customers.
- Many of our pipes are under very busy roads, so access isn't always easy.
- Our pipes are old – many date from Victorian times – and repairs can be quite complicated.

The feedback so far.

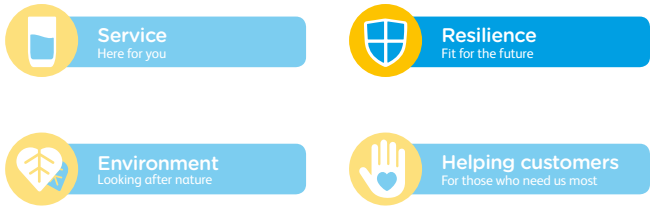
- Providing a constant supply of water is a high priority and customers don't want their water to be turned off.
- It's important for our customers to know when their water supply will be affected, how long it will last and to be kept up to date if things change.
- It's intolerable for customers to be without water for around eight hours or to be without water more than twice a year.
- Customers want sufficient notice of planned changes to their water.
- There's concern for customers who are more vulnerable or for businesses who need to have a constant supply of water.

Our plan.

We'll install additional monitoring points on our network to inform us of any problems at the earliest opportunity.

From 2020 to 2025, we'll increase the amount of pipes we've replaced in previous years.

We'll also improve the reliability of our water treatment and storage so we can re-route water more easily in an emergency.



Drought

Our area is classed as 'seriously water stressed' by the Environment Agency. This means we have to do whatever we can to ensure water is used carefully, in order to protect the environment and ensure there's enough to go around for all our customers, whatever the weather.

There's a lot of pressure on the amount of water we have available, with increasing population and changing weather patterns, making it more important for us to be water smart.

In severe droughts, we have to put water rationing in place. This would mean that water for everyday activities would be rationed and water might be turned off for periods during the day. These restrictions could last for several weeks. The last time this happened in our region was in 1976.

The options to choose between.

a Our proposed plan, which is to ensure that we can maintain all of our customers' water supply during a severe drought, by 2030. This would mean no change to the average annual household bill.

b Delay the work so we can maintain all of our customers' water supply during a severe drought, by 2035. This would mean a decrease in the average annual household bill of £1.40.

c Speed up the work so we can maintain all of our customers' water supply during a severe drought, by 2027. This would add £2.80 to the average annual household bill.

The cost of these options all exclude inflation.

What we've done.

We've been working with other water companies in the South East to explore what the long-term water supply options are for the whole region. This includes looking at transfers from other areas and building shared resources.

We've a programme in place to continue to reduce leaks and to meter more customers, helping them to reduce their usage.

Challenges ahead.

- We predict there'll be a shortfall of around 360 million litres of water per day by 2045. This shortage is due to climate change which reduces the amount of water we have available to treat and highlights the need to protect our region from more severe droughts. As well as this, population growth means there's less water per person – it's predicted the population in our region will increase by 2 million by 2045.
- We've calculated that we could be short of 860 million litres of water per day by 2100, with the problem being most severe in London. Significant shortages will also exist across the Thames Valley.

The feedback so far.

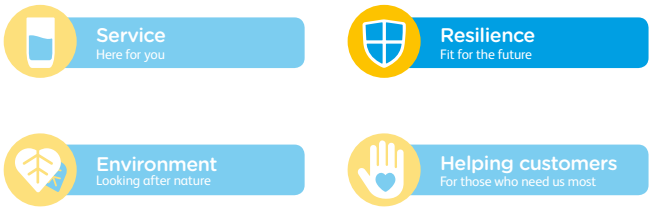
- Customers want us to ensure there's enough water in the future.
- Customers support us looking at a variety of options about how we address the shortfall, but also want us to consider things such as environmental impact when we do this.
- Customers would like us to use the resources we already have more efficiently and effectively before looking for new sources of water.
- Reducing leaks is important to our customers.
- Customers want us to help them become more water efficient.
- Customers see metering as a fair way of paying for water as it helps them to manage their usage.

Our plan.

Our Water Resources Management Plan looks ahead 80 years so we can ensure that there's enough water for the future.

In the plan, we highlight the options we've considered to make sure we can continue to provide our current service and establish how we can protect our customers from events such as severe droughts. More details can be found online, at **thameswater.co.uk/yourwaterfuture**.

