



West Berkshire Council Resource and Place Scrutiny Committee

Tuesday 15 September 2026

Agenda

1. Introductions
2. Company updates
3. Clean water update
4. Waste water update



Introductions

Company updates

Annual report key updates

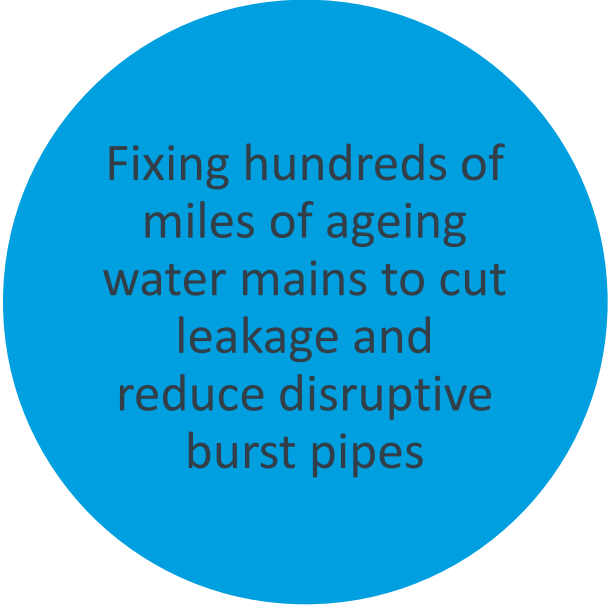
Published 15 June 2026

In the year ending March 2026 we:

- Increased capital investment by 20 per cent to a record £2,680 million. This equates to £7 million every day modernising the infrastructure our customers rely on.
- Reduced by 18% the number of pollution incidents affecting rivers in our region
- Responded 40% faster, on average, to operational incidents (such as burst water mains that interrupt customers' supplies) than in 2024-2025.
- Recruited around 1,000 new staff, growing our workforce by 12% to more than 9,000 to help deliver our investment plans
 - 30% of our recruitment is from 'untapped talent' pipelines including those under 24 and over 50, young black men, care leavers, prison leavers and ex-services personnel.
- Supported more than 560,000 households through our WaterHelp scheme, which offers a discount on bills of between 25 per cent and 99 per cent.
- Provided £260 million of affordability support to customers over the year.

Our biggest upgrade in 150 years

Over the next five years investment of more than £20 billion will reduce leaks and burst pipes, improve our resilience to extreme weather, reduce our impact on rivers and support growth, including:



Fixing hundreds of miles of ageing water mains to cut leakage and reduce disruptive burst pipes



Modernise our wastewater systems to protect rivers.



Upgrade water treatment works and monitoring to ensure safer, cleaner tap water.

Our biggest upgrade in 150 years

Our customers have told us they want clear information about what's being to address leaks, pollution, and water quality.

We have responded to this feedback through:

- information campaigns including videos, social media and press releases
- First nearly £200 million being spent targeting the leakiest areas first, where disruption to supplies and infrastructure has been high.

As we progress, we will:

