

Richard Aylard

Director of External Affairs and Sustainability,
Thames Water
(Sent via email)

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15 September 2017

Dear Richard,

Trunk main bursts

Thank you very much again for attending the meeting of the London Assembly Environment Committee on 15 June. The committee greatly values your continued engagement.

We appreciate that Thames Water recognises the seriousness of trunk main bursts, and the need to improve both the condition of the network and your response to burst incidents that do occur. We look forward to seeing the results of your strategic review of trunk mains assets, and a strategy informed by the review to sustainably manage the condition of the network and reduce the risk of bursts, particularly those likely to cause the highest impact.

In addition to your asset management work, there are also questions of how Thames Water works to minimise the risks of triggering a burst, how you respond to warning signs, and of how you respond to bursts that do occur. These have been highlighted by the Forensic Review that you commissioned from Paul Cuttill, by work conducted by affected boroughs such as Hackney, Islington, Lambeth and Lewisham, and by our meeting. Issues we would highlight include:

- assessing rapidly and effectively the significance of each burst and responding urgently and appropriately, especially to major risks such as basement flats flooding
- communication with, and support for, residents and businesses affected, including compensation
- standards and targets for reducing the impact on Londoners of burst mains

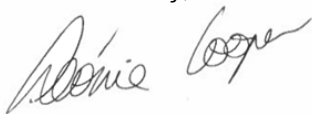
You will need to continue to work with other organisations, including in particular Transport for London, the London Fire Brigade, London's boroughs and other utilities. We would encourage close co-operation with the mayoral bodies. TfL was represented at our meeting and expressed great willingness to work more closely with you; we hope to hear from you in the future about how this has developed.

Four of the boroughs affected by the winter's spate of bursts have produced a set of recommendations arising from their own scrutiny work, to which we recommend you give careful consideration. Boroughs need support in delivering their part of event response. We would be pleased to hear from you with your responses to their recommendations.

Also from the meeting there emerged a suggestion of a pan-London body bringing together the utilities to plan and co-ordinate major works some years in advance in hard-to-access locations such as TfL's Red Routes, and we would encourage serious consideration of this and would like to hear from you how this might be taken forward.

Thank you also for your answers to our questions on sewage discharges and sewer flooding, sustainable drainage and water supply and demand. We look forward to engaging with you further on these issues in the future.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Leonie Cooper', written in a cursive style.

Leonie Cooper AM

Chair of the Environment Committee