Our proposed plan meets guidelines which state we need to protect all of our customers from a one in 200 year drought, which is defined as a severe drought – but we do have some choice in how quickly we achieve this.



Wet weather resilience

We know that the number of people living in our region is going to increase and, at the moment, some of our sewers, pumping stations and treatments works are running near to capacity during heavy rainfall.

We also know that climate change brings unexpected weather patterns and we often experience more extreme storms or longer periods of dry weather, either causing flooding or drought.

Around 250,000 properties in our region are at risk of sewer flooding in a very severe storm (one in 50 year event), and it's really important to us that we reduce this number.

We need to become more resilient to big storms and long periods of wet weather as well as increasing the size of our sewers.

The options to choose between.

a. Reduce the number of properties at risk by 35,000, from 250,000 to 215,000. This would mean the average annual household bill would stay the same.

b. Reduce the number of properties at risk by 18,000, from 250,000 to 232,000. This would decrease the average annual household bill by £1.80.

c. Reduce the number of properties at risk by 53,000, from 250,000 to 197,000. This would add £1.80 to the average annual household bill.

The cost of these options all exclude inflation.

What we've done.

We're on track to invest around £20 million by 2020 in sustainable drainage solutions, such as porous paving and separating the wastewater and surface water sewers. In turn, this will help to slow down the rainwater entering sewers in the areas that are at risk of sewer flooding.

We continue to invest in increasing the size of our sewers so they can cope with the increase in waste they need to take away, due to population growth and new development.

We've invested in new technology to help us track storms and respond more proactively to protect customers from flooding.

Challenges ahead.

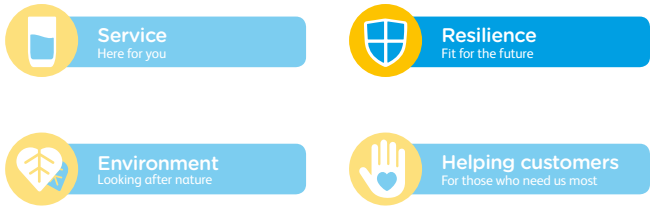
- Our climate is changing and weather patterns are harder to predict.
- Loss of green spaces – many of the green spaces in our towns and cities have been paved over, reducing natural drainage.
- The UK's population is growing – particularly in the South East – we're expecting an additional 2 million people in our area by 2045.

The feedback so far.

- Customers want us to ensure our sewer system can meet increased demand in the future.
- We must plan and protect against severe hazards, such as storms, which may become more common in the future is important.
- Day-to-day service shouldn't be impacted – customers don't want our service to deteriorate.

Our plan.

We're proposing to reduce the number of properties at risk of flooding from a very severe storm from 250,000 to 215,000. The majority of this improvement will be achieved by putting in place sustainable drainage solutions.



Helping those who are struggling to pay their bill

We know that for some households, their income doesn't stretch far enough and we want to make sure we're here to support those who are struggling to pay their water bill. As well as this, it's been estimated that the cost of unpaid bills adds around £13 to the average yearly household bill.

So, for everyone, it's really important we minimise debt by supporting those that can't pay, while making sure we collect charges from those who can.

The options to choose between.

a. Our proposed plan, which is to increase the number of customers we help each year from 85,000 to 300,000. All customers not on the discounted tariff would pay £11 towards helping these low-income customers.

b. Increase the number of customers we help each year from 85,000 to 160,000. All customers not on the discounted tariff would pay £6 towards helping these low-income customers.

c. Increase the number of customers we help each year from 85,000 to 200,000. All customers not on the discounted tariff would pay £7.50 towards helping these low-income customers.

The cost of these options all exclude inflation.

