Thames Water Update
Loddon Catchment Partnership

Thursday 17th October 2024

River Health Action Plan

We have republished our river health action plan on the 12th May 2024. The document is intended to provide a snapshot of our current performance and what we are doing to improve it.

In April 2022 we set out our first river health action plan, describing how we planned to improve the health of rivers in the Thames catchment. To keep this up to date we've continued to re-publish annually, to let you know about our progress and plans going forward.

Those familiar with our previous reports will be aware that we breakdown the content of the report into three sections.

We're aiming to:

Discharge higher quality treated effluent

Reduce potentially polluting discharges to our rivers

Work with partners to improve river quality

Our report provides an overview of progress with delivering our commitments under the Water Industry National Environment Programme (WINEP), an overview of performance against targets in our Pollution Incident Reduction Plan (PIRP), examples of how we're working to reduce the number of storm overflows, and of course how we are working with partners including the 27 river Catchment Partnerships.

Storm Discharges

Our interactive map

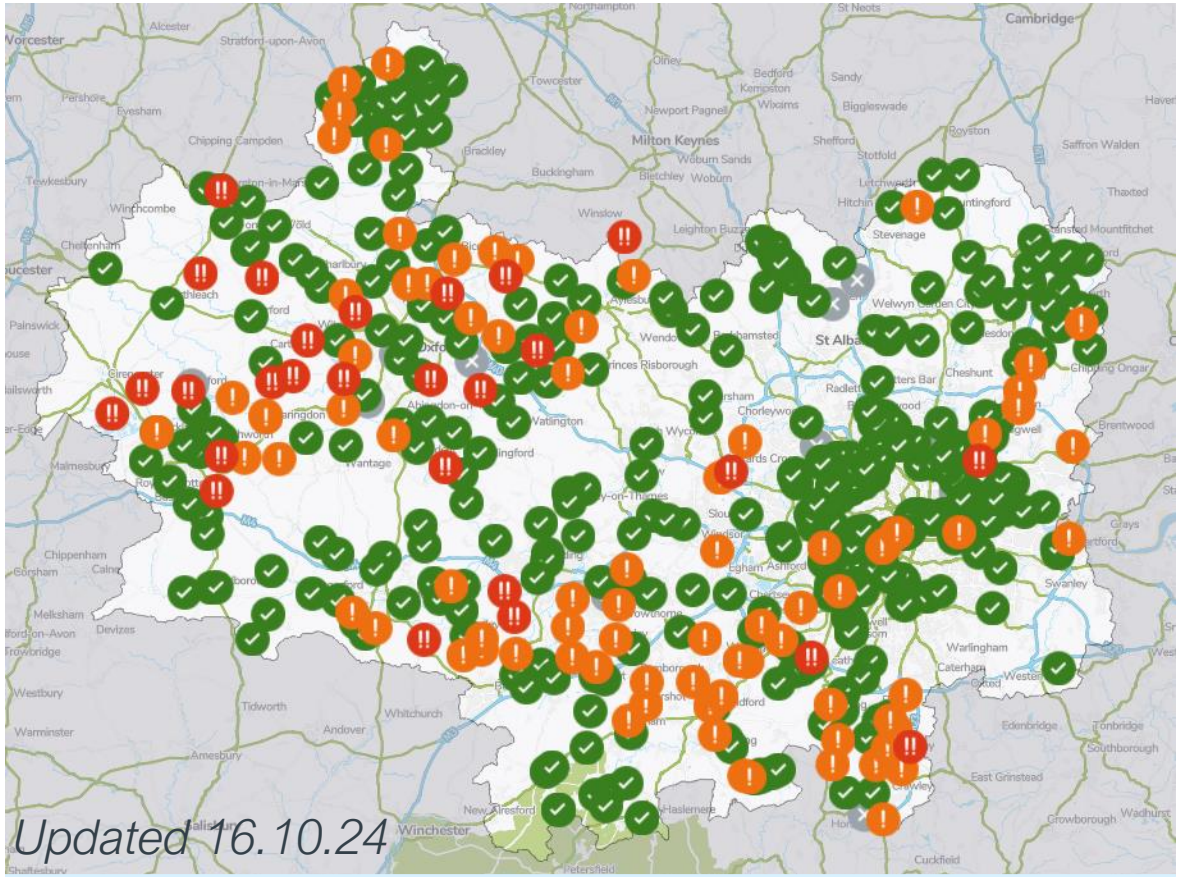
We want to be very clear on our stance. Putting untreated sewage into rivers is unacceptable to us, our customers and the environment. That's why we're working hard to stop these discharges, with the help of the Government, Ofwat and the Environment Agency.