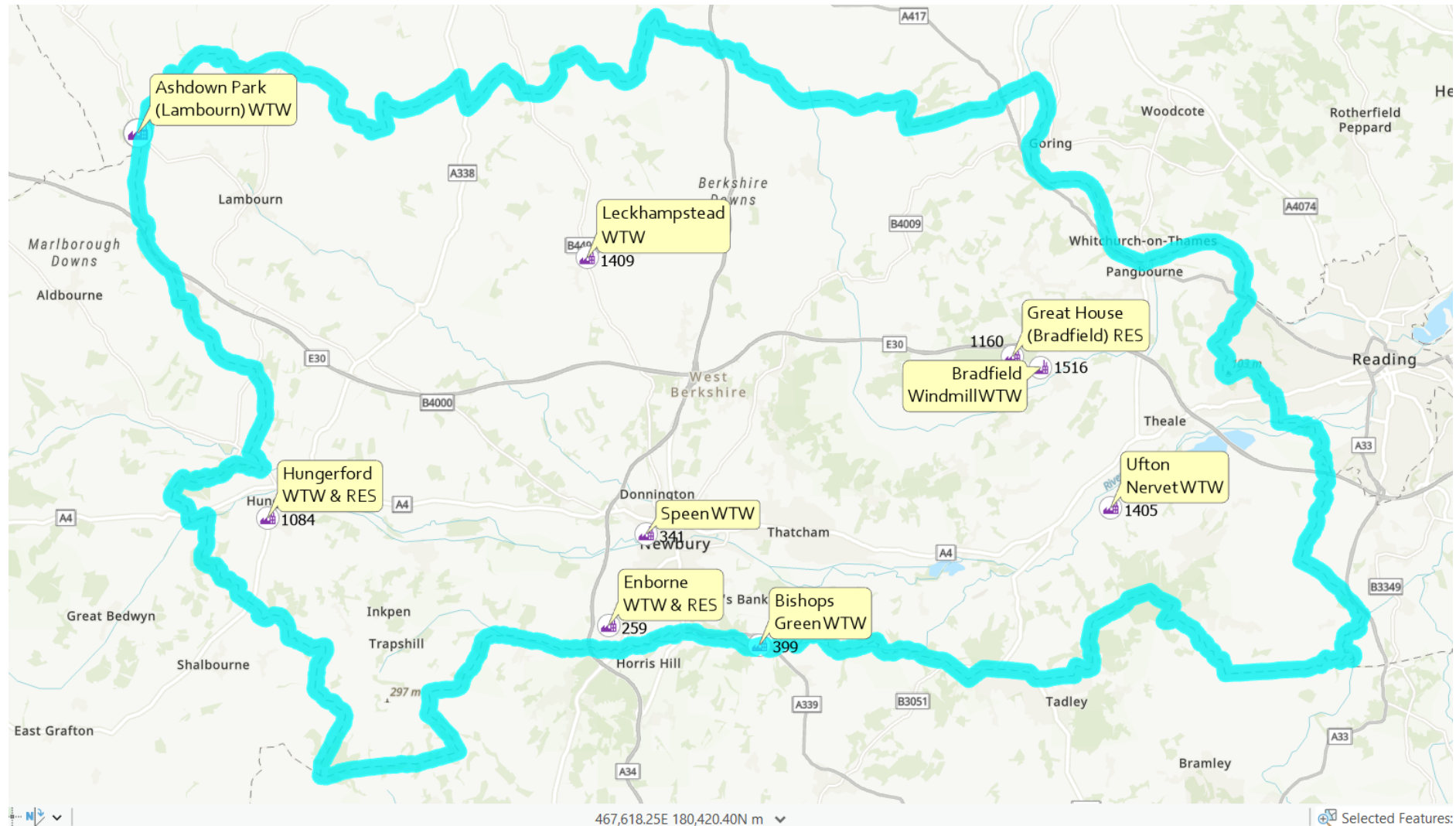
- Provide more detailed local information to individual areas
- Tailored visits to homes and businesses and drop-in sessions where our work is taking place.
- Site visits for elected representatives, to allow you to have informed conversations with the community you represent.



