

**From:** [CUSTOMER.FEEDBACK@THAMESWATER.CO.UK](mailto:CUSTOMER.FEEDBACK@THAMESWATER.CO.UK)  
<[CUSTOMER.FEEDBACK@THAMESWATER.CO.UK](mailto:CUSTOMER.FEEDBACK@THAMESWATER.CO.UK)>  
**Sent:** 15 February 2021 15:14  
**To:** Smith, Emily <[Emily.Smith@whitehorsedc.gov.uk](mailto:Emily.Smith@whitehorsedc.gov.uk)>  
**Subject:** Our Ref : 33466270

Thames Water  
Customer Relations  
PO Box 436  
Swindon  
SN38 1TU

Email: [Customer.Feedback@thameswater.co.uk](mailto:Customer.Feedback@thameswater.co.uk)

15 February 2021

Our Ref: 33466270

## Sewer discharges into the River Thames

Dear Councillor Smith

Further to our email of 20 January, I welcome this opportunity to provide you with an update on your case, as promised.

As you're aware, I've been liaising with our Environmental Information Request (EIR) team to gain a better understanding of how we may be able to publish real-time data regarding controlled sewer overflows in the future. I understand this will be particularly beneficial for members of the public to be able to access this type of data, especially when deciding to use the river for various types of leisure activities.

I'd like to assure you this is certainly something we're looking into for the future. We're currently working closely with Defra and Water UK, on a Storm Overflow Taskforce. This includes feeding into the recently formed Storm Overflow Transparency sub-group. Within this taskforce, we'll be investigating how we can provide real time data for all of our storm overflows and we're currently trialling real-time notifications at a small number of sites, with a view to understanding how we can upscale this in the future.

I trust this information provides you with some assurance of our commitment to have a more robust way of updating our customers about this in the future. In the meantime, if you have any questions, please don't hesitate to call me [REDACTED], our offices are open between 8am to 5pm, Monday to Friday.

Yours sincerely

[REDACTED]

Senior Case Manager – Executive Office