



Clearwater Court
Vastern Road
Reading, RG1 8DB
20 December 2021

Independent Review

Good afternoon,

A short while ago our Chief Executive, Sarah Bentley, sent you an update following the publication of our [internal review](#) which set out our assessment of how we handled the flooding events which took place in July, the lessons we have learnt and the actions we are now taking as a business to make sure we get the basics right.

Given the scale of the flooding which took place last summer, we also made the decision as a business to take the further step of commissioning an independent review.

I am pleased therefore to write to you today to confirm this independent review is now underway. The review is being chaired by leading water strategist Mike Woolgar, supported by flood modelling expert Professor Roger Falconer and city resilience expert Lykke Leonardsen, from Copenhagen.

This independent expert group is best placed to provide a deeper level of understanding of the causes of last summer's flooding events, as well as to provide insight into and recommendations to improve the capital's resilience against future flooding events caused by climate change.

The expert group is also joined by a strategic stakeholder panel to help with the process. It is made up of senior representatives from agencies such as the Greater London Authority, Transport for London, London Councils, the London Drainage Engineers Group, the Environment Agency, the Consumer Council for Water, the Thames Regional Flood and Coastal Committee. Our economic regulator, Ofwat, also joins the panel to act as an observer throughout the process.

The independent experts have arranged to speak with many residents, local authorities and MPs as part of the review to get a full understanding of what happened during the July storms.

Interim reports will be released in the coming months before the final review is complete in the spring. We will do our part but it is only by working together and being prepared to drive forward change that we will be able to increase the resilience of the capital to extreme rainfall.

While this independent review is ongoing, I want to reassure you we will be taking action to help our customers. We are continuing to work through the actions highlighted in our internal review and we will shortly be able to reveal details about plans to mitigate the risk of sewer flooding for those homes most at risk.

If you would like to any further information about the independent review this can be found on the review website here londonfloodreview.co.uk.

Yours sincerely,

Warren Buckley, Retail Director