



# Anabasis

Calls maybe recorded for quality and training purposes The team is that you every step through to ensure a positive experience for everyone we kindly ask that all interactions remain respectful and considerate. It's quick and easy to view and report issues on our website or message us on WhatsApp or web chat. Please choose from one of the following five options to talk about your account or bill including enquiries about smart measuring and meter installations press one to talk to us about your water supply or report a leak press two to report a sewage issue like a river pollution block train or a flooding press three if you are a property developer or thinking about renovating your property press four if you are calling about information on the house pipe ban please press 5 to hear these options again press star If you'd like to talk to us online, press one and will text you a link to connect to us for all other options. Press two. If you were calling about a sewer flooding issue press one if you think there is a blockage in the sewer press 2 to report a pollution where waste water is entering the river or stream press three for all other waste water issues press four



25th November 2025

Good morning thanks for calling Thames Water you're through to Evelyn how can I help you?

You

Hiya, I'm calling about the reservoir in Greenwich Park but I'm not sure who to talk to

Participant

Well let me take some details but then let me take some details first so if I can I start by taking your first and last name for verification purposes

You

Titus Barker

Participant

And Titus, are you a passer by or is it?

You

Investigating. I found that the reservoir is owned by Thames water but I'm not sure exactly who to contact about it.

Participant

What was the question that you had?

You

there's a few, I'm interested in getting access and finding out more about its history

Participant

Okay How soon because I think you have too I'll check with my manager let me take your details first whether you, I'm not sure whether you need to write for a request or whether it's something I can arrange for you. I'm not sure so I'm I'll put it into passers by then. no it has to be addressed.

You

Okay

Participant

What Reservoir is it?



You

It's a reservoir in Greenwich Park it was built around 1850s and is a long history of who owns it

Participant

Many people say Grenech, I call it Greenwich but lots of folks say it like a different way. I grew up around that way in the 1960s so Greenwich.

You

So it might interest you. You probably know the park well but theres lots hidden underground and sort of not allowed by the public. Its a beautiful brick reservoir built hundreds of years ago. Have a Google for 'Greenwich Park Reservoir'.

Participant

Really? We used to go the park a lot when I was little with my brother sisters.

You

Yeah you might feel like you know the park well but theres lots of hidden parts of it.

Participant

Really? amazing

You

And owned by Thames Water

Participant

Really? Oh dear.

Participant

Oh right, okay so let me I'm gonna put on hold Richard and I'm going to make enquiries for your cast. I'll try not to keep you too long.

You

That's okay, thank you

My Time to Fly (instrumental) (feat. Billy Novick)



Participant  
Titus

You  
Hiya

Participant  
thanks for your patience unfortunately  
we don't give access. Its a shame but yeah,  
I've been told that we don't give access

You  
Okay, Is there any way I can talk more to  
anyone about this?

Participant  
Not over the phone but what I would do  
is to write in for that question and pro-  
vide as much information as possible  
because they've just asked me why do  
you want access? I don't think I can get  
your point across so you need to put it in  
writing. That's what I would recommend  
okay?Have you got a pen?

You  
Yep

Participant  
So if you write to customer feedback At-  
thameswater

You  
Yeah

Participant  
.co .uk

Participant  
we'll reply within 10 working days of  
receiving your email okay? I was gonna  
say you'll be allocated a case manager so  
you won't be dealing with every different  
person each time be ringing.

16th December 2025

### Charlotte in Complaints

We received your email and we've got a bit of history on the reservoir based upon our own kind of research and what we have in the archives and things. I have been able to retrieve some archive drawings and I've got some photos from when we've kind of, you know, from within the business, we've been able to access this site. I'm also looking into access and how, because this isn't the kind of requests that I receive very often.