To increase transparency, we made a commitment to provide storm discharge data for 468 consented overflows – we did this in the following ways:

- An **interactive map** showing storm discharge activity as indicated by our EDM monitors. We went live 3rd Jan 2023, the first water company to do this.
- A **third-party API**, so you can integrate our data into your own systems.
- **Annual storm overflow activity reports** showing you data from previous years.
- The map has been updated to include **improvement plans**.
- Additional **127 locations** added in December 2023, covered by 140 new EDM's.

We know this is the start of the journey to tackling overflows, in the meantime we welcome suggestions on how to improve the tool in the future.

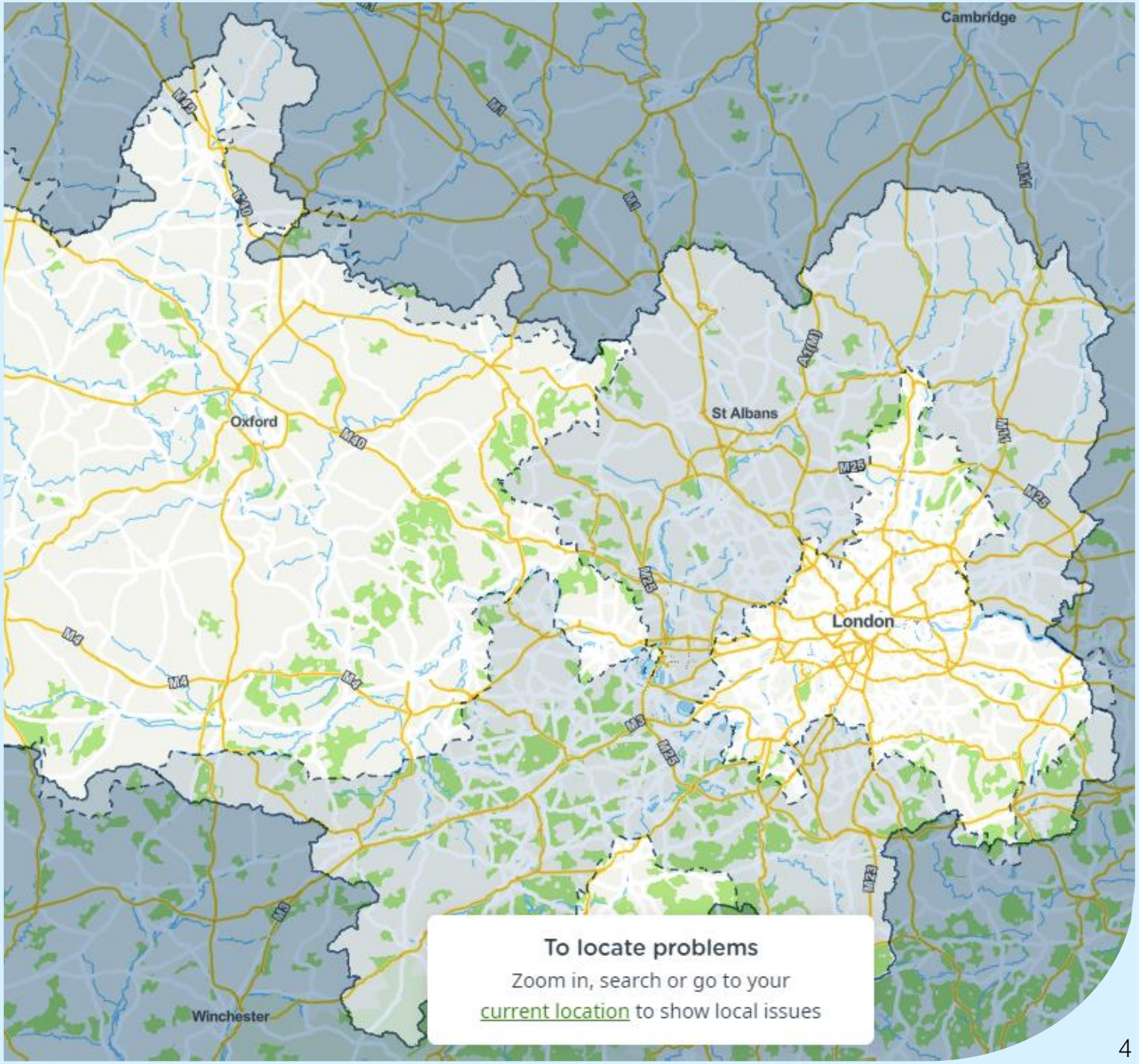
https://www.thameswater.co.uk/about-us/performance/river-health



In March 2024 we published our storm overflow action plan. A detailed assessment and action plan for every storm overflow from every water and sewerage company in England was required by Defra.

