

From: CUSTOMER.FEEDBACK@THAMESWATER.CO.UK
<CUSTOMER.FEEDBACK@THAMESWATER.CO.UK>
Sent: 30 July 2026 08:49
To: Bethia Thomas <Bethia.Thomas@whitehorsedc.gov.uk>
Subject: Thames Water - Our Ref: 33574916

You don't often get email from customer.feedback@thameswater.co.uk. [Learn why this is important](#)

****EXTERNAL****

Thames Water
Customer Relations
PO Box 436
Swindon
SN38 1TU

Telephone: 0800 009 3932

Email: Customer.Feedback@thameswater.co.uk

30 July 2026

Our Ref: 33574916

Sewage overflows - Vale of White Horse

Dear Ms Thomas

I am writing further to my colleague Nikki's email of 23 July and in response to your email of 24 July.

I would like to clarify, Nikki's email represented our formal response to your concerns. Any review by our Executive Office, including the Chief Executive, would be based on the same information already shared with you. For this reason, we will not be providing a further separate response from the Chief Executive.

I appreciate your frustration, under our current plans, our Sewage Treatment Works (STW) at Wantage is not expected to meet HM Government's storm overflow targets until at least 2040. I also recognise your request for these upgrades to be brought forward.

At this time, we are unable to provide any further information regarding the timeframe for upgrades to the Wantage STW. We do not currently hold any additional details relating to future improvements beyond those already in the public domain. Should further information become available, it will be published on our website in line with our usual process for communicating investment and infrastructure updates.

Next steps

I will now bring your enquiry to a close but if you do have any other questions or if there is anything else we can do to help, please call on **0800 009 3932**; lines are open 8am to 5pm, Monday to Friday.

You can also:

- Report some of the most common issues, such as blockages and leaks, on our website [here](#).
- Contact us on [WhatsApp](#) or via our [Web Chat](#).
- Call our Customer Contact Centre on **0800 316 9800**. Lines are always open.
- Find out more about our Priority Service Register [here](#), if you or someone you know, needs extra support. You can call us on **0800 009 3652**; 9am to 5pm, Monday to Friday.

Yours sincerely

Corrinne Hester

Senior Complaints Advisor

Visit us online www.thameswater.co.uk , follow us on twitter www.twitter.com/thameswater or find us on www.facebook.com/thameswater. We're happy to help you 24/7.

Thames Water Limited (company number 2366623) and Thames Water Utilities Limited (company number 2366661) are companies registered in England and Wales, both are registered at Clearwater Court, Vastern Road, Reading, Berkshire RG1 8DB. This email is confidential and is intended only for the use of the person it was sent to. Any views or opinions in this email are those of the author and don't necessarily represent those of Thames Water Limited or its subsidiaries. If you aren't the intended recipient of this email, please don't copy, use, forward or disclose its contents to any other person – please destroy and delete the message and any attachments from your system.