



# Update

SUMMER 2003

## Innovative solutions to water resource challenges

The Channel Tunnel Rail Link (CTRL) is providing Thames Water with an unexpected opportunity to meet growing demand for water in London.

High levels of water underground mean that CTRL engineers have had to abstract water through a number of boreholes to allow tunnelling work to progress underneath East London. This water is currently discharged to the nearby River Roding and River Lee, but quality tests by Thames Water have shown that it can be treated and put into supply.

A £32 million project, due to start next month, will see

Thames Water construct a pipeline to connect the boreholes to a new water treatment works in East Ham. The scheme will provide an extra 20 million litres of water a day for the East London area by March 2005.

Thames Water Utilities Managing Director, John Sexton, said: "The innovative partnership with CTRL to use water from an otherwise untapped source will help us meet the ever-increasing demand for water in London. Increased levels of development in the area, the impacts of climate change and the prediction of a further 700,000 people moving into

London by 2016, make water an increasingly precious resource."

The CTRL project is part of a series of measures Thames Water is actively pursuing as part of a long-term strategy to ensure the sustainability of water supplies in London and the Thames Valley.

Other projects include new boreholes in Lewisham, Mile End and Bean in Kent, the re-opening of a well in Hoddesdon and the continued use of the London aquifer. New boreholes will allow us to pump an extra 42 million litres a day from the aquifer in North Lon-



**Meeting an ever-increasing demand: Thames Water Utilities Managing Director, John Sexton.**

don while we are currently abstracting 23 million litres a day as part of the Central London Rising Groundwater project.

*More details about the project can be found on a specially designed website at [www.thameswateruk.co.uk/elred](http://www.thameswateruk.co.uk/elred).*

## Engaging with Government on CSR

Oona King, Parliamentary Private Secretary to the Minister of State for e-Commerce and Competitiveness, gave a keynote speech at a conference on Corporate Social Re-



**Innovation is key: Oona King MP at the Reading CSR conference.**

sponsibility (CSR), sponsored by Thames Water.

The conference, held in April at The University of Reading, showed how CSR works in practice and the benefits it can bring to organisations. A diverse team of respected speakers representing the voluntary, private, public and academic sectors, shared their views and strategies for moving the commitment to CSR from 'rhetoric to reality.'

Other speakers included Thames Water Chief Operating Officer, Jeremy Pelczer, Professor Bob Worcester, Chairman of MORI, Jim Brathwaite CBE, Chairman of SEEDA (South East England Development

Agency) and Tony Juniper from Friends of the Earth.

Mr Pelczer told the conference that CSR is a vital element of Thames Water's corporate philosophy where a dedicated team, led by a CSR Director, forms a key part of the operating business, demonstrating permanence and a strategic commitment to social responsibility.

Ms. King explained why CSR sits within the DTI's brief on competitiveness. "CSR is a highly creative activity because it involves sharp corporate minds, backed by the expertise and resources of their organisations, joining forces with the local community. CSR

is a very fertile ground for innovation, she said. Innovation is key to raising the competitiveness of our economy".

Ms King was wary of introducing over-burdensome regulation to reinforce CSR based corporate behaviour, "CSR mustn't be an unwelcome burden which companies take on only because government forces them to do so". She argued that a very strongly regulated approach to CSR could be damaging and talked about a 'light-touch' alternative approach, including for example, fiscal incentives.

*For more information or a copy of the conference report, please email: [Elizabeth.Sale@thameswater.co.uk](mailto:Elizabeth.Sale@thameswater.co.uk)*

# Save Water with Reading FC



Water in safe hands: Royals keeper Marcus Hahnemann and Thames Water's Lynn Launchbury.

Thames Water has teamed up with Reading FC to launch a new campaign to encourage customers to help the environment by saving water. 'Save Water with the Royals', kicked off in April and will run throughout the 2003-04 sea-

son. Fans visiting Reading's Madejski Stadium will be able to pick up water-saving tips, which will be published in match day programmes and flashed on the electronic scoreboard.

Lynn Launchbury, Thames

Water's Water Efficiency Co-ordinator, said: "The effects of climate change and housing growth in the south east mean water is becoming an increasingly precious resource, making it important that we all do our bit to conserve supplies.

## How refreshing!



Trench sharing: Thames Water and Transco working together.

In the spirit of the Heineken street works TV advert, Thames Water and Transco are working together to share trenches for water and gas main replacement work.

Trials have recently taken place in Earl's Court and Highgate, two areas where Thames Water is replacing Victorian water mains as part of the company's drive to reduce leakage.

Joint working of this kind isn't always practical, due to technical and geographic problems, such as limited access and soil conditions, but both companies are looking to carry out further partnership schemes in the future.

Thames Water UK's Chief Operating Officer, Charlie Cornish said: "We are always looking for ways of reducing the impact of any essential streetworks we have to carry out.

"Thames Water and Transco are both faced with the need to replace old pipes and we are both developing major programmes of mains replacement. Wherever possible it is common sense to combine our programmes to prevent unnecessary disruption. We will continue to develop this approach to identify other areas where we can work together to share trenches".

## NEWS IN BRIEF

### Get Involved in London Day

For the second year running Thames Water is supporting the annual London Day celebrations. The event is on Thursday 3 July to coincide with the anniversary of the Mayor and London Assembly formally taking office.

To mark the occasion the Mayor will host lunch and evening receptions at City Hall, the Greater London Authority's headquarters, to celebrate the contribution of Londoners to their city and to thank London's public servants for their hard work.

### TW supports London Local Government Summit

Thames Water is sponsoring the 2003 Association of London Government London Summit. The event takes place at the Queen Elizabeth II Conference Centre, Westminster on Saturday 12 July.

Keynote speakers will be the new Minister for London, Keith Hill MP, and Thames Water Utilities Managing Director, John Sexton.

### 'Greening' London

Thames Water is working in partnership with Trees for London (TfL), the charity working to improve London's environment through landscaping projects, to plant 6,000 new trees in Bexley, south east London.



Working with the local authority, the project will create a completely new woodland of native trees and will build on the success of other joint projects with TfL at Elephant and Castle and on the Isle of Dogs.