Reporting a Problem

- The sooner we receive a report the sooner we can attend, assess the situation and take steps to rectify the issue.
- New reporting a problem online tool has been launched
- You can also call 0800 316 9800 and select option 2 and then option 3.
- Once reported, a rapid response team will be at the scene within **two hours** to take swift action. This has been reduced in many cases to under 60 minutes.
- We are currently updating catchment hosts directly when Cat 1/2 pollution incidents occur within their catchment.



Potential Pollutions July-October

1. Assessed CAT 3 NIRS 2314308 14.10.24

   Hydraulic overload caused foul manhole to discharge and flow to an unnamed stream. Some rag present at manhole and in watercourse, no other sewage visuals or odour. Cleanup completed.

2. Assessed CAT 3 NIRS 2312726 08.10.24

   Milky discolouration present in watercourse following spill from a milk tanker near Fleet STW. Small amount entered surface water sewer network, but not significant to impact STW.

3. Assessed CAT 4 NIRS 2310570 30.09.24

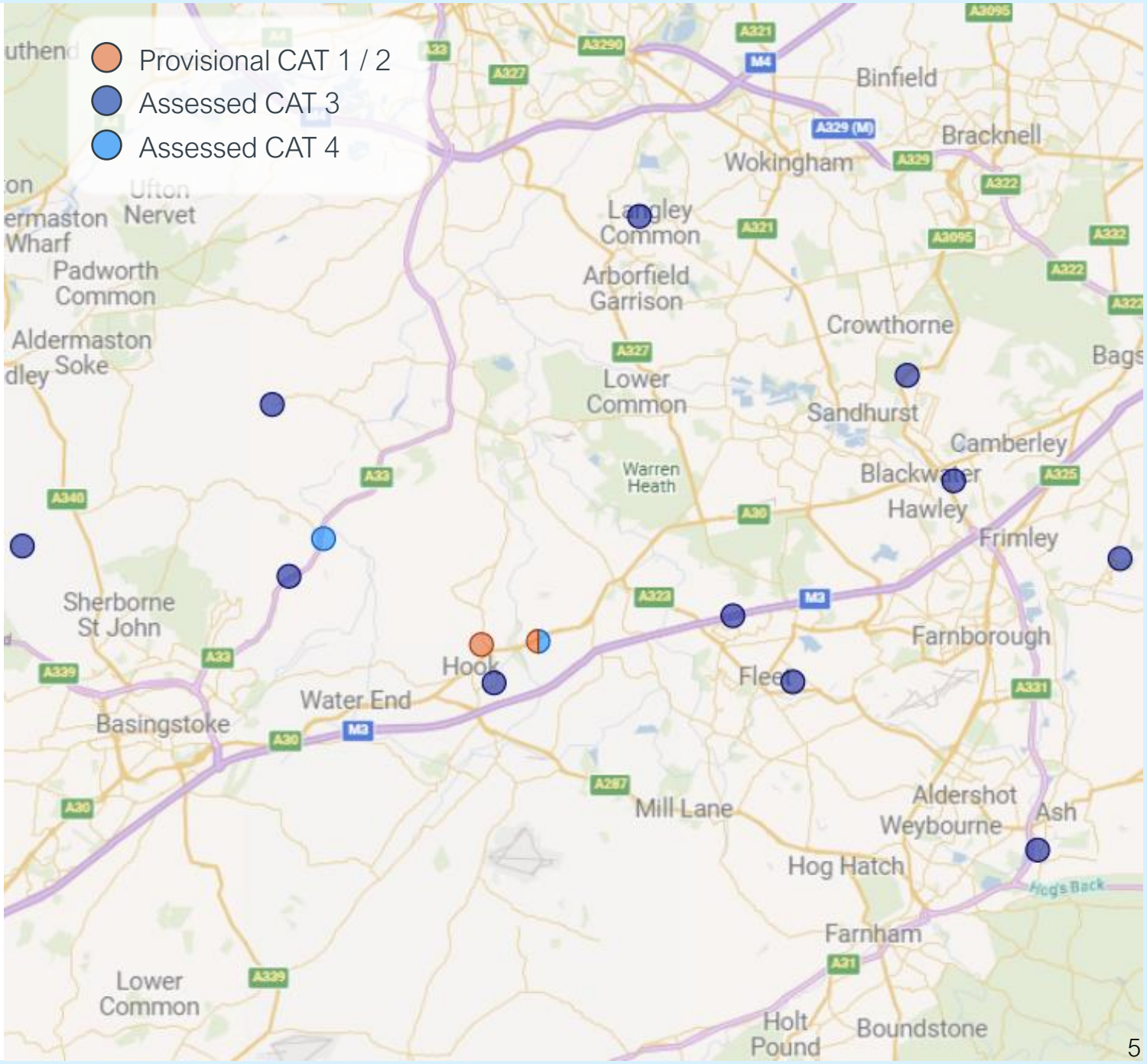
   Hydraulic overload at Chatters Alley STW caused foul manhole to discharge and enter a ditch. No sewage visuals or odour. Tanker deployed to stop discharge, small blockage located and cleared.