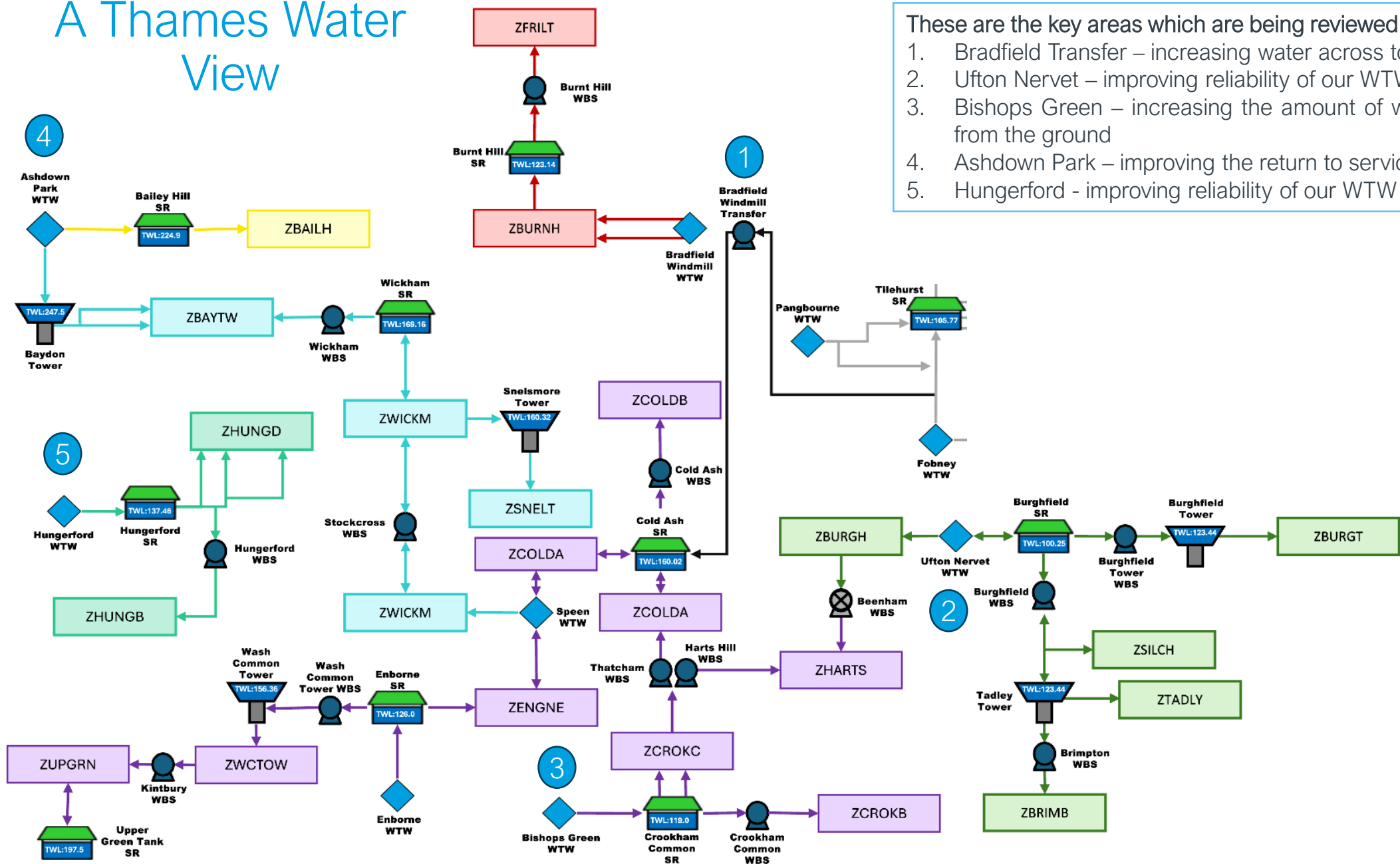
Clean water update

Clean water supplies in West Berkshire

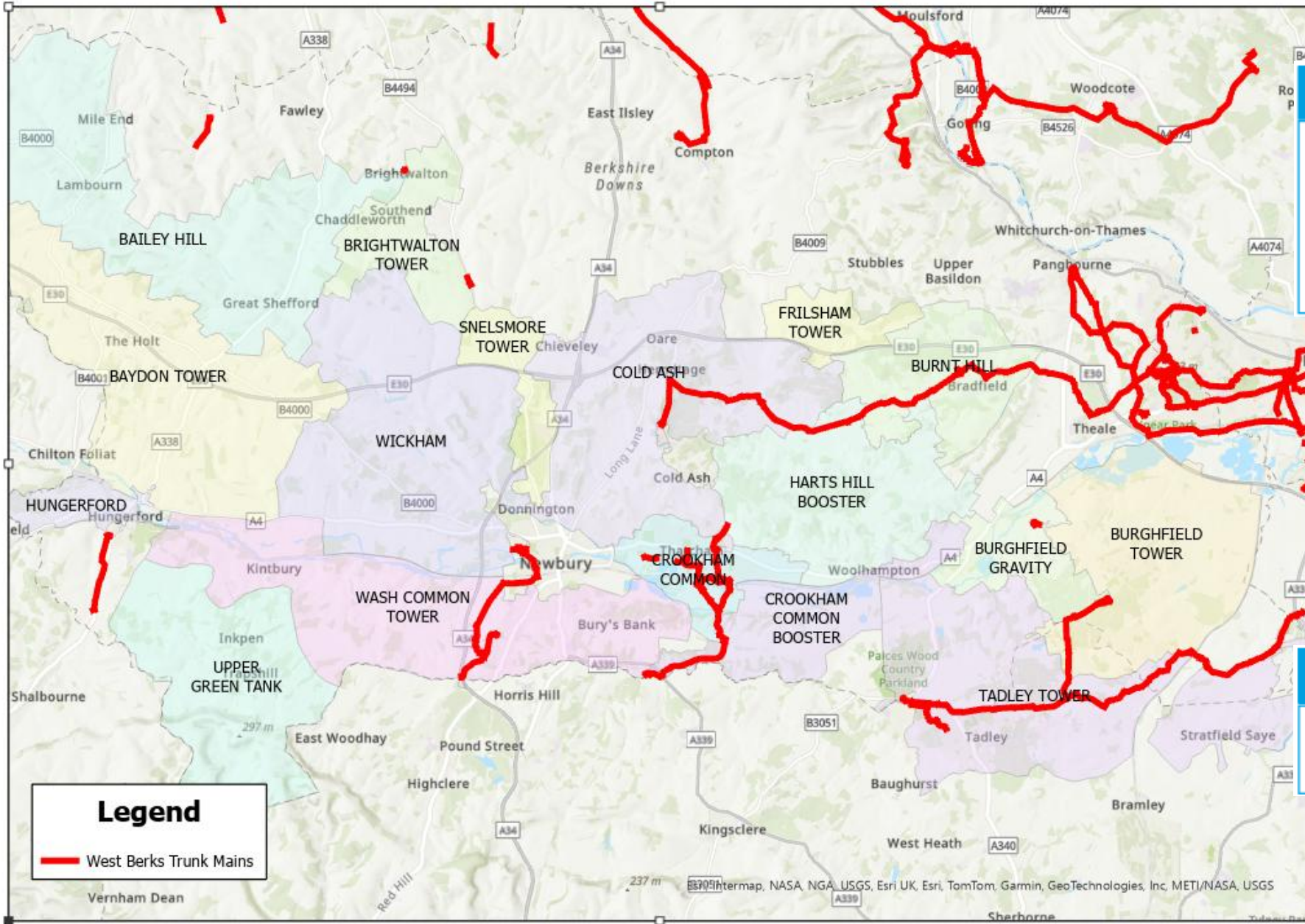
Total daily flow is circa 92 MI/d, 86% household consumption and 14% non-household



