



## Queen Elizabeth II

### Reservoir Drain Down

#### What work are you doing?

We are draining down the Queen Elizabeth II Reservoir (QEII), in Walton-on-Thames and carrying out essential maintenance work on the inlet and outlet tunnels.

#### Why are you doing this work?

To continue to keep London's drinking water supplies secure we need to reline the inlet and outlet tunnels to the QEII reservoirs. This work will strengthen the tunnels and prevent any future leaks.

We're undertaking the drain-down of the reservoir at the same time so both works are co-ordinated together saving working hours and minimising disruption to our neighbours. We have a statutory requirement to do this work under the Section 10(3) of The Reservoirs Act 1975.

#### Will there be any impact on the River Thames and the environment?

We are undertaking this work in full consultation with the Environment Agency and our revised abstraction strategy will be within our existing river operating agreements. We do not expect there to be any water quality or ecological impact on the River Thames. Approximately six metres of water will be retained within the reservoir to protect the fish population and to prevent birds nesting on exposed mud flats.



QEII Reservoir and Walton Water Treatment Works



Reservoir drain down in 2007



Reservoir present day

## When will the drain down take place?

We will start the drain-down in April 2021. The duration of the work will be approximately one year including the drain-down and refilling.

## What does this mean for the River Thames?

We will be changing how we manage abstraction from the river for London's water supply. This will mean more water is taken from other abstraction points along the Thames particularly between Windsor and Shepperton. We will continue to operate within our existing abstraction agreements but the amount we take from specific locations may be increased.

## What does this mean for the environment?

We do not expect the works to adversely impact the environment or water quality of the River Thames. We are working with the Environment Agency to increase water quality monitoring in the Thames for the duration of the works. Leaving six metres of water in the reservoir means the fish will be protected and mud flats will not be exposed to nesting birds.

## Who have you informed about the drain down?

There has been extensive liaison with key stakeholders. We are working closely with the Environment Agency who are fully aware of our plans and have also briefed DEFRA, the Greater London Authority, Ofwat, the Drinking Water Inspectorate and the Port of London Authority. We have also briefed Natural England and Surrey Wildlife Trust and users of the River Thames.

## How will you maintain London's water supply while the reservoir is out of service?

We have modified the normal way of operating our reservoirs and treatment works across London to ensure water storage and supplies to our customers are unaffected.

## What will happen to the water being drained from the reservoir?

The water will be treated and put into supply. It will not be discharged into the River Thames.

## How much water is in the reservoir?

The reservoir holds 19,623 Ml of water. This is the equivalent of over 19,000 Olympic size swimming pools.

## How will you protect the levels of the River Thames?

We will be working closely with the Environment Agency to monitor and manage water abstraction as well as river levels and flows particularly during drier weather.

## I have a question. How can I contact you?

You can contact us by email or by phone quoting the following reference number:

BB70008941

[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)

0800 316 9800 – our lines are always open