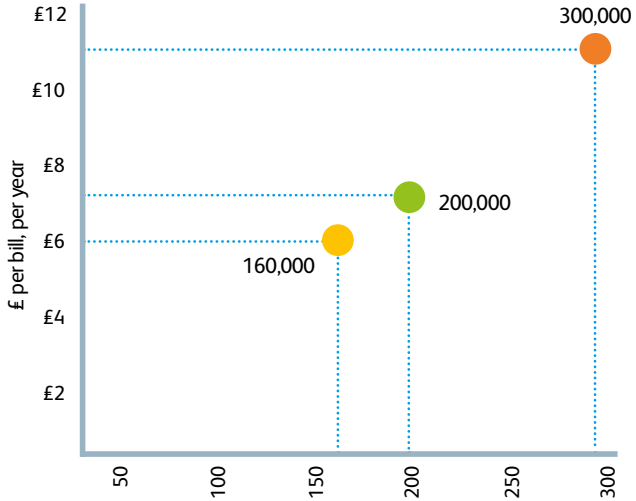
What we've done.

We've lots of different payment plans to make budgeting and paying bills as easy as possible.

We provide discounted tariffs and financial support schemes to support those that need them. This includes a customer assistance fund and a trust fund which make donations to help those in need.

We're currently reducing water poverty by providing a discount to 55,000 low-income customers. We're expecting this to grow to over 160,000 customers by 2022.

We use leading debt-management practices to ensure we collect from those customers that can pay.



- Option A: +£11.00
- Option B: +£6.00
- Option C: +£7.50

Challenges ahead.

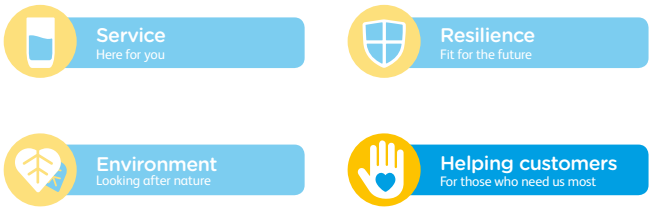
- We serve some of the wealthiest areas in the country and some of the most deprived. We believe that in our region over 300,000 low-income customers may be in need of financial support to pay their bill.

The feedback so far.

- We should support people on a low income and customers would accept paying £6 per year to support a discounted tariff for them.
- Our services should be easy to access in a variety of different formats.
- We should tailor our services to meet the individual needs of customers.

Our plan.

We must provide access to financial support for every customer who's finding it hard to pay. Our plan is to offer a discounted tariff up to 300,000 low-income customers by 2025.



Providing a priority service

We've a hugely diverse customer base, which means many of our customers have very different needs. We believe it's important to provide services that meet the needs of all our customers and make access to our services easy for everyone.

Our priority service.

Whether customers have a physical disability, a medical or mental health condition, or speak a different language, we can tailor our service to suit them.