A Thames Water View



Network overview



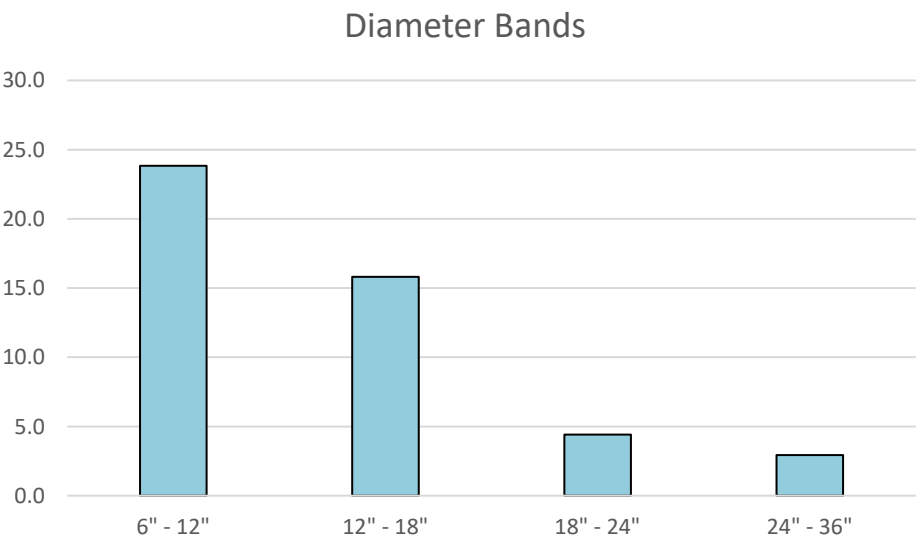
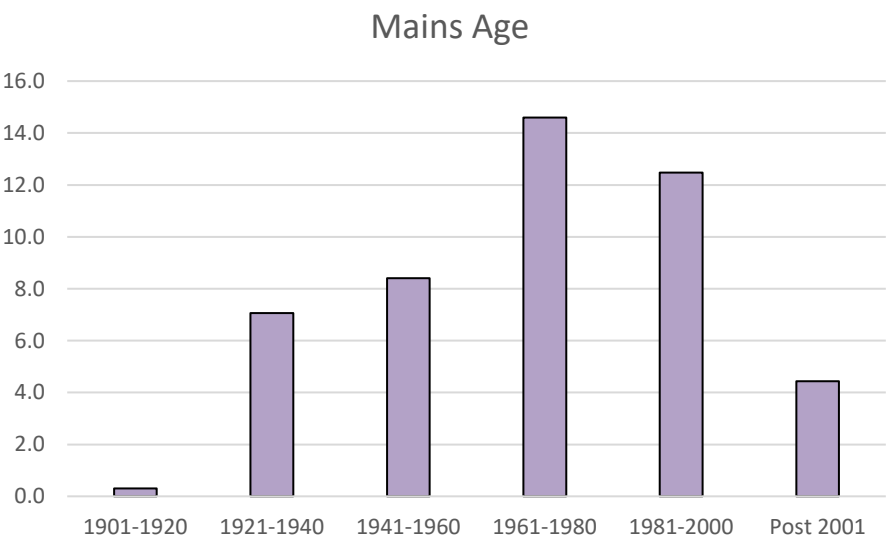
The Zone

