



Monitoring Report  
for Week  
commencing  
30 August 2006

**UKNetMonitor**  
*What people are talking about*  
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Important Note: As this report contains verbatim quotes from consumer generated media, weblogs and hate sites on the internet, it may include offensive language and sentiment. We can take no responsibility for such content.

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## Executive Summary

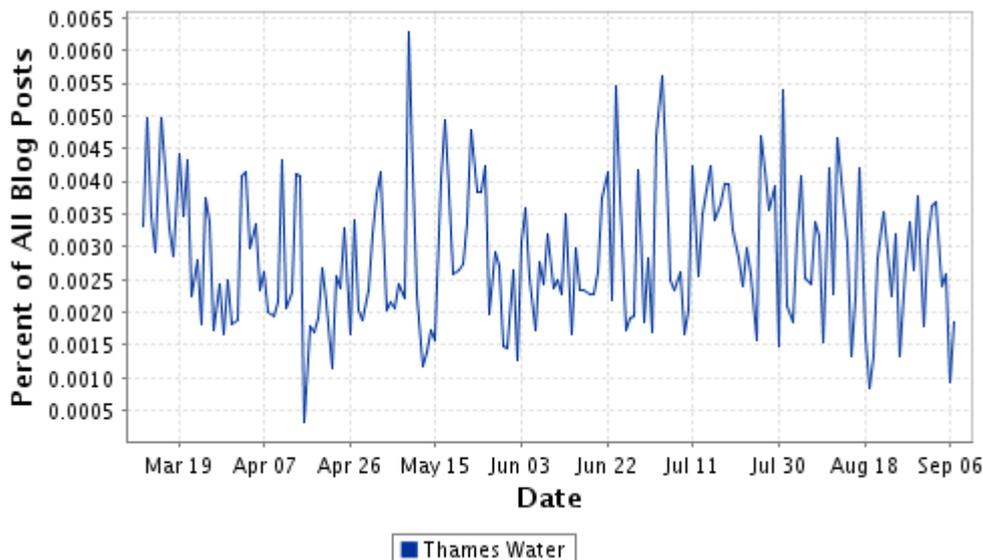
Discussion about Thames Water this week is dominated by comment on the announced job losses, removal of the drought order, and customer perceptions of abuse of monopoly. The sale of Thames Water by RWE is also commented on. People talking about Thames Water include an MP, borough councillors, customers, shareholders, trade unionists and activist groups.

### Other issues being discussed on the internet this week include:

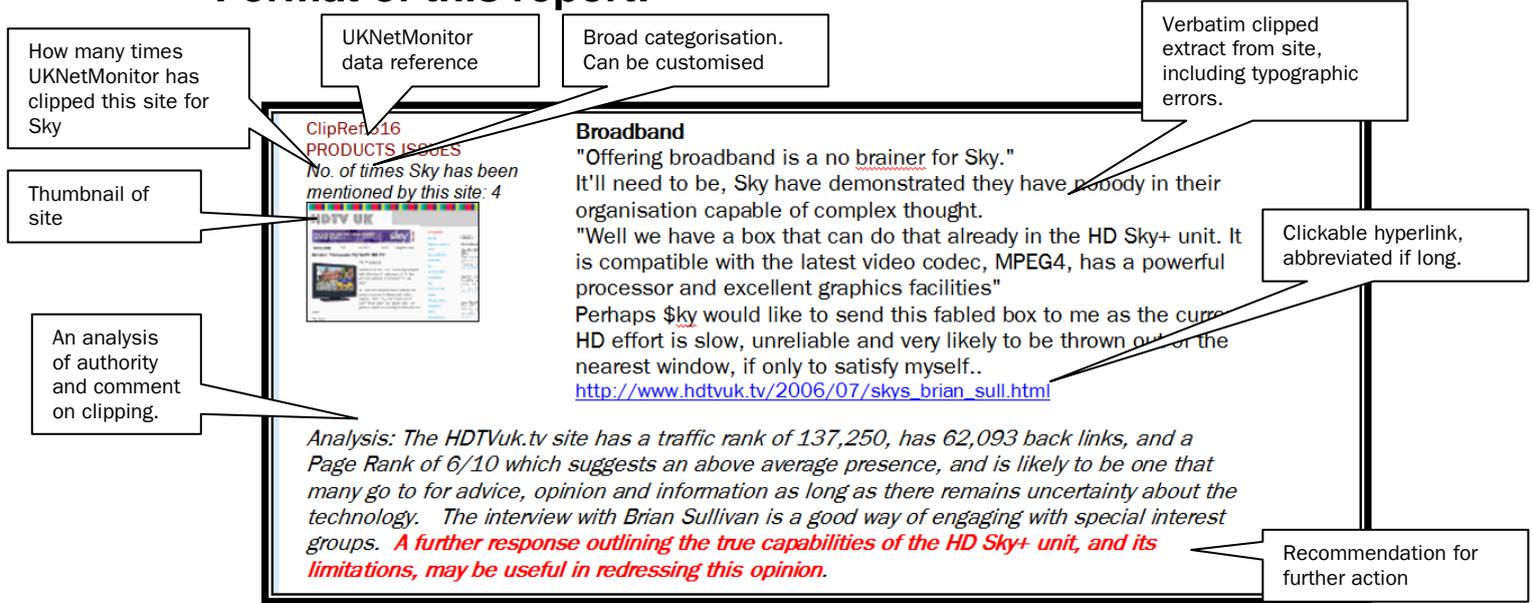
- Roadworks and maintenance;
- Advertising;
- Thames Water in Asia;
- Save-a-flush device;
- Odours from sites in Berrylands and in Royston;
- Response to burst water mains;
- Reservoirs;
- Filtration problems.

### Mentions of Thames Water in Weblogs

Generated by BlogPulse Copyright 2006 Nielsen BuzzMetrics.



## Format of this report:



## Glossary

Blog	Short for Web Log. An online diary/journal
Wiki	A web page of site that can be freely edited by anyone.
URL	Uniform Resource Location, effectively the address of a website
Backlink	Also known as an inbound link. The number of other websites linking to the one you are looking at - a measure of authority
Inbound links	Also known as a back link. The number of other websites linking to the one you are looking at - a measure of authority
Domain	The main part of a web address, ie the site itself.
News feed	Not necessarily about current affairs, but software that automatically takes information and puts it on your web site/in-box
RSS or RSS feeds	Short for "Really Simple Syndication", what goes into a news feed and comes out on your website.

**Traffic rank** is based on three months of aggregated historical traffic data from millions of Alexa1 Toolbar users and is a combined measure of page views and users (reach).

**Reach** measures the number of users. Reach is typically expressed as the percentage of all Internet users who visit a given site. So, for example, if a site like yahoo.com has a reach of 28%, this means that if you took random samples of one million Internet users, you would on average find that 280,000 of them visit yahoo.com. Alexa expresses reach as number of users per million.

**Page views** measure the number of pages viewed by Alexa Toolbar users. The page views per user numbers are the average numbers of unique pages viewed per user per day. Page views per million indicates what fraction of all the page views by toolbar users go to a particular site. For example, if yahoo.com has 70,000 page views per million, this means that 7% of all page views go to yahoo.com.

