

Thames Water Pollution Response

Our commitment

Serving around 15 million customers in London and the Thames Valley, we provide an essential service at the heart of daily life. In doing so, we influence – and are influenced by – the natural environment, both within our operational sites and in the world around us. We are committed to continually improving our environmental performance. We aim to deliver our services in the most sustainable way and make sustained improvements. Therefore we, as a Company, take our collective environmental responsibilities extremely seriously, including where our assets are causing an environmental issue.

What is a pollution Incident and how do they occur?

A pollution is defined by the presence of/or the introduction to the environment, of a substance which has harmful or poisonous effects.

For Thames Water, pollution events have the potential to arise from unintentional escapes of sewage from our treatment works and extensive sewage network or from burst clean water mains that wash a substance into a watercourse. All these types of occurrences can potentially pose serious short and long-term impacts to the environment

Why report a pollution directly to Thames Water

Once reported, we are committed to attending a potential pollution incident as a priority attendance. Our aim where possible is to arrive onsite in under 2 hours to investigate your report. Upon arrival our primary concern is to stop or mitigate any environmental impact arising from a pollution incident that has been identified to us.

Whilst both the Environment Agency and Environmental Health dept of the Local Authority will accept a report of pollution, processing of that information can lead to a delays in Thames Water receiving the relevant information and as a consequence delays our ability to take action. During this time, any environmental impact remains unmitigated.

Where necessary, following completion of our investigation we will complete an external clean-up of the area. This includes:

- Litter picking
- Removal of solid material
- Washing down and disinfecting any hard surfaces such as footpaths

Sometimes it is not possible to complete a clean-up during our initial attendance. This might be because we have attended at night time, the area was too large or we need specialist equipment. If this is the case, we will re-visit to complete the work and aim to do so within 24 hours.

How to report a Pollution

Our Customer Service Team are available 24 hours a day, 365 days a year on 0800 316 0800. Our customer Service Team will ask:

- Who you are and if you'd like to give your personal details. You can just advise that you are a passer-by if preferred
- What you have observed, such as sewage solids, grey coloured water, or a noticeable sewage smell
- When you identified the issue
- The location of the pollution incident: If possible, include a postcode or road name.

Landmarks or national grid reference is also helpful

- Whether sewage is currently entering any nearby watercourses

Unable to call us

Our Customer Service Team are also available @thameswater on [Facebook](#) and [Twitter](#) 24 hours a day, 365 days a year.

You can find us by searching @thameswater on both platforms, our account is identified by the authorised account blue tick. Then click through to our page, drop us a message and we'll be right with you.

Facebook



Twitter



← →



Click here to send a message

Thames Water ✓

@thameswater

Got a question? We're here to help 24/7. Look after your personal details - send them to us privately.