- 65 Years - Average Mains Age
- 2,105km of District Main
- 165km of Trunk Main
- 3.8% New Plastic
- 411k Customers
- 167k Properties

Key Challenges

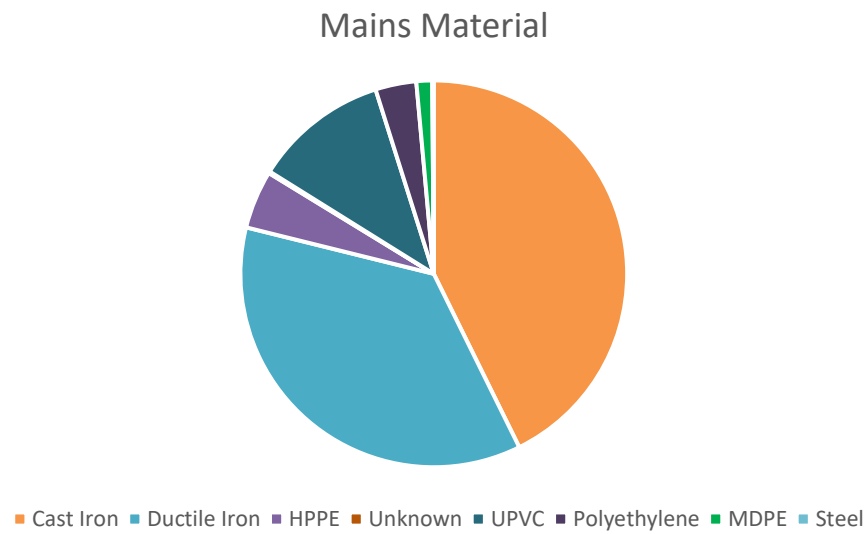
- High mains bursts
- High growth

Network overview cont.



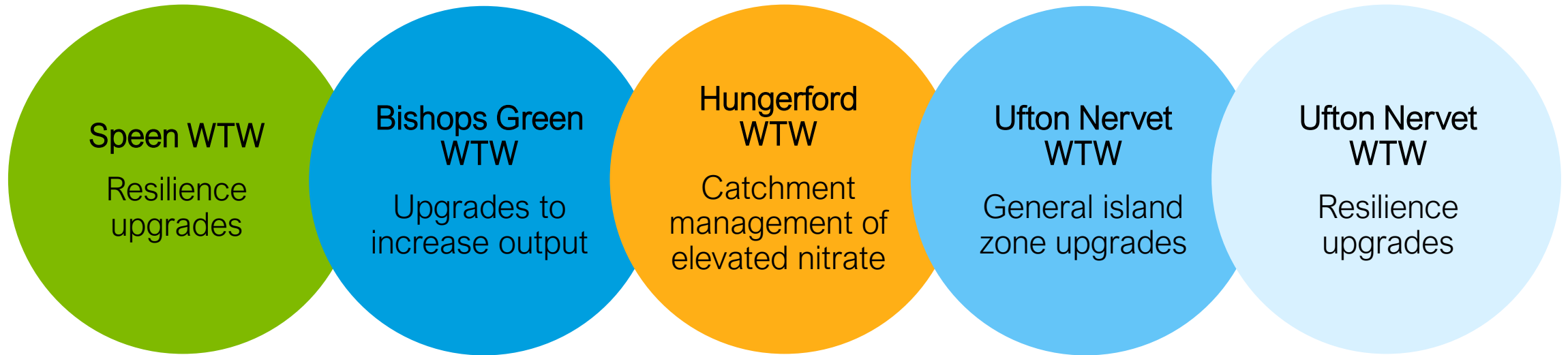
West Berkshire's water mains are on average 65 years old with the area being predominantly cast iron and ductile. This compares favourably to our company average age of water mains of 81 years.

This will be reviewed in AMP9 (2025-2030) against burst rates to ensure the correct proportion of mains renewal to manage risk to our customers and increasing leakage.



Updates since our last visit

Happening now or in progress



Investment plans overview

We're investing £27m in the region to improve customer experience, reliability and ensure compliance with more to come...