**PageRank** is a numeric value that represents how important a page is on the web. Google figures that when one page links to another page, it is effectively casting a vote for the other page. The more votes that are cast for a page, the more important the page must be.. Page Rank is score out of 10, 10 being the best.

<sup>1</sup> Alexa is a popular search engine.

ClipRef:35



### Being Skint

You generally feel crap when every hard earned penny goes on over inflated bills to huge corporates that are sitting on £2.4b profits , no names mentioned Thames Water.....  
<http://blog.myspace.com/>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:22



### Job Cuts

Posts full Guardian article  
<http://business.guardian.co.uk/story/0,,1860642,00.html?gusrc=rss&feed=1>  
<http://www.waterobservatory.org/headlines.cfm?refID=88856>

*Analysis: The website of the Institute for Agriculture and Trade Policy promotes resilient family farms, rural communities and ecosystems around the world through research and education, science and technology. No of times Thames Water mentioned by this site: 1*

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ClipRef:42



### Legalised Corruption: Part 1

Well done Thames Water! A rise in profits to £346,500,000 whilst pouring 894,000,000 litres of water into the ground through leaky pipes every year. This calls for a celebration, and so they've decided to reward their work force by sacking 25% of them.  
<http://fatsquirrel.org/blogs/veghead/?vm=495>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:32



### Roadworks

A month ago, the road outside my flat was closed for a week. It was inconvenient but worth it. The surface was relaid and we, and all the environs, ended up with a lovely smooth new road. Yesterday I got a letter from Thames Water, informing me that it is replacing the Victorian water tunnels where I live. It will take months and cause disruption, but everyone knows it has to be done. And so it has begun. By digging up the bright, smooth, shiny road, laid no doubt at great expense, a month ago. Isn't Britain wonderful?  
<http://www.stephenpollard.net/002853.html>

*Analysis: Stephen Pollard is a political columnist who writes for most British newspapers, and regularly in the Times, Sunday Telegraph and Wall Street Journal Europe. No of times Thames Water mentioned by this site: 1*

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ClipRef:47



## Wrath of Customers

And another thing. Thames Water, the wrath of whose customers is falling on them for not repairing their pipes fast enough - when we went down to London to see the Queen, I was amused to see that Thames Water were coming into some flack in the Evening Standard for, erm, repairing their pipes. The line the paper was taking was, wasn't it awful that the evil water company were daring to close MAJOR London thoroughfares MERELY to dig up and repair century-old mains water pipes. A somewhat inconsistent line to take when in previous days the company was being roasted for allowing a vast percentage of its water to escape its pipes into the ground (where, of course, it actually helps top up London's parched water table.)

<http://www.alexfooster.me.uk/2006/08/18/further-boring-traffic-stories/>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:  
CORPORATE ISSUES



## Advertising

What annoys me is that the adverts aren't meant for us - after all we're hardly going to shop around and decide to connect to South Wales Water because we prefer the softer water, or Yorkshire Water cos you can make better tea with it. No, we have no choice, so they don't give a damn about us. The adverts are for the oodles of foreign companies currently bidding for Thames Water so that they can make their shareholders a nice profit ( nothing wrong with that ) on a state sanctioned monopoly of an essential resource ( this is a different matter and makes me deeply grumpy. )

<http://boards.fool.co.uk/Message.asp?mid=10114387&sort=whole>

*Analysis: The Motley Fool is a popular financial website. Highly ranked by Alexa 4,484. With 6,340 sites linking in. With a reach of 1,400 per million people it is likely to be seen. Very highly ranked by Google 8/10. No of times Thames Water mentioned by this site: 2*

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ClipRef:  
CORPORATE ISSUES



God, I'm working in the wrong industry! Must apply to work for either Thames Water or HSBC. If I work in the water industry, then I can rake in the profits yet impose hosepipe bans on my customers, and blame it on leaky pipes whilst dragging my feet to get them fixed

<http://boards.fool.co.uk/Message.asp?mid=10101412>

*Analysis: The Motley Fool is a popular financial website. Highly ranked by Alexa 4,484. With 6,340 sites linking in. With a reach of 1,400 per million people it is likely to be seen. Very highly ranked by Google 8/10. No of times Thames Water mentioned by this site: 2*

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ClipRef:7  
CORPORATE ISSUES



## Customer review

Thames water are a utilities company who supply water to the public as well as the disposal of waste. Each year these services become more expensive as Thames water has to answer to it's share holders and provide financial growth for them, not the public they should be serving. Thames water would like to take water from the Great lakes of Canada and sell it to the growing towns and cities of West coast U.S.A; where consumers can afford to pay the inflated cost. Even in rich countries water costs will be beyond the means of the poor of these countries. In Third World countries the cost of water will become even more expensive as the water utilities companies continue to increase the cost by limiting and controlling prices. In Britain the water companies are doing very little to increase or maintain supplies; why should they? They can just increase the price of water, supplying the same amount but increasing its cost. Is it any wonder that they refer to water as blue gold.

[http://www.blogger.com/db4/company\\_id/733/companyname/Thames-Water.html](http://www.blogger.com/db4/company_id/733/companyname/Thames-Water.html)

*Analysis: Blogger.com is designed to allow the general public to leave comments on companies and individuals who they have used. You can then use this site to check companies out before you use them. PageRank: 5/10. Traffic Rank: 131,494. Incoming Links: 21,808 No of times Thames Water mentioned by this site: 1*

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ClipRef:  
CORPORATE ISSUES



## Fines

"The German-owned company is also the country's MOST WASTEFUL water firm, haemorrhaging 196million gallons of water every day – the equivalent of 350 Olympic-sized swimming pools.

Last month regulator Ofwat came under fire for REFUSING TO FINE Thames Water for its failure to meet leakage targets in the capital for the seventh year in succession. Instead, the company was ordered to invest an extra £150million by 2010 to replace nearly 230 miles of old water pipes in London." Why don't they FINE and ORDER to invest???

If someone insists you spend an additional £150m fixing pipes, and allows you nothing for that, then that sounds like a very stringent financial penalty to me, a lot worse than being fined £60m which was about the maximum they could have been fined. This means that the financial penalty is applied to the benefit of customers, rather than vanishing into the Treasury. I think it is a very good idea, and certainly not a soft option.

[http://groups.google.co.uk/group/uk.rec.gardening/browse\\_frm/thread/1403365141e5b4f8/Oae169d68e959215?lnk=st&q=%22Thames+Water%22&rnum=10&hl=en#Oae169d68e959215](http://groups.google.co.uk/group/uk.rec.gardening/browse_frm/thread/1403365141e5b4f8/Oae169d68e959215?lnk=st&q=%22Thames+Water%22&rnum=10&hl=en#Oae169d68e959215)

*Analysis: This is a high activity group to discuss gardening topics relevant to the UK No of times Thames Water mentioned by this site: 3*

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ClipRef:25  
CORPORATE ISSUES



## Drought Orders

Thames water announced today that they were no longer seeking a drought order for the london area. this is probably because we have had an incredibly rainy august and londoners have been consuming less water. The cynic in me might be thinking that this was a nice easy way for them to hide the large job cuts that they were planning. they are talking about cutting 300 jobs a year until 2010, approximately 25% of it's workforce.