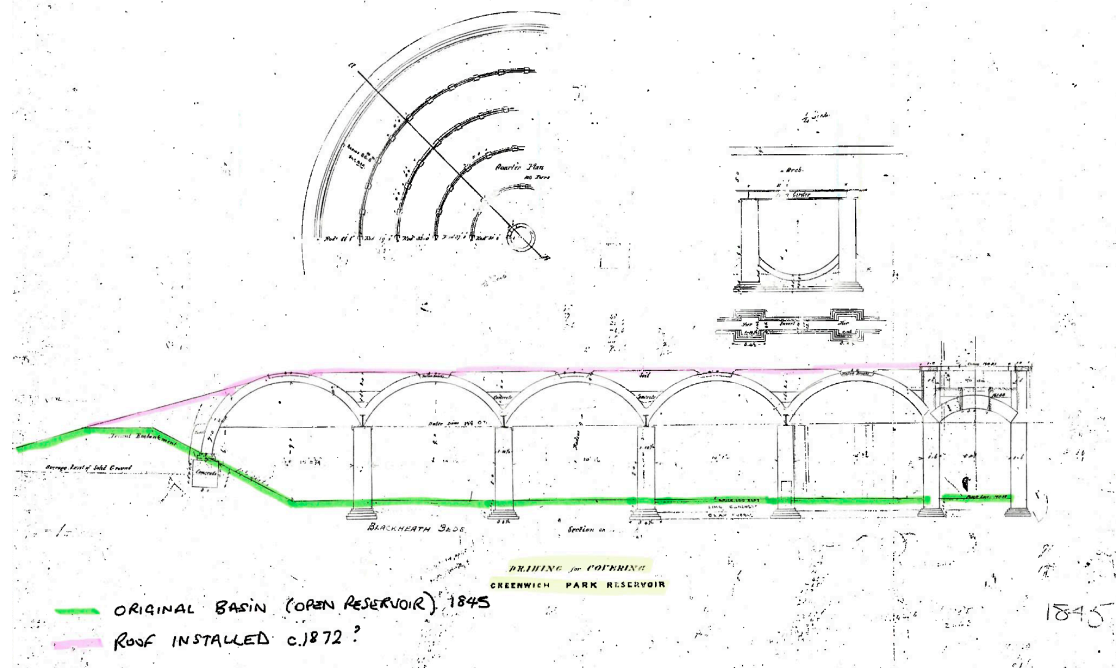
I've got quite a bit of information and instead of you taking notes, because it's quite a lot, I was thinking I could send it over to you in an email.

This isn't something I pick up every day. Because I'm in complaints and obviously this isn't a complaint, it's just more of an inquiry.

So it's actually nice for me.

I'm learning.

So yes, I will follow up with an email. I'm really, really busy because I am in complaints. There's quite a lot of complaints going that I've got to try and tie up before Christmas. I will give you a call. So it's just annual leave now so I'll call on Friday the 2nd of January.



Thames Water  
Customer Relations  
PO Box 436  
Swindon  
SN38 1TU

Email: [Customer.Feedback@thameswater.co.uk](mailto:Customer.Feedback@thameswater.co.uk)  
16 January 2026

Dear Titus

Your request has been passed on to me by Charlotte and I will be dealing with it from here. I've attached a copy of a survey from 2009 that includes photos. I've also added some history of the reservoir below:

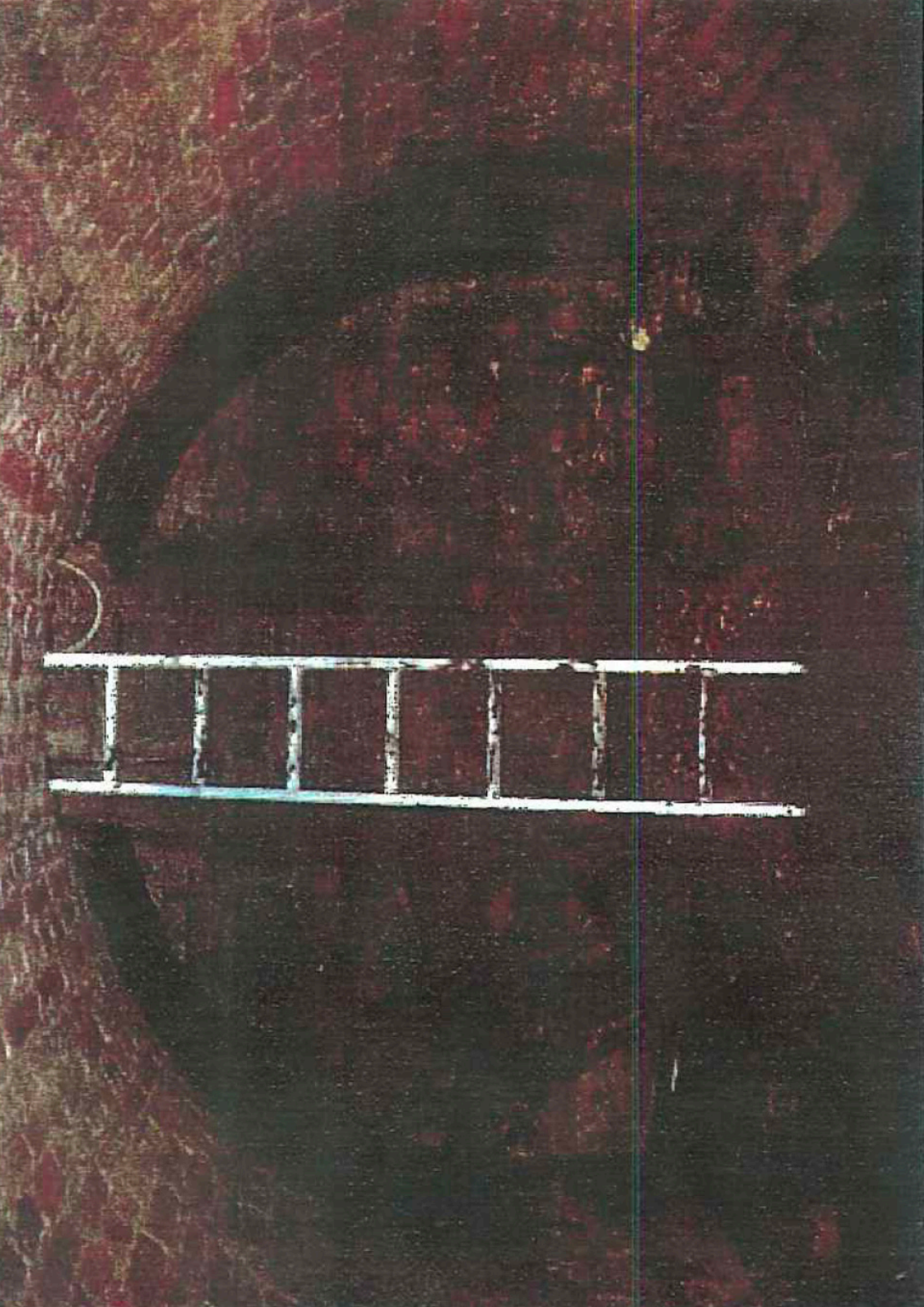
#### Greenwich Park Reservoir history

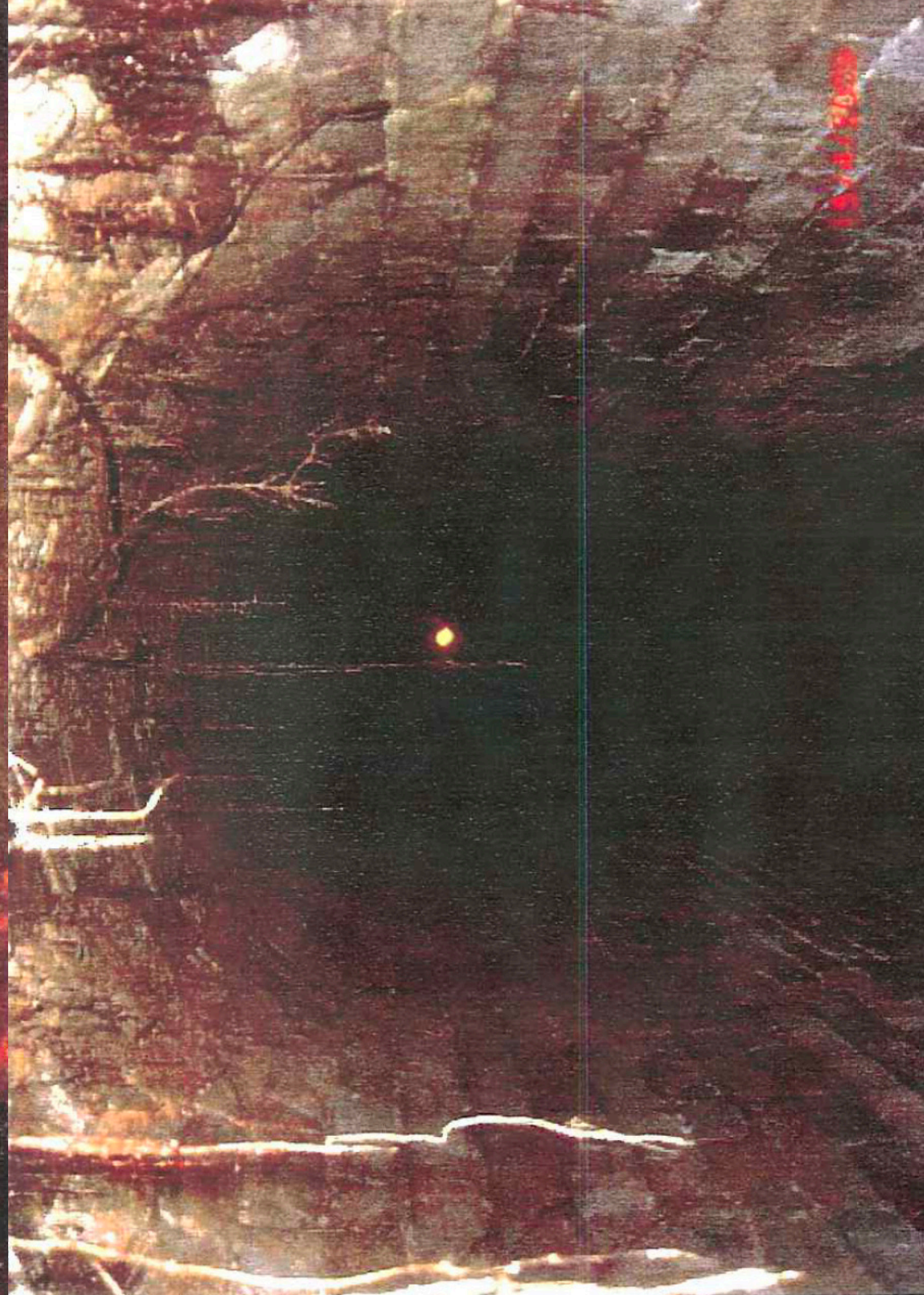
1. In 1844 the Admiralty, entered into an agreement with the Kent Waterworks Company to construct the Greenwich Park reservoir (and a reservoir on Woolwich Common) for the purposes of fire-fighting provisions for Greenwich Hospital, and Royal Dockyards and Victualling Yards on the Thames. The admiralty wanted to improve the fire-fighting pressures at its installations on the banks of the Thames.
2. The agreement I believe was that the Admiralty would defray the cost of constructing the reservoirs together with the necessary mains, on condition that the Kent Waterworks Company undertook to maintain an adequate water in these reservoirs. They were thus incorporated into the Kent Company water supply system to supply an ever-expanding London. There were therefore pipes to supply water and a dedicated fire mains from the reservoir down to the riverside developments.
3. Greenwich Park reservoir was therefore constructed in 1845 as an open basin reservoir i.e. without roof, (which is how the service reservoirs were built during that era).
4. It was originally fed from their Deptford Treatment works/Pumping station where water was originally abstracted from the River Ravensbourne.
5. Following increasing pollution in the tidal Thames and outbreaks of Cholera, the government passed the Metropolis Water Act 1852 which in effect banned the abstraction of water from the tidal Thames; all surface water sources had to be effectively filtered; and service reservoirs located within 5 miles of St Pauls Cathedral had to be covered with a roof to prevent atmospheric pollutants.
6. Though filter beds were constructed at Deptford, it became clear that the yield of the Ravensbourne river was insufficient and abstraction of river water ceased and was replaced by deep wells at Deptford around 1857. Greenwich Park reservoir was located outside the legal limit requiring it being roofed over, its location being further than 5 miles from St Pauls, it therefore continued as an open pond at that time as Greenwich Park was on the edges of London.