Short term

2025-2030

- Upgrades identified by the Sandleford development study
 - New main
 - Pumping capacity upgrades
- Snelsmore tower replacement
- Continuation of Bishops Green catchment mitigation for nitrate
- Ufton Nervet resilience

Medium term

2030-235 *

- Enborne Grange WTW
 - increase abstraction pump flexibility
 - Reinforce transfer main
- Increase capacity at Cold Ash reservoir
- Significant trunk main rehabilitation
- Complete final sections of metering programme

* The AMP9 business plan is still being developed

Long term

2035- 2040

- React to demand possibly reaching “high” in 2030's
 - This would mean a new water resource between Newbury and Reading from 2040.
- Proposal to add a spur from the White Horse Reservoir transfer pipe
 - add resilience to Newbury area
 - Support supply-demand expectations from 2050
- Removal of island zones - customers that can only be fed from one Abstraction location to increase resilience

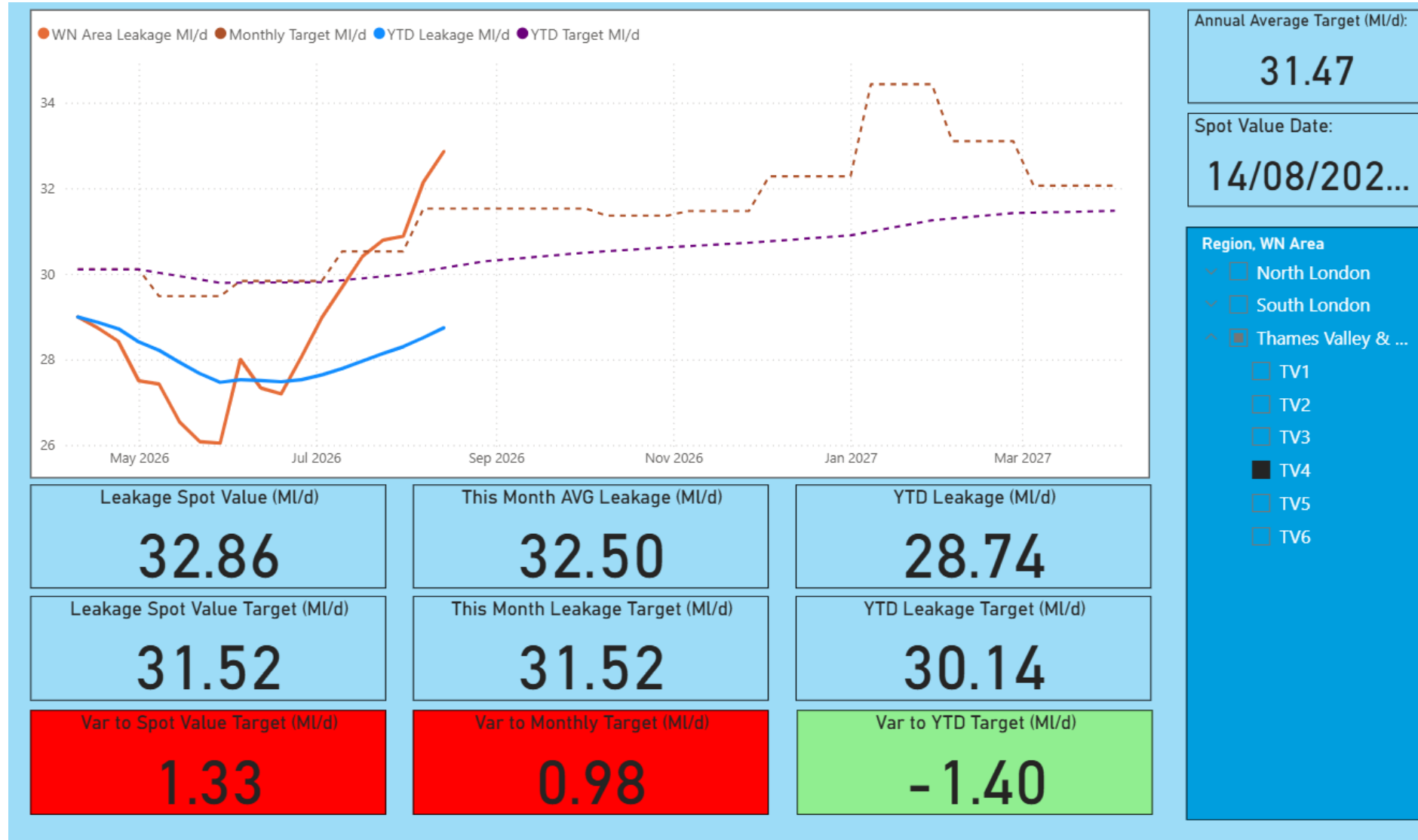
Investment plans 2025-2035

We're investing £27m in the region to improve customer experience, reliability and ensure compliance with more to come...

