

Title of case study	Taking care of water: Adapting business operations
Name of organization(s)	Thames Water
Business sector	Energy and Utilities
Region(s) relevant to case study	<input type="checkbox"/> All regions <input type="checkbox"/> Africa and the Arab States <input type="checkbox"/> Asia and the Pacific <input type="checkbox"/> Caribbean and Central America <input checked="" type="checkbox"/> Europe <input type="checkbox"/> Least Developed Countries <input type="checkbox"/> North America <input type="checkbox"/> Polar regions <input type="checkbox"/> Small Island Developing States <input type="checkbox"/> South America
Country(s) relevant to case study	United Kingdom
Adaptation sector(s) relevant to case study	<input type="checkbox"/> Business <input type="checkbox"/> Education and training <input type="checkbox"/> Food security, agriculture, forestry and fisheries <input type="checkbox"/> Human health <input type="checkbox"/> Oceans and coastal areas <input type="checkbox"/> Science, assessment, monitoring and early warning <input type="checkbox"/> Terrestrial ecosystems <input type="checkbox"/> Tourism <input type="checkbox"/> Transport, infrastructure and human settlements <input checked="" type="checkbox"/> Water resources <input type="checkbox"/> Other (please specify):
Adaptation activity	<p>Thames Water is actively building capacity both in terms of assets and employees to ensure that their business is able to respond effectively to the impacts of climate change, working within their operations and with local communities.</p> <p>'Taking Care of Water' is Thames Water's Strategic Direction Statement (SDS) for 2010 to 2035. This plan outlines how Thames Water will respond to a wide range of issues including climate change, leakage and improving water efficiency whilst delivering high</p>

	<p>quality customer service. The SDS was a culmination of Thames Water's largest-ever public consultation exercise, which included discussion groups with customers, stakeholder workshops, interviews with MPs and an online consultation, prompting over 2,600 individual comments. The SDS has identified three main areas for action between 2010 and 2015:</p> <ol style="list-style-type: none"> 1. Water Resources - climate change has been specifically taken into account through headroom. 2. Sewerage/Sewer Flooding - improving the understanding of catchments and climate change with respect to sewer flooding between 2010 and 2015. Also uplifting design standards for new assets to a 1 in 30 year level of flood protection. 3. Flood Resilience - Thames Water has undertaken an assessment using Environment Agency guidance of the potential risk of a 1/100 flood + 20% and is developing a staged plan to improve protection between 2010 and 2020. It has also worked closely with financial regulator (Ofwat) on the development of an analytical framework to assess asset resilience to flood hazards. <p>In 2008, Thames Water started to actively engage its supply chain on climate change, adaptation, carbon and sustainability. Thames Water has challenged its suppliers to consider their contribution to climate change, including the adaptation actions necessary to ensure service levels are maintained as climate change impacts increase, and to begin to assess the carbon intensity of the goods and services they provide.</p>
<p>Cost-benefit</p>	<p>As Thames Water depends intimately on the natural environment, the impacts of climate change will be felt throughout its business. Therefore, Thames Water is adapting to the impacts of climate change as part of core business strategy and risk management. As a consequence of the projected changes in future climate, Thames Water has identified appropriate adaptation measures in order to protect public water supplies and the environment in future. It is more cost effective for Thames Water to proactively address these issues and make appropriate investments, rather than responding after impacts have occurred.</p>

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[Click for Thames Water's Water Resources Management Plan](#)
[Click for Thames Water's Twenty-Five Year Plan](#)
[Click for Thames Water's Annual Performance Report \(2010-11\)](#)
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Source: Thames Water