



Dear Stella,

I am writing to provide you with an update on the progress being made with establishing the independent review following the extraordinary storms which hit large parts of London in July.

As previously stated, our initial findings have not uncovered any problems with our sewers or other assets which significantly contributed to the flooding. However, we have commissioned an independent review which will look at our network's performance in far more detail, including the Maida Vale and Counter's Creek schemes, to see what lessons can be learned.

The broad structure of the review is now in place and I am pleased to announce Mike Woolgar will be the chairman. Mike is a director in the WSP UK Ltd's Water group, responsible for water strategy and technical advisory services. He has over 35 years' experience in the water industry and has helped to develop and deliver a range of water related infrastructure, including waste systems and flood management schemes. *Please see full biography below*

He will head a panel of three experts, with international experience of flood risk management, that will lead the review alongside separate consultants carrying out the work on the ground.

These experts will be assisted by a group of representatives from organisations which have a stake in preventing flooding in London, including the Environment Agency, the Consumer Council for Water, London Councils, the London Drainage Engineers Group and the Thames Regional Flood and Coastal Committee.

The review itself currently has five core objectives but these are being reviewed by the expert group which will have the final say:

- Establish what happened during the storms of 12 and 25 July
- Determine how well Thames Water's network performed during those storms
- Identify other factors, such as the time of day, which potentially contributed to the flooding
- Recommend how Thames Water can achieve its responsibilities as a flood risk management authority and increase resilience to future extreme events
- Identify wider implications for London's drainage infrastructure and make recommendations to all authorities with surface water management responsibilities to increase resilience across the capital

While we cannot give precise deadlines at this stage, we anticipate the whole review will take approximately six months to complete. We will keep you informed throughout the process so you will be able to tell your residents how things are progressing.

The review will approach local authorities and MPs throughout the process to get their essential input.

We are also in the process of completing our own internal review, which will look at our initial response as well as what we could have done better during, and in the immediate aftermath, of the storms. This internal review will then set out our next steps on what we can do to increase

preparedness for any future events in the immediate short term and our longer term plans. We will share this with you.

The Thames Water Trust Fund also continues to be available to support those hardest hit by the flooding and has already helped a number of customers. If you are aware of anyone else needing assistance, they can reach us by calling 0800 009 3652 or visiting www.thameswater.co.uk/helptopay.

If you have any questions please do not hesitate to get in contact with my colleague Mike Benke.

Many thanks

Alex Nickson

Waste Systems Strategy Manager

Mike Woolgar

Mike Woolgar is a Director in the WSP UK Ltd's Water group responsible for water strategy and technical advisory services. He has over 35 years' experience in the sector in water supply, flooding and drainage planning and engineering, project development, regulatory, strategic and advisory projects.

Mike has wide experience and understanding of the water sector, public and private, and has worked extensively on catchment planning, institutional and organisational development of water management bodies and with water services companies in the UK and overseas in all aspects of water management and business planning.

He has provided expert technical review, due diligence and support to legal cases in many sectors. He served on the consultation team for the Environment Agency's 2050 Strategy for Flood and Coastal Erosion Risk Management, was a member of the GLA's Water Advisory Group, a working group member on Anglian Water/ Cambridge Programme for Sustainability Leadership abstraction licence trading platforms research, and a Steering Group Member, RAEng/ICE report, Engineering the Future, Global Water Security.