Name	What	Why	2025-2030 (AMP8)	2030-2035* (AMP9)
Snelmore Tower	Replacement of the tower in a new location	Improving pressures for customers in the area including Mary Hare School	£5m	
Bishops Green	New filtration plan installed	To ensure we keep supply at the highest quality at a higher output to meet growth in the area	£1m	
Ufton Nervet WTW	Site improvements, water mains	Ensuring outages can take place, faster return to service, improving reliability/quality and mitigation site flooding	£6m	
DWI mandated improvements	Upgrades at Speen WTW, Ufton WTW, Bishops Green, Hungerford WTW	Upgrade treatment infrastructure to safeguard drinking water quality	£3.5M	
Leckhampstead, Bradfield WTW, East Woodhay and Enbourne WTW	Flood Resilience	To ensure the site operates in high rainfall and floor events.	£0.6M	
Stockcross WBS	Improve reliability & servicability	To ensure the WBS runs efficiently and allow safe access to TW teams	£1.6M	
Ashbury Reservoir	Additional storage	Improved survival time	£3.6M	
Bradfield WTW Sustainability Reduction	Licence removal – increased transfer from Reading	to protect Chalk stream environments	£2M	£13M
East Woodhay boreholes	Borehole improvements	Increasing abstraction volume whilst managing WQ	£3.54M	
Ashdown Park	Site improvements	improving the return to service time of our site		£3M
Speen WTW	Return a borehole to service	To improve the reliability of Speen WTW		£0.8M
Hungerford WTW	Return a borehole to service	To improve the reliability of Speen WTW		£2.5M
400mm Trunk main (Enborne)	Improve trunk mains condition	Ensure transfer of water from our reservoir to water tower		£2M
500mm Pipe bridge	Improve trunk mains condition	Ensure transfer of water between reservoirs across key rivers		£0.5M

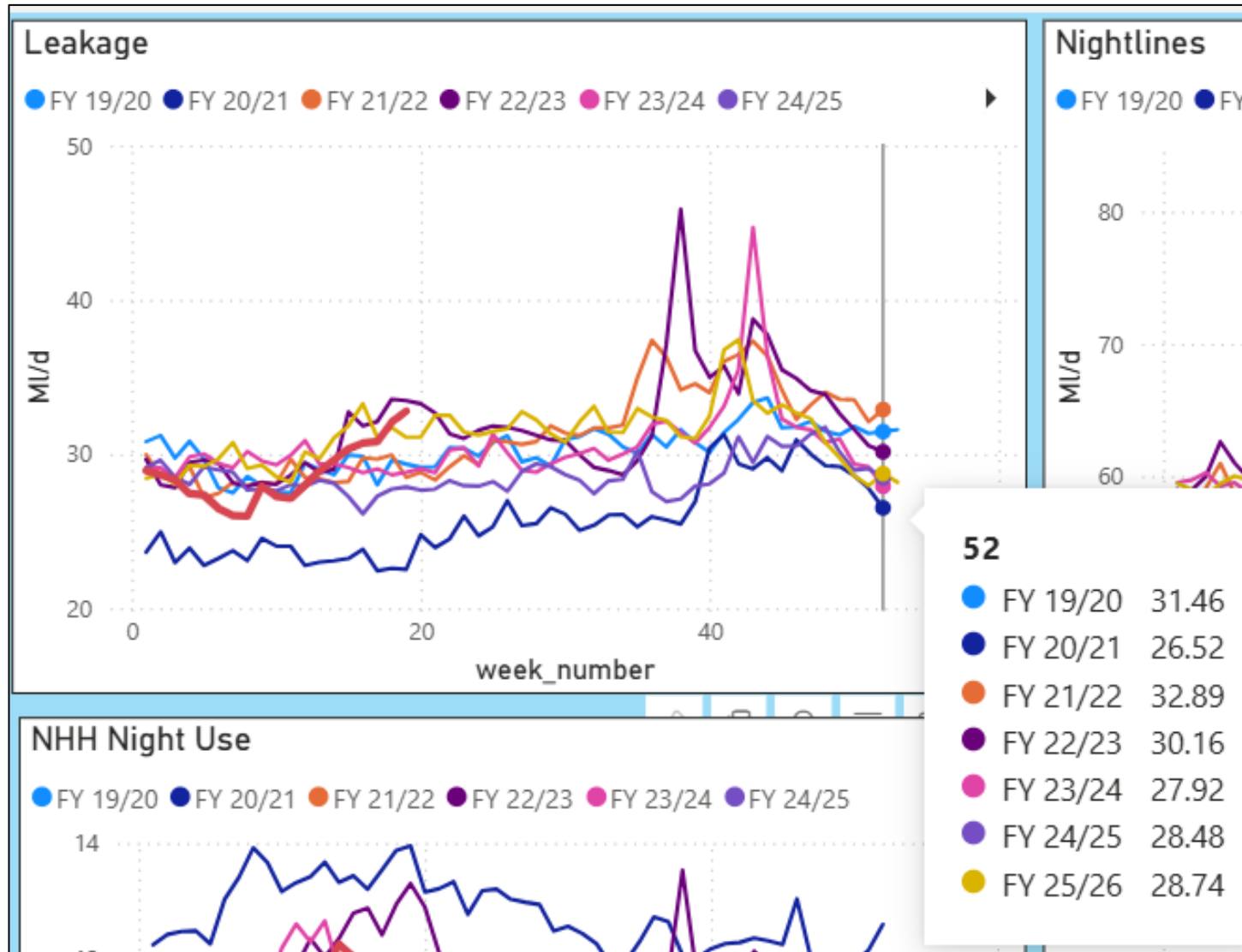
*AMP9/PR29 Priorities are being assessed by Site plan assessment process