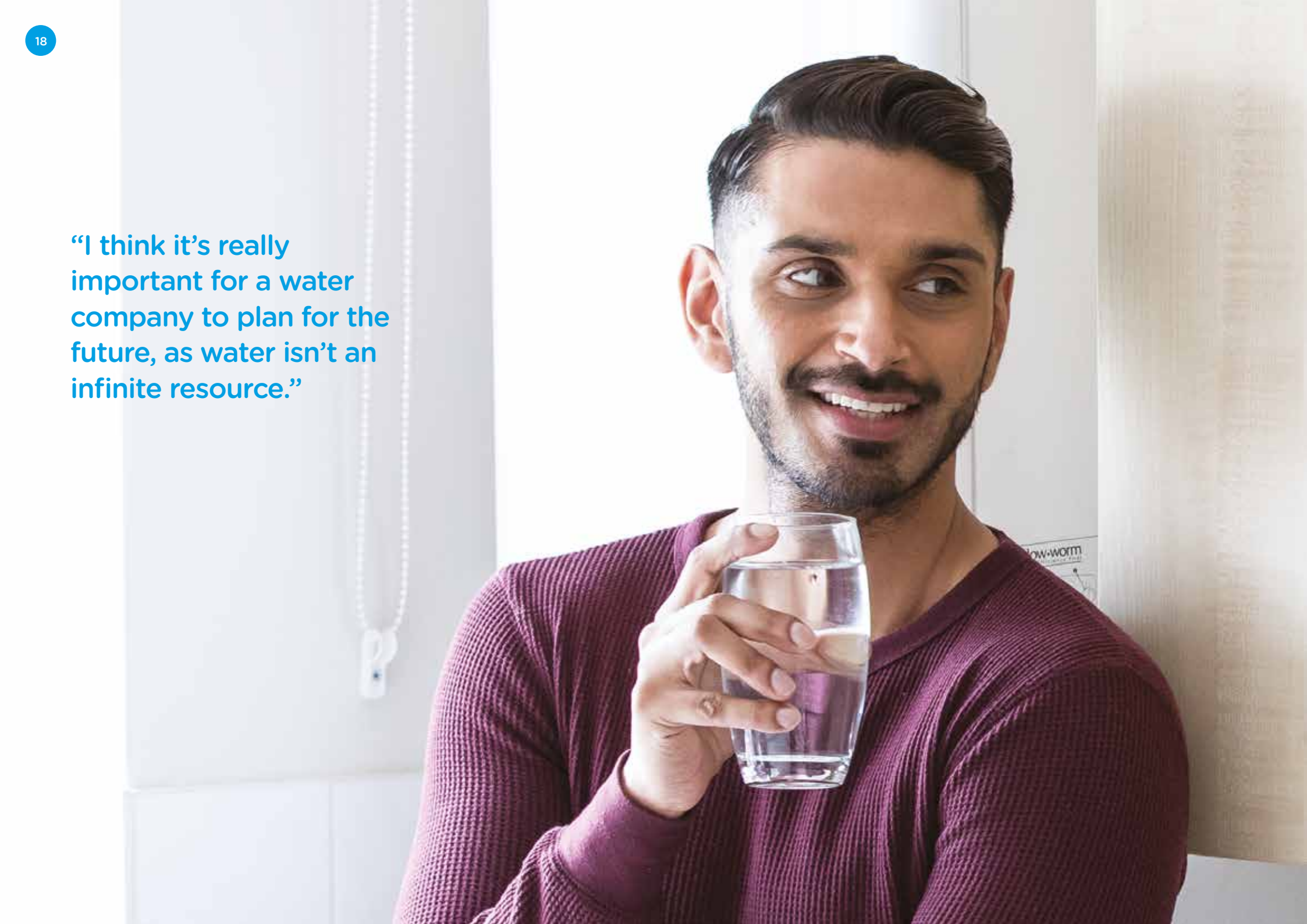
If, for instance, a customer needs a constant supply of water for health reasons, or needs their bills and letters in a different format, we can offer them this service.

Our plan.

Today, 60,000 customers are registered with us for a priority service. We expect this to grow to 75,000 by 2020.

To make sure our service is accessible and personal to everyone, we plan to grow the number of customers registered for our priority services to over 400,000 by 2025.

To help us reach our goals, we're working with organisations like Step Change, Citizens Advice, RNIB, Action for Hearing Loss and other utilities to ensure we can help the customers who need it most, as quickly as possible.



"I think it's really important for a water company to plan for the future, as water isn't an infinite resource."

How to get involved

Help us shape our plans. It won't take long and you can tell us in a number of ways.

Try our online interactive tool
thameswater.co.uk/mywaterfuture

Complete our online survey
thameswater.co.uk/yourwaterfuture

Come and talk to us
See our website for dates and venues

Find us on Facebook or Twitter
Using @thameswater and send your views with #yourwaterfuture

Email
consultations@thameswater.co.uk

Write to us
Freepost RTJK-RLJB-ZYLZ, Thames Water –
Your water future, PO Box 2747, Reading RG30 4ZQ

If you need a telephone language interpreter or any of this information in a different format, please call us on **0800 009 3652** (option 3).

What's next?

We'll carefully consider all of the responses we receive. During summer 2018, we'll publish a report setting out all of the comments and explain how we've taken these into account in revising our draft plan. This report will be sent to everyone who's participated in the consultation, if we've received your contact details, and will also be published on our website.

We're also consulting on our draft Water Resources Management Plan, which will be published in a similar way.

Here's the timetable:

- 29 April 2018 – this consultation closes.
- Summer 2018 – we publish our findings from the consultations.
- 3 September 2018 – we submit our business plan to Ofwat.
- January 2019 – Ofwat provides its initial review of the plans published.
- December 2019 – Ofwat publishes final determination of business plans.
- April 2020 – plans implemented.

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