7. It's not clear exactly when the reservoir was roofed in, but sources such as Bolton in 1880 state that by then the reservoir had been roofed, and this is consistent with other reservoirs in London outside the original 5-mile limit Craig's statement below that it was roofed over in 1872 is therefore, I believe reasonable.
8. 1904 the Kent Waterworks Co is incorporated into the Metropolitan Water Board (MWB), who took over 8 water companies in London into a single body. The reservoir was incorporated into a wider supply system for the South East London area with other inputs from further way.
9. Drawings within our archive suggest that in 1944 proposals to demolish this and build a larger reservoir on the site. This was possibly a proposal due to war time need for more effective Fire Fighting provisions along the docks which was no doubt a big issue at that time. However, the proposed enlarged reservoir was not constructed (possibly due the war ending a few months later)
10. 1974 saw the formation of Thames Water Authority taking over the functions of the MWB and the reservoir continued in service into the 1990s,
11. It was abandoned after the construction of larger more modern reservoirs elsewhere and has effectively been cut and capped from the supply system. The 2001 internal report by Jon Green states that it was taken out of service following the reconstruction of Nunhead SRs which would be around 1995 (though I wasn't really involved much in reservoirs I do recall it being in operation in the 1980s).

I trust this is helpful to you and I'll contact you again regarding reservoir access and your proposal for a Thames Water Artist residency focused on the reservoir no later than 4 May.

Yours sincerely  
Robyn Selley  
Senior Complaint Advisor  
Customer Relations







January 30th 2026

Robyn in Complaints

I'm calling to inform you that your request to access the reservoir has been denied. Please contact us if you have any further inquiries. I trust that our cooperation has been satisfactory.

