

## Water Resource Management Plan public consultation

We have created this email template to help you respond to the Thames Water consultation on their draft Water Resource Management Plan and Business Plan.

Please take the time to personalise the message and highlight to Thames Water what you think is important.

Alternatively, you can respond via their survey [here](#)

Deadline to respond: **21<sup>st</sup> March 2023**

### Example email template

#### Send email to both:

Thames Water: [consultation@thames-wrmp.co.uk](mailto:consultation@thames-wrmp.co.uk)

DEFRA: [water.resources@defra.gov.uk](mailto:water.resources@defra.gov.uk)

**Subject Line:** Thames Water Draft Water Resource Management Plan

Dear Thames Water and DEFRA,

I am writing to you as a customer of Thames Water in response to the public consultation on your draft Water Resource Management Plan 24 (WRMP24).

I care about our precious rivers in the south east of England, especially my local river **[insert river name and any positive memories you have had by the river]**.

I have already seen the devastating impacts climate change has had, from flash flooding to drought, which the WRMP24 plan should be looking to improve through better management of our water resource. Locally, **[insert examples of local impacts you have seen]**.

I believe acceleration of action is required to protect our rivers and water resource for communities and wildlife now, and for future generations, as rivers are our lifeblood. There are key things that are vital to put in place by Thames Water to ensure this.

As a Thames Water customer, I am urging you to consider my points below in the reviewed plans.

**[We have compiled our responses but please personalise and add in anything you would like to highlight]**

- Reducing abstractions from the environment is welcome: namely the abstraction reductions at Epsom on the Hogsmill chalk stream, and also the planned 151 million

litres per day from the Darent, Cray and Ravensbourne. The most ambitious targets are to be encouraged.

- It is great that Thames Water plans to develop new sources of water sooner rather than later to support environmental improvements across the south east. However, the environmental impact of the Teddington abstraction scheme remains a concern. This will release treated sewage into the river, raising the temperature and impacting water quality with negative consequences on the freshwater ecosystem and wildlife. . Bringing forward the timetable for other options, including the proposed reservoir near Abingdon, is preferable;
- Given the strong evidence of the benefits of smart metering, Thames Water should fast track the roll out of smart meters, and achieve near 100% coverage by 2030.
- Thames Water's aim of helping people to reduce their water usage to 123 litres per person per day (from 141 currently) also lacks ambition. Other companies in the south east aim to meet the government's target of 110 litres;
- This raises questions about whether Thames Water is doing enough to target very high water users, including in business sectors such as leisure. Are there approaches to leakage management that Thames Water can learn from others? Thames Water should step up learning, innovation and testing to ramp up effective demand measures quickly.

I hope you will help us take the action needed.

I look forward to hearing from you.

Yours sincerely,

**[Your name]**

**[Your full address and postcode]**