

Name of Organisation	Thames Water
Completed by	Sarah Burchard
What effect did the adverse weather have on your organisation?	Flooding affected TW assets right across the Thames Valley and in South London. Wastewater assets were particularly badly hit with sewers and pumping stations being inundated with river / groundwater. In addition TW were called in to assist other water companies Sutton and South East Water (Croydon) and Viola Water (Ashford).
What plans did your organisation have in place beforehand to help manage the impact of the severe weather?	A number of asset / process specific contingency plans, and the TW Event Management Procedures were activated.
Of the actions that you had planned, what worked well?	Risk prioritisation and response.
What worked less well or would you change for future events and why?	The scale and geographical extent of the event was something that we had not anticipated. Initially we ran our response as one event. Later we divided it up by LRF area with a dedicated, senior manager led team for each area.
What changes, if any, were made to your plan in response to events and what effect did they have?	See above.
Please outline any other comments that you may have for the Commission.	