4. Assessed CAT 3 NIRS 2307622 20.09.24

   Pump failure at Arborfield STW caused storm tanks to discharge early during heavy rainfall. Mild discolouration and odour in watercourse, no sewage visuals. Pumps restored; discharge stopped.

5. Assessed CAT 3 NIRS 2306204 16.09.24

   Blockage in foul sewer caused manhole to discharge and enter watercourse via surface water sewer outfall. Dark discolouration and foul odour in watercourse, no sewage visuals. Tanker deployed to mitigate flow while blockage was cleared and line clean was carried out.



Potential Pollutions July-October

6. Assessed CAT 3 NIRS 2303945 06.09.24

   Pump failure at Ramsdell SPS during heavy rainfall caused discharge to enter an unnamed ditch. Liquid only, no sewage visuals. Tanker deployed while pump was repaired.

7. Provisional CAT 1 / 2 NIRS 2303792 05.09.24

   Burst rising main near Hook SPS. Tankers unable to manage high flows, causing multiple foul manholes nearby to overflow. Cloudy discolouration in watercourse, some rag around manhole but not in watercourse. 7 additional tankers were deployed, and discharge was stopped. Burst rising main repaired.

8. Assessed CAT 3 NIRS 2303290 04.09.24

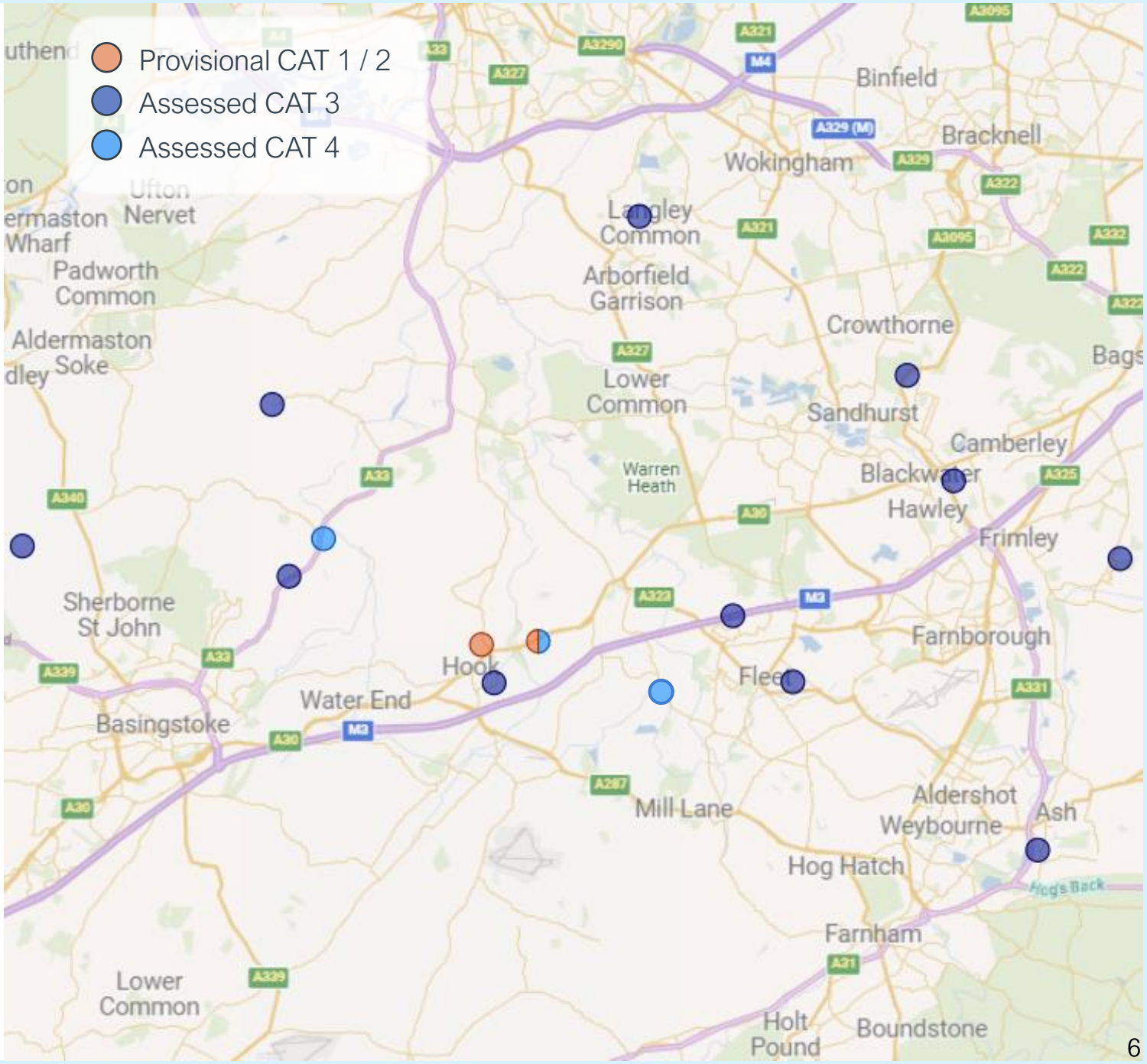
