



Hackney Scrutiny Commission – 30th September, 2020

Thames Water Representatives

Steve Spencer – Operations Director

Tim McMahon – Head of Water Asset Management

Presentation (approx. 20 mins)

Our presentation will cover the following areas:

- A brief overview of the water network in Hackney to provide a reminder of the situation in the borough
- Based on issues raised following Queen's Drive and at this committee, the improvements we have made to our incident response and customer support
- The latest situation with residents who moved into alternative accommodation last October*
- An example of our improved response to incidents elsewhere in London with our new learnings in place
- A wider overview of our investment plans over the next five years across our region following discussions with Ofwat
- The latest on our £7m trunk replacement project on Seven Sisters Road and Queen's Drive due to start in October
- Further investment across Hackney to boost network resilience taking place or due to be carried out
- Next steps

*Please note, we cannot talk about individual cases