



Richard Wakelen

Chief Executive
NJUG
25 Broadway
Westminster
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29 August 2008

Dear Richard,

NJUG Vision

We have a huge pipe network and carry out about 172,000 excavations per year. Our roadworks have a particularly high profile at present, as we are in the midst of a major programme to replace London's oldest water mains, to reduce leakage and improve supplies.

We fully support NJUG's vision for street works. It highlights, for example, the need for utilities such as ourselves to work in partnership with local authorities to minimise disruption, which is vital if we are to complete our work with the support of the councils and communities with whom we work.

We particularly back the need, too, for work of a consistently high quality and a world-class level of service - especially in the busy areas of the capital in which we are working, where efficient and effective work is crucial in order to cause the least inconvenience to drivers, local traders and residents.

Sustainable methods and materials are also a key element of our mains replacement work, as we use non-dig techniques at many of our sites and recycle a high percentage of excavated material.

When working in the streets of London, we are often faced with a 'spaghetti junction' of utility assets. Yet so far we have replaced nearly 850 miles of water mains, and by 2010 we will have renewed over 1,100 miles.

We at Thames Water, look forward to working with the National Joint Utilities Group to support their goals.

Yours sincerely


Steve Shine
Chief Operating Officer

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