   Reports of foul odour in unnamed stream during low flow. Some sewage fungus present in watercourse. No further TW action required due to area being served by private septic tanks.

9. Assessed CAT 4 NIRS 2299418 20.08.24

   Burst rising main at Hook SPS caused liquid only discharge to enter a ditch via roadside gullies. No sewage visuals. Tankers deployed to mitigate; discharge stopped. Rising main repaired.

10. Assessed CAT 3 NIRS 2299099 19.08.24

    Orange discharge entered Black Water River via unmapped surface outfall. No sewage visuals. Engineers investigated and found the source to be a fault with a third-party SPS discharging water containing iron oxide.



Potential Pollutions July-October

11. **Assessed CAT 4** NIRS 2297486 14.08.24

    Potential spill of sewage into unnamed watercourse. Grey discolouration, no sewage visuals. Third-party spill from a private septic tank, all TW assets in the area checked and OK.

12. **Assessed CAT 3** NIRS 2296155 10.08.24

    Discolouration and sewage fungus reported in unnamed ditch. TW assets in area checked, no issues found. Third-party, potentially related to new housing development upstream.

13. **Assessed CAT 3** NIRS 2295501 08.08.24

    Cloudy discolouration and foul odour reported at balancing ponds. All TW assets in the area checked, no issues found. Ponds fed by private surface water lines.

