



from
Southern
Water

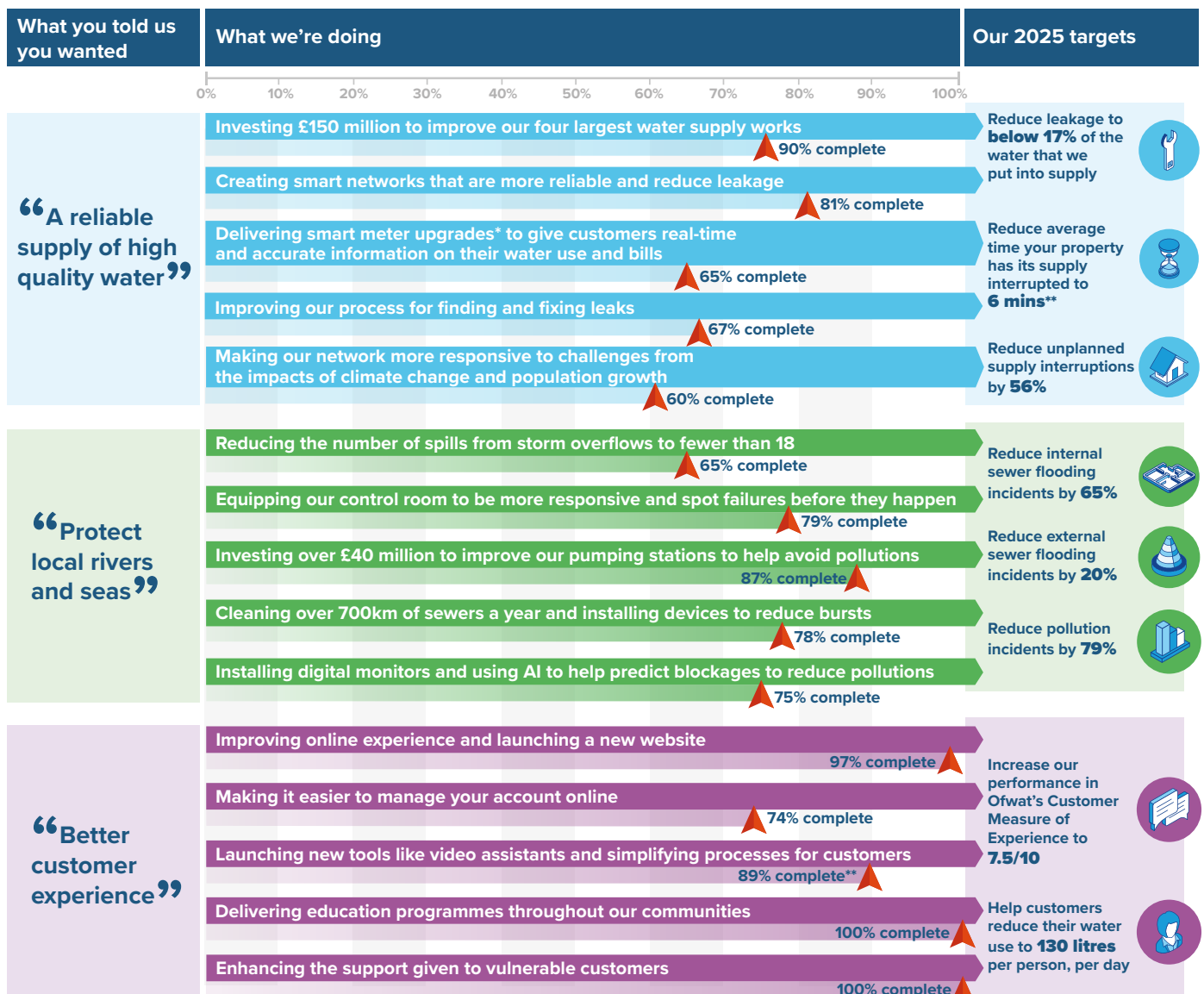
We're making significant progress

Our six-month update on our Turnaround Plan, November 2024

In April 2023, we set out an ambitious Turnaround Plan to deliver a step-change in our performance over two years. This was enabled by an additional £550 million investment from our shareholders, which followed a £1.1 billion equity investment in 2021. Shareholders have not received a dividend since 2017 as we have continued to invest in the network.

All of our 2,600+ employees are 100% focused on achieving the targets set out in this plan – it is our service commitment to customers. Our Executive and Board review progress against it each month.

Over the past six months, we've been busy...



* Scoping and preparation for Smart Metering upgrade.

** Our supply interruption performance remains challenging with a small number of high impact incidents masking underlying performance.

*** The completion figure is lower than in the April update due to additional scope being added following the early success of the original initiatives. All activity will be delivered by the end of Dec' 24.

Providing you with a reliable supply of high-quality drinking water

Keeping your taps flowing 24 hours a day, seven days a week, 365 days a year is our priority.

Over the past six months, our water teams have reduced the time that sites are out of service while repair work is carried out. They've also tightened controls and management of incident processes so that when something goes wrong, customers spend less time out of supply.

Thanks to new technology installed at the end of last year our leakage teams are now able to find and fix leaks more quickly, reducing leaking by 10% over the year.

We've also continued our water-saving awareness campaigns and incentives, providing tips and tools via free audits, particularly to homes and businesses using a lot of water.



Protecting local rivers and seas

We know that keeping sewage out of our rivers and seas is very important to you, which is why we're committed to upgrading our sites and networks and finding new ways to manage rainwater.

Since May 2024, our Clean Rivers and Seas Task Force has continued its work to reduce the use of storm overflows, cutting releases at our Swalecliffe works by 28% and installing sustainable drainage systems such as raingardens in around 100 schools.



We've also sealed more than 2.5km of private pipes, 2km of our sewers and 68 manholes in Hampshire to stop groundwater flooding. This work has helped to limit the number of external flooding incidents experienced by our customers, despite an exceptionally wet September, with rainfall at 274% of the long-term average.

Unfortunately, such intense periods of wet weather have led to an increase in internal flooding incidents for our customers. We know how distressing sewer flooding can be so we've reduced our response times and have set up new sewer performance hubs to better predict where incidents might happen.



Read about our [Healthy Rivers and Seas plans](#).

Better customer experience

We want you to feel good after you've contacted us, so we're making things easier.

Since our last update was published in May 2024, we've continued to add new features to our customer website, including a new incident map where you can sign up to receive email alerts, more detailed updates on our construction schemes for those communities impacted and county-specific updates for our regional stakeholders.

Those of you who have needed to contact us to complain about something are now kept up to date on your query via text and email.

We've also started sending more text updates when we need to turn your water off so you know what's happening.

Our Your Water Matters face-to-face drop in events have continued with four more since May in Horsham, Lancing, Hastings and Thanet.

Alongside these events, our education teams have been out in the community, launching new lessons and assemblies, and promoting new site tours at our Peacehaven wastewater treatment facility.