Chief Executive Jeremy Pelczer said the move had been taken to guard against "any complacency, towards customer service or efficiency, that may arise because we are a monopoly". mmm yeah i can see how that would work. the way to ensure you are not complacent is to scare the staff, the way to ensure that customer service is performed to its utmost is to make sure that there are fewer staff to take the calls and deal with problems. the way to make sure you have a handle on all the problems of your system is to make sure you have fewer people to analyse potential problems and fewer people to correct actual problems. hell it makes perfect sense to me.

... It is impressive that the body that is supposed to protect us from business has decided to some how dress this up as thames doing us a favour, and that when thames water invests in their infrastructure they are doing us a service... before you feel too sorry for those poor shareholders thames have reported an increase in profits of 31% (some £340 million before taxes) and have managed to pay large bonuses to top executives. now perhaps that is where thames should be addressing the issue of being a monopoly.

Though never fear the business friendly boys of new labour had this to say, "it is right that the consumer does not bear the burden of the increased investment needed for thames to deal with its failure to meet its leakage targets." so said environment minister ian pearson, well fuck me i wouldn't expect a for profit organisation to invest in itself. what we have come to expect is that they will take the piss, that the customer will have to foot the bill for any improvements in the service, while the shareholders rub their hands in glee at the increased profits that they have received for nothing other than putting up the prices and cutting their costs but not actually improving services.

<http://iampat.blogspot.com/2006/09/water.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:2  
CORPORATE ISSUES



## Price regulation

Gas prices have more than doubled because no-one thought to tie up long term contracts, instead relying on the spot market. Electricity suppliers cannot get their billing sorted out. Thames Water leaks like a sieve but gets off scot free every time ... :-(

<http://groups.google.co.uk/group/uk.telecom.broadband>

*Analysis: A high activity Newsgroup dedicated to ADSL/cable/other broadband services/products. No of times Thames Water mentioned by this site: 1*

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ClipRef:  
CORPORATE ISSUES



### Ofwat press notice

Ofwat has today issued a position note, which raises no specific concerns about the planned capital restructuring of Thames Water, but intends to use the opportunity to extend the ring-fencing of the regulated business. RWE, the German owners of Thames Water, announced yesterday that it is to refinance and raise more debt within the regulated business and may raise more debt at Thames' holding company if it is sold by flotation. Ofwat has carried out its own review of the proposals and it sees "no significant regulatory problems" with the proposed restructuring. It has also taken into account the assessments made by the credit rating agencies <http://www.ofwat.gov.uk/aptrix/ofwat/publish.nsf/Content/pn2506>

*Analysis: The economic regulator for the water and sewerage industry in England and Wales*  
No of times Thames Water mentioned by this site: 1

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ClipRef:26  
CORPORATE ISSUES



### Knee-jerk of the week

As free, non disciplinary-action-involving lunchtime entertainment involving the internet goes, you can't beat reading the comments posted by daily mail readers. The articles are amusing in themselves, but the comments are a comedy gold-mine. The best one (didn't keep the link unfortunately) concerned the Thames Water Authority decision to impose a hose-pipe ban (which I believe they have now reversed). The reader in question believed that (wait for it..) the hose-pipe ban had been made necessary because there were too many immigrants here, drinking too much water. Yes, you read that right. <http://www.generictitle.com/?p=61>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches* No of times Thames Water mentioned by this site: 1

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ClipRef:23  
CORPORATE ISSUES



### Leaks

Thames water - still missing its targets for leakage - shedding a quarter of its workforce at the rate of 300 jobs per day until 2010. The same water company, incidentally, that has launched that huge publicity campaign stating how it will replace a third of the Victorian pipe network by 2010. Looks like Thames Water have found somewhere to take all that maintenance money from, and it isn't the massive shareholder profits: they're raiding the salary budget instead. ... . And inevitably they get propped up by the government with taxpayer's money to get the essential maintenance work done. The company CEO flits off to his holiday villa and giggles every time he looks at his bank statement. [http://wendigo.blog.co.uk/2006/08/30/riddle\\_me\\_this~1082226](http://wendigo.blog.co.uk/2006/08/30/riddle_me_this~1082226)

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches* No of times mentioned by this site: 1

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ClipRef:20  
CORPORATE ISSUES



## Profits

How does Thames water making massive profits whilst leaking away a third of our water and making massive redundancies share the wealth? Our employment laws enslave our workers. Our pensions impoverish them and our laws imprison them.  
<http://scotlandthebroke.blogspot.com/2006/09/when-politicians-promise-earth.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:13  
CORPORATE ISSUES



## Staff Cuts

I see 'Thames Water' are cutting staff... I'd rather see them cutting leaks. If they only knew what was coming up in 2033 they'd be working harder on leaks.  
<http://scientist2033.blogspot.com/2006/08/snail-mail-has-its-uses.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:45  
CORPORATE ISSUES



## RWE GETS THREE OFFERS FOR THAMES WATER: Glass half-full or half-empty?

German energy giant RWE has taken the first step in unloading Thames Water – the London-based water utility with 13 million customers mostly in London and the Thames Valley region – by accepting bids from three firms. Thames Water, which is expected to fetch somewhere in the neighborhood of \$12 billion but also has the reputation of being a “very leaky” water provider, last week attracted bids from the Macquarie Bank of Australia, Terra Firma, a U.K.-based private equity firm, and Swiss Bank UBS.

An official from one company that decided not to bid on Thames characterized the investment as “challenging” and said, “RWE has under-managed this business. It would be safe to suggest Thames does not have a great relationship with its regulator and therefore the operational risk in buying this business is high,” according to the Financial Times. RWE is also in the process of selling New Jersey-based American Water.

Meanwhile, Scottish and Southern appears interested in managing Thames for the eventual buyer and may bid for Southern Water, which provides water for about one million customers in southeast England, when it is offered for sale by the Royal Bank of Scotland, the FT reported.  
<http://maize-energy.blogspot.com/2006/08/across-pond-5.html>

*Analysis: After more than 30 years as a journalist covering energy and environmental issues, I am now turning to a new technology to communicate with readers and listeners—a blog. No of times Thames Water mentioned by this site: 1*

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ClipRef:10  
CORPORATE ISSUES



## Thames Water Announces Job Losses

Clearly not satisfied with draining (pardon the pun) every last drop (sorry!) of cash out of their customers whilst providing less actual product (Al Capone is rolling in his grave wondering how he never thought of it) the first of what is certain to be a stream (oh, that is really poor!) of redundancies are about to take place.

Let's not beat around the bush here, these companies are run by utter bastards. ...

And yet, with all that ill-gotten profit, large amounts of which go to the German company RWE that owns Thames Water, they are going to put British people on the job queue...

Chief executive Jeremy Pelczer said in an email to staff: "Any business has to be more efficient than its competitors in order to secure a long-term future.

