

Briefing for Flooding Meeting Day 26.4.24

Overview

Thames Water Operations team have been widely used reactively to the weather events to keep the network flowing and as many customers in service. In places, we have not been able to reach our normal service level agreement's including external flooding due to a strain on resources such as available callout staff and contractor tankers.

Weather

There has been widespread issues with weather and groundwater over the winter period. The Long-Term Average (LTA*) exceedances in the first 3-months of 2024 across the Thames Water region

January: 75mm – 107% of LTA

February: 135mm – 260% of LTA

March: 98mm – 187% of LTA

Groundwater levels are “notably high” across the region, as identified in the latest Water Situation Report. The Environment Agency advises that groundwater levels in the region are similar to those seen in 2014, which was the wettest winter on record at that point. During the 2023/24 Winter, the UK Met Office have named 11 storms so far.

The environment has not able to fully recover between storm events. This has resulted in widespread flooding nationally. In relation to the Thames Water network this has caused widespread hydraulic flooding, failures at pump stations and storm discharges.

Investigations

Our FOS (Field Ops Specialist) has run a number of investigations both new and ongoing to source infiltration into the network. Work has certainly been stalled due to the level of groundwater with patch lining jobs and installations not being able to take place due to conditions in the ground.

We hope that listed work can be resumed when groundwater recedes. Each catchment will have a threshold in which work can resume. We have attached PDFs with the current investigations.

Actions taken from last meeting

- Fairford working group (Jan and March-Ongoing)
- Fairford site meeting (Jan)
- Moreton in Marsh Flood Working Group (Attended)
- Reactive service dealing with hydraulic overloads
- Gravity Main replaced in North Carney
- Bourton on the Water Parish Council visited to deliver a presentation on the Upgrade Project (SPS and STW)