

Weekly Drought Update no.16



22 November 2022

Welcome to our sixteenth newsletter. This is the last in this series of newsletters as we remove the temporary use ban for our customers as detailed below. We also provide a final update on our water resources situation.

Hot Topic – Lifting our Temporary Use Ban (TUB)

We are pleased to announce that we are removing, with immediate effect, the TUB which has been in place since 24 August 2022.

Since the summer we have seen significant levels of rainfall, with September having a Long-Term Average (LTA) of 108% followed by 130% in October. So far in November we have seen 94% of LTA rainfall (to 14 November).

The above average rainfall has reduced the soil moisture deficit which is now below average for November, increasing the potential for groundwater recovery. Reservoir storage levels across our region have also improved significantly. With these significantly improving indicators, we are confident that our resources have recovered enough to lift the TUB.

We are acutely aware of the role we must play to continue to improve the balance between supply and demand. Our top priorities are to reduce leakage and drive water efficiency.

We continue to invest in upgrading our Victorian infrastructure and will invest £200m to replace old water mains over the next three years. In addition, we are repairing more than 1,000 leaks every week, and are increasing our smart meter rollout programme which is key to tackling customer side leakage.

As mentioned in last week's newsletter, this month we are proactively communicating our leakage plan to our customers with a broadcast advertising campaign that champions our frontline teams to find and fix leaks, as well as highlighting the investment we're making so that our network is fit for the future.



Thanking our customers

Thames Water is lifting its hosepipe ban restrictions. We are very grateful to our customers and businesses for all their efforts to help save water.

The wet weather has begun to make a difference but our customers have also played a vital role by using water wisely with demand reduced significantly between August and November.

We still need more rain throughout the winter to ensure our rivers and reservoirs are fully recharged for next spring and summer and so we continue to encourage our customers to use less water at home.

For more information on saving water:

<https://www.thameswater.co.uk/help/water-saving/water-saving-tips>

Water resources available for our customers

Nine of the last twelve months have experienced below average rainfall (November 2021 to October 2022). October had 130% of Long Term Average rainfall (LTA) with river levels responding to the most recent downpours. November has had 94% LTA rainfall to date (14 November).

To support groundwater recovery we need effective rainfall. This is the rainfall available after losses to vegetation and evaporation. With the recent rainfall the soil is wetter than average with potential for groundwater recovery to start.

Customer demand is normal in London and in Thames Valley for this time of year.

London storage levels have improved significantly as a result of recent rainfall though remains below average at 69% against an average of 79% for the time of year. This is split across West London (63%) and Lee Valley (93%).

Farmoor reservoir storage has improved significantly following recent rainfall and is close to average at 89% against an average of 90% for the time of year.