Of course this would be absolutely true were it not for one small and yet vitally important fact. Luckily Jeremy himself makes that point in an example of Doublethink that is of the highest calibre...

"I have to guard against any complacency, towards customer service or efficiency, that may arise because we are a monopoly.

So, they have to make sure that they are more efficient than their competitors...But they do not have any competitors because they are a monopoly! I do not know who I wish to scream at most...Jeremy the Doublethinker or the idiot from the Press Association who sits around typing this rubbish in the hope that the reader will not notice!

"As we seek to drive the efficiencies needed to meet our goals, some of them will come through smarter procurement but some will come from different ways of working which will involve job cuts.

Let me think for a second...

Ok, I am ready to offer my translation of that last sentence:

As we seek areas where we can cut back on costs (efficiencies) so that we may make even more money (meet our goals) we will employ less people (job cuts) and those that are still left with a job will have to even work harder for the same money to cover the work normally done by the axed staff who are no longer costing us any more of our lovely precious money (different ways of working).

It sounds like the model for the customers is the same as the model for the staff...The company do as little as possible, make an absolute fortune out of their monopoly and make certain that the customers and staff are the ones paying for it!

**BASTARDS!**

<http://www.starttherevolution.org/archives/2006/h%20-%20august/ThamesWaterAnnounces1200JobLossesOverTheNext4Years.htm>

*Analysis: A lowly ranked website of an anarchist group promoting civil disobedience. No of times Thames Water mentioned by this site: 1*

ClipRef:4  
CORPORATE ISSUES



### Thames water to cut 25% of workforce.

The hosepipe ban and drought order remains in place. Household bills are set to rise 11%. Who said private companies were corrupt?

[http://groups.google.co.uk/group/uk.legal/browse\\_frm/thread/2707fa29e8182d66?hl=en&](http://groups.google.co.uk/group/uk.legal/browse_frm/thread/2707fa29e8182d66?hl=en&)

*Analysis: A high activity newgroup devoted to discussion of British legal issues. This initial posting has created 34 replies. One reply being: I think the OP [original poster] was complaining about what appears to be profiteering on the part of the company. They have missed their targets for reducing leakage, have had their new target reduced, and currently waste about 35% of the water. Despite this they are going to drastically cut their resources for meeting the target. Meanwhile, they are cutting their service provision with a hosepipe-ban, and yet charging more for it. They are very aggressive and unhelpful when it comes to enforcing debt collection from their customers. I may be cynical, but I believe they have no intention of making the target and are simply creaming-off as much profit as they can before the regulators bite them gummily.*

*No of times Thames Water mentioned by this site: 1*

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ClipRef:43  
CORPORATE ISSUES



### The State Debate

Nationalisation is also far better than a profit making natural monopoly. Just look at Thames water.

<http://newerlabour.blogspot.com/2006/08/state-debate.html>

*Analysis: Law Student, Labour activist. Softly left, Tribuny-Compassite, civil libertarian. No of times Thames Water mentioned by this site: 1*

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ClipRef:44  
CORPORATE ISSUES



### Water Water Everywhere

Reading Richard Northledge's City Life column in The Spectator of 19<sup>th</sup> August I learned that Thames Water is up for sale. News to me; I should get out more often.

What's more, the Qatar investment authority has put in a £7 billion bid. At least they should know something about drought management, although you must wonder whether they are fully aware of the magnitude of the task that they are seeking to take on when you consider that the Thames Water customer base is about 15 times the size of the entire population of the emirate

The final paragraph of Mr Northledge's article bears repeating:

Thames previously traded under the witty slogan 'Running London's Water'. On its recent record it could have looked to the sewage half of its business and adopted the motto 'Taking the piss out of the capital'

[http://www.rightthinking.co.uk/blog/\\_archives/2006/8/24/2261134.html](http://www.rightthinking.co.uk/blog/_archives/2006/8/24/2261134.html)

*Analysis: The Unofficial Voice of Conservatism in Windsor. A fairly active player in the newnetwork of UK political blogs. No of times Thames Water mentioned by this site: 1*

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ClipRef:  
CORPORATE ISSUES



### Who owns your water?

The Independent wrote: "Thames Water has become undisputed holder of the title of Britain's most hated utility—the competition is generally tough, so it took some doing."

Thames Water is, at least for now, one of nearly 600 subsidiaries of RWE, the German energy and water conglomerate. But RWE is hoping to unload this troublesome British utility, and its U.S. counterpart American Water, by 2007. RWE recently received two bids for Thames Water, one from a group led by British private equity firm Terra Firma, and another from a group headed up by Qatar's national investment fund.

What experience do these two firms have in providing people with essential water? The agency that regulates water in Jakarta, Indonesia, is asking that very question. The new owner of Thames will also win a share in Jakarta's water system. The Indonesian water authority also wants Thames to settle its \$3.78 million debt before the sale, so that the people of Jakarta won't get stuck with the bill.

<http://www.foodandwaterwatch.org/blog>

*Analysis: The website of Food And Water Watch a campaigning organisation that works with grassroots organizations and other allies around the world to stop the corporate control of our food and water. "We are committed to creating an economically and environmentally viable future." they say. PageRank: 5/10. Traffic Rank: 1,193,273, Incoming Links: 5,585. No of times Thames Water mentioned by this site: 1*

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ClipRef:  
CORPORATE ISSUES



### World Development Movement

Nearly 10 years later, and the reality on the ground is very different with major companies like Suez and Thames Water having had their fingers massively burnt and now doing their best to escape their contracts.

<http://www.wdm.org.uk/news/asiaeuropepeoplesforum06092006.htm>

*Analysis: The website of the World Development Movement, an NGO that claims to tackle the underlying causes of poverty. "We lobby decision makers to change the policies that keep people poor. " Online since 1997, has a high Page Rank, but low traffic rank, making it visible to people searching, but Refers to a workshop of anti-water privatisation campaigners. No of times Thames Water mentioned by this site: 1*

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ClipRef:8  
CORPORATE RESPONSIBILITY  
ISSUES



### Save-a-flush device

Oxfordshire County Council fire crews have joined forces with the council's Future First environmental team and Thames Water to try to combat the threat of water shortages across the county. Water is a big issue in Oxfordshire at the moment with water use increasing at a rate of two per cent each year. Residents could be facing major shortages within five years. Save-a-flush devices are a way to cut water use in homes and public buildings across the county. The device is a small plastic bag of granules that swell up when placed in the cistern of a toilet, displacing around a litre of water. This water is then saved with each flush without loss of efficiency.

<http://www.oxfordshire.gov.uk/>

*Analysis: The website of Oxfordshire County Council. No of times Thames Water mentioned by this site: 1*

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ClipRef:24  
CORPORATE RESPONSIBILITY  
ISSUES



### Surrey Comet reports on Berrylands smell

Another very good report from Lisa Williams at the Surrey Comet. The smell seems to have calmed down a bit, probably the recent windy weather has dissipated the smell. Thames Water have apparently refused the Comet a tour of the site, which seems a bit secretive. When I toured the site [Berrylands] last year I asked Thames Water to consider holding open days and getting schools visits, because what goes on at the plant is very interesting, and might lead to better understanding. Nothing seems to have happened!