14. **Provisional CAT 1 / 2** NIRS 2293089 01.08.24

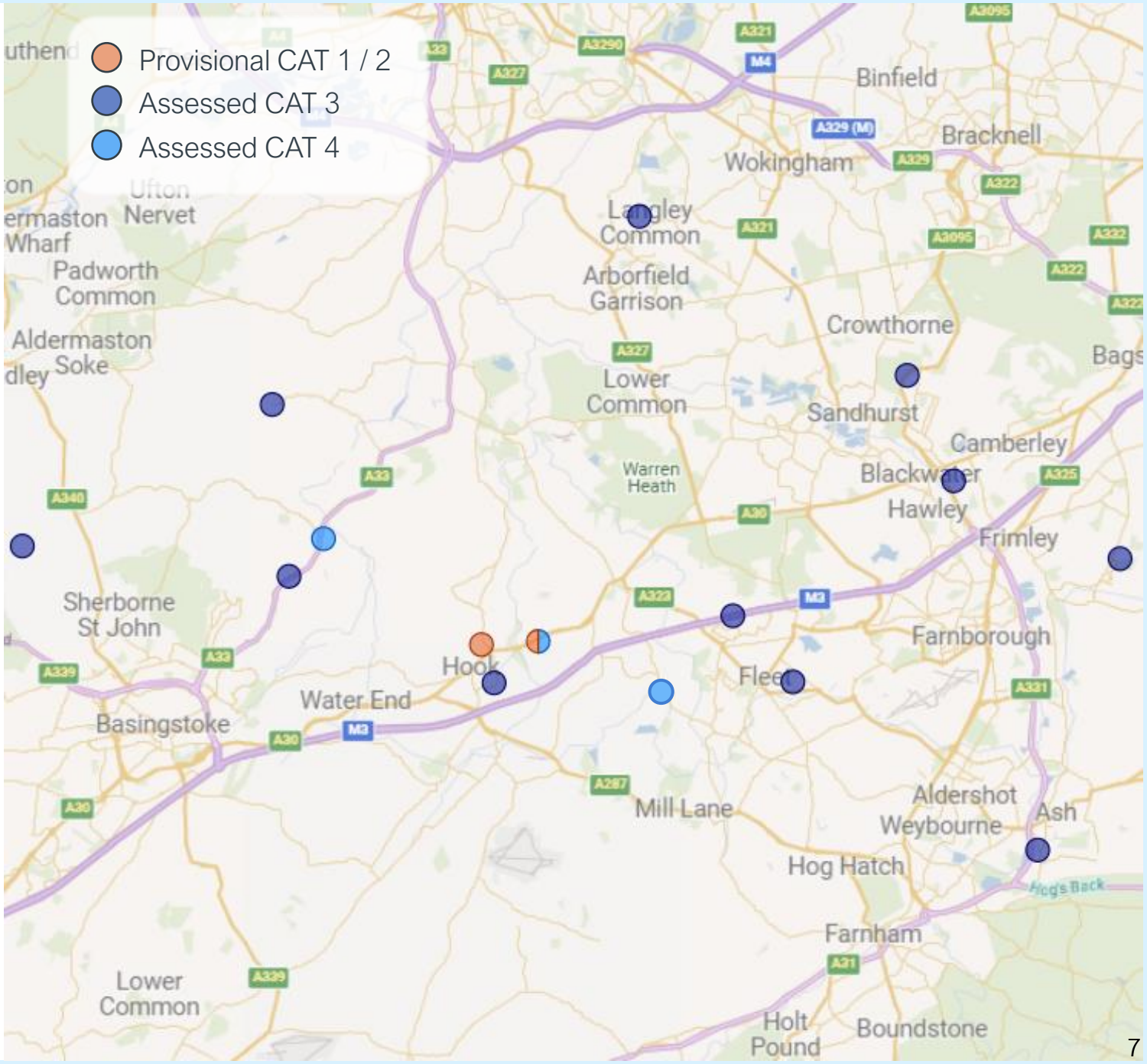
    Power failure at Griffin Way SPS caused manholes to spill to watercourse during heavy rainfall. Discolouration and rag present in watercourse. Tankers deployed to mitigate flow; cleanup of affected area completed.

15. **Assessed CAT 3** NIRS 2289860 24.07.24

    Leaking seal at Stratfield Saye STW caused discharge to trickle from Humus Tanks. Tank pumped to mitigate flow; seal replaced. No evidence of flows entering watercourse.

16. **Assessed CAT 3** NIRS 2286994 19.07.24

    Brown discolouration in watercourse. No sewage visuals. Source was nearby excavation works discharging waste into surface water gullies.



Investment

Site	Investment plan	Expected completion date
Aldershot STW	An upgrade is planned for Aldershot STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme, which is still being designed, is due to complete in early 2027.	2027
Arborfield STW	An upgrade is planned for Arborfield STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme is due to complete in 2028.	2028
Ash Ridge (Wokingham) STW	An upgrade is planned for Wokingham STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme, which is still being designed, is due to complete in 2026.	2026
Basingstoke STW	An upgrade is planned for Basingstoke STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme, which is still being designed, is due to complete in 2027.	2027
Camberley STW	An upgrade is planned for Camberley STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme is due to complete in 2026.	2026
Crondall STW	We've completed an upgrade at Crondall STW. This improves its ability to treat the volumes of incoming sewage. The scheme completed in 2024. We also identified the opportunity to optimise the existing assets to improve effluent quality. We agreed the new permit in 2024.	2024