Leakage – a real challenge



May and June had reduced Leakage trends as leaks were identified and fixed but July and August 2026 see an increased spike due to the heatwave event.

Leakage



Comparison 2026 Leakage trend with previous Years

2026 Summer period is seeing an increase in leakage due to the heatwaves and record lowest rainfall in July-26. This causes pipe movement as the ground dries out and we'll likely see the same again when the soil softens when it rains.

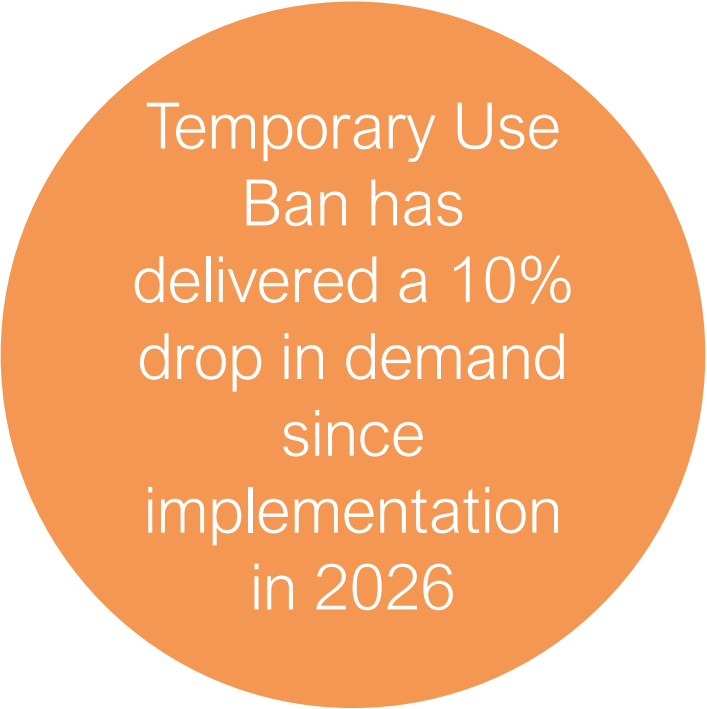
Drought

What is it?

A prolonged period of abnormally low rainfall

Why?

- Water companies operate to an agreed level of service as set out in their Water Resources Management Plans and Drought Plans.
- The implementation of restrictions is not an indicator of service failure but a planned response to a prolonged lack of rainfall and is triggered by reduced river flows or raw water stored in our reservoirs.
- Our teams continue to work around the clock to:
 - Maximise the amount of water available across our network
 - Move water around the system to where it is needed most
 - Carefully manage reservoirs, rivers and groundwater sources
 - Repair more than 1,000 leaks every week
 - Use technology including acoustic sensors, satellite imagery and AI to identify hidden leaks more quickly

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Temporary Use
Ban has
delivered a 10%
drop in demand
since
implementation
in 2026

Waste water update



Thank you