<http://kevindavis.wordpress.com/2006/09/03/surrey-comet-reports-on-berrylands-smell/>

*Analysis: The Conservative Parliamentary Candidate for Kingston & Surbiton in the 2005 General Election. And Chief Executive of a not-for-profit working No of times Thames Water mentioned by this site: 1*

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ClipRef:48  
CORPORATE RESPONSIBILITY  
ISSUES



### Thames Water Meeting - Wednesday 23 August

With the next stage of Thames Water's replacement works about to begin, the company has announced it will be holding a meeting/information session for Maida Vale residents this Wednesday, 23 August. Thames will be siting a mobile display unit on Elgin Avenue (between Shirland Road and Delaware Road) between 4pm and 7pm next Wednesday to discuss the works. Please do go along if you have any questions or comments. Representatives from contractors and a council officer will also be present.

<http://maidavaleconservatives.blogspot.com/2006/08/thames-water-meeting-wednesday-23.html>

*Analysis: Councillors Alastair Moss, Jan Prendergast and Lee Rowley represent the residents of Maida Vale on Westminster City Council. Appears to be unranked. No of times Thames Water mentioned by this site: 1*

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ClipRef:9  
CUSTOMER & SERVICE  
ISSUES



### Slow response to mains burst

[lengthy story of a mains burst]

I truly would have drowned if he had not have caught me - there was no way to claw oneself out and the size/type of hole would have made treading water hard - plus I was in shock and not a strong swimmer so no "instinct" to take over. A passing water meter reader stopped and was horrified at what he saw. He rang his boss who was in a meeting but promised to come as soon as he can. This inspector made it round about half an hour later.

I find it incredible though that despite all our phone calls, Thames Water did not respond. If it hadn't of been for the passing meter man calling his boss out personally, I dread to think how long it would have taken them to arrive. I have nothing but contempt for the company, I'm afraid, having watched (and dipped!) in all that wasted, precious water from yet another leak.

<http://fivehomeedinkent.blogspot.com/2006/08/and-todays-lesson-is.html>

*Analysis: The website of the Newstead family. No of times Thames Water mentioned by this site: 1*

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ClipRef:27  
CUSTOMER & SERVICE  
ISSUES



## THAMES WATER'S TARDY TURN-OUT

Erith & Thamesmead MP, John Austin, has complained to Thames Water about their slow response to a mains leak and flooding incident in Belvedere on Friday 18 August. He has also referred the matter to the Regulator Ofwat. John Austin, local councilor, Daniel Francis and the Fire Brigade responded immediately to the concerns of residents of North Road, Belvedere but it was some hours before Thames Water would take any action. John Austin, who lives nearby was contacted on Friday evening by near neighbours, Richard and Ann Lucas, who are former councilors....John Austin said, "I am demanding an enquiry of Thames failure to attend promptly. We have an official drought and if any of my constituents are seen using a hosepipe they face a massive fine but Thames Water appears to have sat back and done nothing whilst thousands of gallons of water poured out of their mains. Once they had arrived Thames did keep me informed about what was happening and they did call back the following morning to say that the leak had been fixed at 2am".

<http://bexleygateway.blogspot.com/2006/09/thames-waters-tardy-turn-out.html>

*Analysis: A blog about the Thames gateway. Also reported at <http://www.epolitix.com/EN/MPWebsites/John+Austin/7717ffec-e60e-4b9f-9dc6-f716abb39c35.htm> No of times Thames Water mentioned by this site: 1*

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ClipRef:21  
ENVIRONMENTAL ISSUES



## Petts Wood Sewage

walked on past Coopers School and down towards Tong's farm. I was amazed to see large earthworks below the farm. Thames Water were constructing a sewage tank to relieve some parts of Petts Wood where sewage is overflowing. There is clearly just too much crap in Petts Wood, if not the world.

<http://www.motivationtoday.com/blogwood/?p=24>

*Analysis: Motivation site by John Watson features The Midas Method by Stuart Goldsmith No of times Thames Water mentioned by this site: 1*

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ClipRef:33  
ENVIRONMENTAL ISSUES



## Pipework

Now at the moment Thames water are re-laying new pipework underground through the fields, a while back they had a public meeting about the road closures etc. I decided to go along there were only 3 other people there, all really old men! I gave Thames Water what for- who decides that it's a good idea to dig up the playing fields through the school holidays then do the road when the kids go back to school and from Sept til Dec?? I ask you, where are their brains. Thames Water man just gave out a nervous laugh and said 'dunno' .....plonker!

<http://blog.myspace.com/index.cfm?fuseaction=blog.view&friendID=95963501&blogID=158868108>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:16  
ENVIRONMENTAL ISSUES



## Reservoir Sale

Further to my previous post here Thames Water has come under more criticism as they're selling off another reservoir to turn into housing developments. I can't be bothered to talk about it myself but here's a quote from here:

During the past few years, Thames Water has filled in six reservoirs. Five of these now have houses built on them, creating more demand for water. Yet Thames Water keeps on telling us, the customers, that its reservoirs are half empty. Surely if the company had kept these, there would be six more half empty reservoirs, which equates to three full ones. Selling off these sites is like selling off the family silver. It is very short-sighted.

What a bunch of shitbags eh? Remember 'Let's Beat the Drought Together' people.

<http://home.asparagine.net/jamie/blog/?p=163>

*Analysis: Personal weblog ranked just outside top 1.5 million. 3 comments posted: "totally agree with your sentiment on Thames Water, a more arrogant self serving wunch of bankers i have never seen. It just demonstrates how totally toothless the regulator is that these guys can just get away with it year after year. its also a pretty damning inditement of the planning rules that they get planning approval. "*

*"I for one would like to see the board of directors of TW banged up in prison being careful about retrieving the soap. In the words of those great philosophers The Arctic monkeys - They are a "Bunch of F\*\*\*\*\*G Wankers, they've got nothing inside ";*

*No of times Thames Water mentioned by this site: 1*

ClipRef:3  
ENVIRONMENTAL ISSUES



## Reservoir drainage

Down the road from me is a large group of reservoirs run by Thames Water. In order to maintain supplies they are draining one of them off - the level is several feet below normal and I expect we will very soon see the bottom! A very strange sight.

<http://groups.google.co.uk/group/uk.rec.gardening>

*Analysis: This is a high activity group to discuss gardening topics relevant to the UK There have been no comments to this posting. The original discussion was regarding growing vegetables in drought conditions. No of times Thames Water mentioned by this site: 3*

ClipRef:38  
ENVIRONMENTAL ISSUES



## Thames Water fined £50,000 for polluting brook

Thames Water Utilities Ltd has been fined £50,000 today (Friday 1 September) for polluting a stretch of the Dagenham Brook in a densely populated area of Leyton, East London, with raw sewage. The urban river, lined with homes, businesses, and recreation areas was polluted with thousands of gallons of untreated sewage, which escaped into the river from the company's storm tanks at South Access Road, Walthamstow. Due to the seriousness of the offence magistrates at Waltham Forest Magistrates' Court had committed the case to Snaresbrook Crown Court for sentencing.