Investment

Site	Investment plan	Expected completion date
Easthampstead Park STW	An upgrade is planned for Easthampstead Park STW. This will improve its ability to treat the volumes of incoming sewage as well as providing a higher quality of treated effluent going to the river. We plan to complete this work in 2027.	2027
Fleet STW	An upgrade is planned for Fleet STW. This will include an increase in treatment capacity, as well as a higher quality of treated effluent going to the river. This scheme will reduce the need for untreated discharges in wet weather. We plan to complete this work in 2027.	2027
Hartley Wintney STW	An upgrade is planned for Hartley Wintney STW. This scheme will ensure a higher quality of treated effluent going to the river. We plan to complete this work in 2026.	2026
Sandhurst STW	An upgrade is planned for Sandhurst STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme is due to complete in 2025.	2025
Sherfield-on-Loddon STW	An upgrade is planned for Sherfield-on-Loddon STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme, which is still being designed, is due to complete in 2026.	2026
Wargrave STW	An upgrade is planned for Wargrave STW. This will improve its ability to treat the volumes of incoming sewage, reducing the need for untreated discharges in wet weather. The scheme, which is still being designed, is due to complete in 2026.	2026

Storm Overflow Reduction Plan

Site(s)	Expected completion date
Crondall STW	We expect this location to meet all government targets for storm overflows by 2030.
Ash Ridge (Wokingham) STW Ash Vale STW Avondale Road SPS Crooked Billet SPS Easthampstead Park STW Hartley Wintney STW	We expect these locations to meet all government targets for storm overflows by 2030-2035.
Sandhurst STW Waterloo Crescent CSO, Wokingham	We expect these locations to meet all government targets for storm overflows by 2035-2040.
Aldershot STW Arborfield STW Basingstoke STW Camberley STW Fleet STW Sherfield-on-Loddon STW Wargrave STW Water End	We expect these locations to meet all government targets for storm overflows by 2040-2045.
Knightsbridge CSO Wedmans Lane SPS	We expect these locations to meet all government targets for storm overflows by 2045-2050.

South-East Strategic Reservoir Option (SESRO)

The application would seek the powers to build the new reservoir near Abingdon, so that construction could begin in **2029** with the reservoir operating in **2040**. The reservoir would secure future water supply for around 15 million people in the South-East.

We're engaging stakeholders and local communities as we go, to understand priorities and gather important information and feedback which will help to shape our proposals.

Our most recent public consultation closed on 28th August, with over 900 responses received.

We will hold a further consultation of our finalised plans in **2025**.

At the end of August 2024, we secured government approval for our Water Resource Management Plan (WRMP).

Digital render of proposal

For further information, please contact info.SESRO@Thameswater.co.uk

Scan for more information or to register for future events

Summary brochure

Public consultation brochure

Environmental masterplan

Thame and Chilterns

Water Quality Update – Summer 2024

Catchment size	~1,160km²
Major towns	High Wycombe, Aylesbury, Henley-on-Thames, Thame, Wallingford
Thames Water drinking water quality priorities	Surface water: Pesticides (metaldehyde, propyzamide, carbetamide, flufenacet) Groundwater: Nitrate
Thames Water projects	Catchment Fund and farm advice: Thames to Thame and nearby tributaries, Upper, Middle and Lower Thame (surface water) Sheeplands (groundwater)
Contact	catchment.projects@thameswater.co.uk

Surface Water Quality Results Summary

The tables below show maximum concentrations for each pesticide of interest in the raw, untreated water at each sample point and the graphs show long term water quality trends.

Please note, river samples are generally collected weekly over the autumn and winter but sampling may be less frequent, especially during spring and summer, so results may not be available for all months.

Key: pesticide concentration

<0.05µg/l
0.05-0.1µg/l
0.1-0.2µg/l
>0.2µg/l
No data

Metaldehyde - monthly maximum river concentrations (µg/l)

Location	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Thame at Nether Winchendon Mill	0.000	0.051	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Thame at Hayward Bridge	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Thames at Reading	0.000	0.000	0.000	0.000	0.000	0.000	-	0.000	0.000	0.000	-	0.000

Thames Water

It's everyone's water

Questions