



Cllr Paul Spooner  
Leader of Guildford Borough Council  
[Sent via e-mail]

04 July 2018

Dear Cllr Spooner,

## We need your help to meet record demand for water

I am writing to update you on the work we are undertaking to ensure our customers continue to receive a reliable water supply throughout the ongoing heatwave, and to ask for your council's support in helping to reduce the current unprecedented levels of demand.

Last Sunday, we saw the highest ever level of demand across our Slough, Wycombe and Aylesbury supply zone. With at least another week of high temperatures predicted, our internal forecasts suggest that, without significant changes in behaviour, demand will again outstrip supply this weekend in your area.

Across our supply area we are pumping an extra 450 million litres of water into our network – a 17 per cent increase. This is in addition to fixing 1,000 leaks a week and our ongoing campaign efforts to encourage customers to 'Be water smart' at home and at work. Despite this, the volume of water being used is so great that some areas are already experiencing low water pressure, particularly at peak times. This is because water simply cannot travel around our network quickly enough.

To help us continue to meet demand and avoid the possibility of disruption to supplies, I would ask that in the short-term, your council puts a hold on watering your open, public spaces and other non-essential water use activities. It would also be helpful if you could share our water efficiency messaging with communities, and with your staff.

Our tips on how we can all be 'water smart' – including a ten litre challenge, which encourages customers to save ten litres a day, are available on our [website](#) and via our [social media feeds](#).

### Simple changes to prevent the need for restrictions:

- Stop washing cars or fleet vehicles
- Stop filling up paddling pools
- Put away sprinklers and hosepipes - let your lawn go brown – it will recover
- Turn off the tap while brushing your teeth
- Take four minute showers rather than baths
- Only use the dishwasher and washing machine when full

As you would expect, we are putting a range of contingencies in place to make our customers' lives easier. This includes identifying and engaging with vulnerable customers, keeping in close contact with Emergency Planning teams across the region and ensuring we are ready to distribute bottled water, if required.

We are doing everything we can to ensure customers retain a reliable water supply, but we really do need your help to manage demand.

If you have any questions, please do not hesitate to get in touch.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Steve Robertson', with a long horizontal flourish extending to the right.

**Steve Robertson**

Chief Executive Officer, Thames Water