The company, based in Reading, Berkshire, was fined £50,000 and ordered to pay £2854 in costs.

<http://www.environment-agency.gov.uk/news/1462227?lang=e&>

*Analysis: The leading public body for protecting and improving the environment in England and Wales. No other user generated websites have commented on this. No of times Thames Water mentioned by this site: 2*

ClipRef:49  
ENVIRONMENTAL ISSUES



### Thames Water's new ringmain

A new water main linking the reservoirs to the central London ringmain at New River Head (adjacent to Sadlers Wells Theatre) is being constructed over the next 10 years. It will run 50 metres deep, from the West Reservoir across Green Lanes, under the Filter Beds Estate, beneath Digby Crescent, under Kings Crescent and out beneath Mountgrove Road. There is predicted to be little effect on the surface other than construction traffic but this will be regular and prolonged, and in addition to all the other capital projects scheduled.

<http://brownswoodcouncillors.blogspot.com/2006/09/brownswood-councillors.html>

*Analysis: This is the new blog for the councillors of Brownswood ward in Hackney. We are Brian Bell, Feryat Demerci and Darren Parker No of times Thames Water mentioned by this site: 1*

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ClipRef:  
ENVIRONMENTAL ISSUES



### Water companies told to sort out source of smell

COUNCILLORS have caused a stink over a smell which has been lingering in the atmosphere around Royston for months.

They wanted to know the cause of the smell and what steps are being taken to ensure it disappears. Representatives from Anglian Water and Thames Water were questioned at a meeting of North Herts District Council's Royston area committee. And, in the end, both water companies promised to monitor the situation and report to the committee in six months' time. The companies were urged to explain the situation after a 2,000-signature petition had been presented to the committee calling for an end to the smell which has lingered near to the A505 bypass in recent months.

<http://sludge-odor.blogspot.com/2006/08/water-companies-told-to-sort-out.html>

*Analysis: This blog is one of around two dozen blogs about sludge. No of times Thames Water mentioned by this site: 1*

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ClipRef:  
PEOPLE ISSUES



### Thames Water in comms cutback

The UK's biggest water firm has made head of public affairs Kathryn Oakley redundant, along with the two other London-based PA staff and a Brussels representative. Oakley leaves on 29 September after eight years with the company. Up to 13 jobs in its 64-strong external affairs department in Reading, overseen by external affairs and environment director Richard Aylard, are also under threat. It has kicked off a 90-day staff consultation period, but will try to redeploy workers made redundant elsewhere in the firm. The cutbacks follow the company's announcement last week that it plans to axe 1,200 jobs - one in five - in the next four years. 'There will be a scaling down of external affairs,' head of comms Nick Tennant told PRWeek. He refused to comment on numbers but his and Aylard's jobs are understood to be safe. The cutbacks come as German parent RWE looks to sell the firm, valued at £7bn. Oakley was unavailable for comment.

<http://www.prweek.com/uk/news/article/591324>

*Analysis: The online home for PRWeek, the public relations industry magazine providing news, features, and analysis. The site has an above average presence on the web. No of times Thames Water mentioned by this site: 1*

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ClipRef:31  
PEOPLE ISSUES



Once more unto the breach. Rage against the machine. All that. Dealing with a large, privatised, company is going to be fun, I can tell. Elsewhere in the country and Thames water are actually cutting jobs. Sure, not front-line, and voluntary, but the privatisation of services as important as water just seems like a bad idea when you're trying to get a response out of them, that is going to cost them, for the hundreds of pounds it costs me each year is leaving me decidedly frosty towards this behemoth.

<http://www.leyton.org/diary/2006/08/30/water-woes-2/>

*Analysis: Richard Leyton's homepage Welcome to leyton.org, "where you will find articles, comments, and links on and about the various things that interest me. " No of times Thames Water mentioned by this site: 1*

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ClipRef:41  
PEOPLE ISSUES



### **Bare-faced bloody cheek**

Thames Water, not content with losing 894 million litres of water per day in leaks and being Britain's worst polluter, has announced that it is to cut 25% of its workforce. Apparently, this jobs carnage is necessary for 'cost-cutting'. Though why they need to do that when they've just enjoyed a 31% hike in profits is anybody's guess. Well, it's the logic of capitalism, actually.

With the loss of 300 jobs per year until 2010, who is going to fix the leaks and who is going to reduce the pollution?!

Thames Water is the object of public hatred at the moment, because of the leaks, the pollution, the fat-cat profits, the hosepipe ban and drought order. Now these job cuts could promote them to public corporate enemy number one. There is massive potential for a fight to stop the job cuts and demand the renationalisation of water.

But in an extraordinary display of patheticness, the GMB told the BBC that "it would seek to ensure that no frontline jobs were lost and that investment continued despite the huge cutback. " Fighting talk - not. Let's hope that GMB members get on to their leadership's case and demand that they fight the job cuts instead of just making a limp attempt to soften the blow.

<http://www.workersliberty.org/node/6827>

*Analysis: This group, formerly known as Socialist Organiser is active in the British labour movement and the Labour Party (Great Britain). The AWL is also moving towards an ideological position of "critical Marxism." No of times Thames Water mentioned by this site: 1*

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ClipRef:  
PEOPLE ISSUES



### Britain's largest water utility cuts jobs by 25 percent

Thames Water, Britain's largest water utility, announced plans on August 29 to cut a quarter of its 4,000 workforce within three years. The cuts are part of a review of the company carried out by newly appointed chairman James Forbes, the former head of energy company Scottish and Southern. Earlier this year, Thames Water announced a 31 percent leap in its profits to £346.5 million ...  
..The GMB union has proven itself equally bankrupt in the current situation.

<http://www.wsws.org/articles/2006/sep2006/wate-s07.shtml>

*Analysis: The World Socialist Website, published by the International Committee of the Fourth International. No of times Thames Water mentioned by this site: 1*

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ClipRef:36  
PEOPLE ISSUES



### There's something in the water

So Thames Water is getting rid of up to a quarter of its workforce as part of a major cost-cutting drive.

The company says this is to "guard against any complacency, towards customer service or efficiency, that may arise because we are a monopoly".

I'm sorry, but this is total bullshit, and is one of the reasons I'm turning more and more against big companies and their practices. For big business in the 21<sup>st</sup> century, cost-cutting by shedding staff is a way of reducing outgoings and increasing profits - making the remaining workforce overworked, underpaid, stressed and exploited. As a result, the service offered to customers suffers - but what the hell when you're a monopoly like Thames Water, constantly asking its customer to save water because it can't plug its leaks despite making £346.5m profit.

<http://blog.myspace.com/index.cfm?fuseaction=blog.view&friendID=66297982&blogID=161482723>

*Analysis: The personal blog of a "Comedy Writer / Producer / Performer, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:  
PEOPLE ISSUES



### UK water utility to cut quarter of workforce

Repeats BBC News story.

[http://www.waternet.com/news.asp?mode=4&N\\_ID=63404](http://www.waternet.com/news.asp?mode=4&N_ID=63404)

*Analysis: The portal of the Weater technology B2B trade group No of times Thames Water mentioned by this site: 1*

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ClipRef:  
PEOPLE ISSUES



## Union reaction to redundancies

On Tuesday 29 th August National and Local media asked GMB water workers union for a response to the text of an e mail from Jeremy Pelczer (CEO of Thames Water) announcing redundancies in the company.

[Full statement by Kelly Rogers, GMB Organiser for members working for Thames Water follows.]

<http://www.gmb.org.uk/Templates/PressItems.asp?NodeID=94411>

*Analysis: The GMB's website is not widely read, with an average reach of only 1 per million people per day, and a traffic ranking of 938,148. However it will be on the watch list of the mainstream media, and is highly linked to by other union and political sites an Surprisingly little on the GMB's normally very active site about the proposed redundancies. Nor is there anything on the Unison website. No of times Thames Water mentioned by this site: 1*

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ClipRef:14  
PEOPLE ISSUES



## What a Waste?

Thames Water said on Tuesday it had notified the government about possible job cuts and opened talks with trade unions. "We have notified the DTI (Department of Trade and Industry) of potential redundancies and have begun consultations with the relevant trade unions," Thames said in a statement e-mailed to Reuters.

Trade union GMB told BBC Television that Thames planned to cut 25 percent of its workforce over several years. The Thames statement did not state specific job cut targets. RWE declined to comment.

Thames Water, part of Germany's RWE, is the country's largest water and wastewater services firm with over 4,000 employees and 13 million customers in London and the southeast of England.

I have had a fair old bit to do with Trade Union activities in RWE. Although not generally to do with Thames Water . Although alas when I did last do the last round of joint Trade Union negotiations with them for joint issues , possible redundancies were discussed then too in both Thames and Npower and I found myself as the single rep negotiating with RWE of the 3 unions involved (Unison, GMB and Amicus) then although that was relevant for about tens of jobs not hundreds maybe thousands as in this case.

It is a heavy load on Union negotiators to try to save jobs especially in such a heavily regulated and "in the spotlight" industry as the Utilities industry where profit margins and consumer and environmental and global corporate pressures often conflict on a daily basis. However it is one that myself and fellow negotiators in RWE do with the employees and customers best interests at heart.

Just a reflection though, that economic efficiency through job losses does not always mean the best deal for everyone especially the company proposing them and I hope my colleagues fight as hard as I know I have for them in the past.

<http://welshbridgetjones.blogspot.com/2006/08/what-waste.html>

*Analysis: A personal blog, of a Unison trade union activist. Her blog is Inked to by a number of other blogs. No of times Thames Water mentioned by this site: 1*

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ClipRef:1.1  
TRADING ISSUES



### Another burst pipe

And you know why? Because the whole system is too old! Thames Water are doing their best to replace pipes all around London but unfortunately news like this are commonplace every day.

<http://larwilife.blogspot.com/2006/08/another-burst-pipe-and-you-know-why.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:5  
TRADING ISSUES



### hosepipe ban on for a year!!!

How can the provision [of water] be all about money?

Depressing....

[http://groups.google.co.uk/group/uk.rec.gardening/browse\\_frm/thread/1403365141e5b4f8/Oae169d68e959215?lnk=st&q=&rnum=8&hl=en#Oae169d68e959215](http://groups.google.co.uk/group/uk.rec.gardening/browse_frm/thread/1403365141e5b4f8/Oae169d68e959215?lnk=st&q=&rnum=8&hl=en#Oae169d68e959215)

*Analysis: This is a high activity group to discuss gardening topics relevant to the UK one comment: I particularly like the last bit*

*"The German-owned company is also the country's MOST WASTEFUL water firm, haemorrhaging 196million gallons of water every day - the equivalent of 350 Olympic-sized swimming pools.*

*This is an article run by the Daily Mail. There have been 5 comments on this article put on their website including "And I am sure the board of directors will also ban increases in their wages, bonuses and alike. They have failed the public."*

*- Loris, Milan*

*If we stopped allowing all and sundry to come here to live there would be more water for us who pay our bills.*

*- Sue Delaney, Worthing, West Sussex*

*All Thames Water are interested in is making money, without having to supply anything for it. Laying off staff, leaving leaks and generally not doing their job. The government should take back ownership of this mob and then put it in proper, British, hands to have it run properly.*

*- Nigel, Somerset*

*Nigel, I agree with you. However this government can't manage itself let alone manage our water supply!*

*- David, Brighton, Sussex*

*There should also be a ban on Thames Water executive pay rises and bonuses until the hosepipe ban is lifted.*

*- Don, Cheltenham*

*Last month regulator Ofwat came under fire for REFUSING TO FINE Thames Water for its failure to meet leakage targets in the capital for the seventh year in succession.*

*Instead, the company was ordered to invest an extra £150million by 2010 to replace nearly 230 miles of old water pipes in London."*

*Why don't they FINE and ORDER to invest???*

*No of times Thames Water mentioned by this site: 3*

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ClipRef:18  
WATER SUPPLY ISSUES



## Advertising

Talking of Thames Water, here's a photo of the latest adverts they are placing in carriages on London Underground. For those not from around these parts, it's a picture of Battersea Power Station, filled with water, carrying the caption "our new pipes will save this much water every 5 days". What they neglect to mention is that this is the amount of water their pipes are currently wasting every 5 days: <http://mcrebbe.com/blog/2006/07/15/water-pity/177/>

*Analysis: The blog of MC Rebbe is an award winning comedian, television presenter, journalist, rapper, musician, DJ, remixer, music producer, VJ, film maker ... No of times Thames Water mentioned by this site: 1*

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ClipRef:12  
WATER SUPPLY ISSUES



## Filtration

One of the most difficult items for sewage works to handle, as it is insoluble, yet fine enough to pass through most filtration systems is .... (Every month Thames Water removes over a ton of this substance from its water treatment plants, whereupon it is taken away to a landfill site and buried). You guessed it - pubic hair. (No not PUBLIC hair... PUBIC) <http://sherrenasday.blogstream.com/v1/pid/118617.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:37  
WATER SUPPLY ISSUES



## Hose use

Conversely, our neighbor has decided to completely ignore the hosepipe ban and waters her garden at length. Just yesterday, after about an hour of listening to her water with more watering cans full than we have been able to put on our allotment and garden all summer, I finally lost it and asked her if she knew about the ban. She, a woman in her late 70's, said in a wimper, "but I love my garden so much." I basically said that I loved my garden and allotment, but was allowing it to die, like I have been asked and she should as well.

Argh... can't win.

[http://www.transitionelement.com/archives/2006/08/slight\\_bounty.html](http://www.transitionelement.com/archives/2006/08/slight_bounty.html)

*Analysis: Peter Mahnke presents interesting observations about his life in England, designing with web standards, culture and more... Online Since: July 26<sup>th</sup>, 1997 No of times Thames Water mentioned by this site: 1*

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ClipRef:15  
WATER SUPPLY ISSUES



## just deserts of beating the drought

Thames water cut off water to our area over the weekend. and truly it was annoying, but i wonder how many of the people though not of how much they were paying for a service they were not getting, but of the number of people throughout the world for whom running water is a luxury. <http://debsworld.livejournal.com/59386.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:46  
WATER SUPPLY ISSUES



## Leaky Pipes

Thames Water freely admits that there are miles of leaking pipes around the Greater London area that are wasting millions of litres of water a day and in order to beat the drought it's up to us, the customers to conserve water or in some cases face a £1000 fine. I have two very large problems with this. First of all, all these miles of leaky pipes didn't start leaking this year and we've had water shortages here in the South East of England for the past 2-3 years now. Why have they waited until the situation is critical to get out there and do something about it? Second, the company isn't offering people a discount on their bill if they make certain efforts to conserve water such as getting rain barrels to catch the rain from the roof or if they can prove they've got an energy efficient toilet, a garden of a smaller size or one with plants that prefer dryer conditions etc, etc.

<http://never9to5.blogspot.com/2006/08/ive-been-tourist-in-this-city-i-now.html>

*Analysis: A personal blog, unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches No of times Thames Water mentioned by this site: 1*

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ClipRef:  
WATER SUPPLY ISSUES



## Mains replacement

Despite Thames Water's claim to be replacing so much of our water mains, it is very noticeable that major road works generally involve GAS main repair/replacement. In parts of West London, it's wall-to-wall Thames Water at the moment.

I can't help thinking that if Transco adopted the same approach as Thames Water to waiting for things to go bang before you mend them, London would be a very dangerous place to live! And if Transco can (usually) stop leaks before they happen, why can't Thames Water? Because they left it too late to start the mains replacement programme.

[http://groups.google.co.uk/group/uk.transport.london/browse\\_frm/thread/dfcb9e700aaf6ba1/219ce4a18263e583?lnk=st&q=%22Thames+Water%22&num=1&hl=en#219ce4a18263e583](http://groups.google.co.uk/group/uk.transport.london/browse_frm/thread/dfcb9e700aaf6ba1/219ce4a18263e583?lnk=st&q=%22Thames+Water%22&num=1&hl=en#219ce4a18263e583)

*Analysis: A medium activity newsgroup for discussion of all forms of transport in London. No of times Thames Water mentioned by this site: 1*

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ClipRef:  
WATER SUPPLY ISSUES



## Metered rates

What metered rates does your water provider charge per cubic m3?

Thames Water charges £1.42 and could well be the most expensive. If only one can switch water provider that one can with other utility like phone, electricity, gas etc.

Yes, that's what I was told by Thames Water that the fixed metered charge is £1.42 per cubic m3 for 2006. Where can one find a list of comparison of charges from other water companies?

<http://uk.answers.yahoo.com>

*Analysis: A site where people can post questions to answer. A significant presence on the web, and a major information resource. Another poster comments: "I would guess that you are in England, well I'm in Singapore and my water service costs S\$1.17 \*\*\* with a S\$0.30 \*\*\* as a Waterborne Fee. At S\$1.47 \*\*\* that figures at a little under a US dollar." No of times Thames Water mentioned by this site: 1*

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ClipRef:17  
WATER SUPPLY ISSUES



## Seeping Pipes

I've been mostly sympathetic to Thames Water's excuses for their shocking water leakage record: London's pipes are very old and, like pretty much all previously nationalised industries, the water industry suffered woeful levels of investment before it was privatised.

Indeed, Tim Worstall claims here that leakage rates today are worse in Scotland (where the industry is still state owned).

I was reminded about water leakages when I was walking to the station on my way to work yesterday.

There was a big hole in the pavement and, as I like to do, I peered in. What I saw was a rusty old pipe that appeared to have been capped. It was like nothing I had ever seen before. It looked like it was sweating. Rivulets of water were dripping from every area of the surface. It was a remarkable sight: if even a tiny percentage of London's pipes are like this, nothing short of replacing them all will get the leaks under control.

Fixing this problem isn't as simple as the Thames Water bashers would have us believe... these aren't big leaks that need to be repaired once and for all but widespread low-level drips that require a long term sustained programme of works.

<http://gendal.blogspot.com/2006/08/seeping-pipes.html>

*Analysis: The personal blog of Richard Brown [no relation], unranked and not likely to be regularly read by anyone outside of the immediate social network, but will appear in searches*  
*No of times Thames Water mentioned by this site: 1*

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ClipRef:39  
WATER SUPPLY ISSUES



## Thames Water Drought Order Decision

The Environment Agency supports Thames Water's decision at this time to withdraw its application to Defra for a drought order for London. However, we expect Thames Water to keep this under constant review and to reapply if the rain doesn't come.

The application for a drought order to the Minister is to authorise further restrictions. Current hosepipe bans are still in place.

Robert Runcie, the Environment Agency's Thames Regional Director, said: "We think Thames Water has made the right decision at this time. The drought isn't over - but the close to average rainfall in July and August and people saving water has left London's water supply in a far better position.

<http://www.environment-agency.gov.uk/news/1461306?lang=e&>

*Analysis: The leading public body for protecting and improving the environment in England and Wales. No of times Thames Water mentioned by this site: 2*

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ClipRef:  
WATER SUPPLY ISSUES



### Thames Water withdraws application for Drought Order

Thames Water has announced that they have rescinded their application for a Drought Order in 2006. The company applied to the Government for the order at the end of June as a precautionary response to very low groundwater levels, and fears of hot, dry months to come. If granted the Drought Order would have allowed Thames Water to restrict water usage for filling private swimming pools and washing cars in London....

[repeats article from [www.thameswater.co.uk](http://www.thameswater.co.uk)]  
<http://www.water-guide.org.uk/blog.html>

*Analysis: Part of "The Guides Network" the Guides Network which aims to provide free, unbiased information in a simple, user friendly format. Developed by a small group of researchers and writers becoming increasingly frustrated with being unable to find useful, everyday information easily on the internet, the guides aim to help users find exactly what they are looking for quickly and easily. Also at:*

<http://www.nceplus.co.uk/>

No of times Thames Water mentioned by this site: 1

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ClipRef:28  
WATER SUPPLY ISSUES



### Water, Water Everywhere

Thames Water have announced today that they are withdrawing their application to the government for special powers to limit water usage in London (stuff like to watering parks and and sports grounds and filling of private swimming pools).

(You have to love the use of the phrase 'special powers' - like x-ray vision is going to stop someone filling their pool.)

After what was described as "near average" rainfall fell in the past two months TW have decided that they will no longer need the extra restrictions, however "a ban on households using hosepipes and sprinklers to water their gardens or wash their cars would remain and it could not rule out seeking a drought order next year."

Apparently if we have another dry winter this year then early next year we could see another drought order applied for. It's not just a summer thing any more.

<http://www.londonist.com/archives/2006/09/httptodayreuter.php>

*Analysis: Londonist is a website about London and everything that happens in it. That means news and events, restaurants and bars, happenings and goings-on. Londonist has an avid and growing readership, and an even more avid and growing staff. No of times Thames Water mentioned by this site: 1*

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