

# Your water, your say



from  
**Southern  
Water** 

## Welcome to Your water, your say

# The meeting will begin shortly

- Please keep your microphone muted
- We encourage you to keep your camera on

This presentation is a provisional view of our developing business plan for 2025-30 as at 9th June 2023, with draft proposals produced for discussion purposes only.



# Housekeeping

## Cameras

Your name will appear on screen. Please keep cameras on if you are able and comfortable

## Microphone

Keep microphones muted unless asking a question

## Captions

Click on 'More' for the option of turning on live subtitles / captions

## To ask questions

Use the 'raise hand' function within Teams and wait to be called

## To write a question

Click on 'chat' and type it in



*To write a question*

*To ask a question*

*To mute and unmute*

## How to ask questions after the presentation

Please email: [yourwateryoursay@ccwater.org.uk](mailto:yourwateryoursay@ccwater.org.uk)



## Who you'll hear from today



**Lawrence Gosden**  
Chief Executive Officer



**Katy Taylor**  
Chief Customer Officer



**Stuart Ledger**  
Chief Financial Officer



**Bob Collington**  
Chief Operations Officer



**Our new management team  
focused on improving our  
performance**



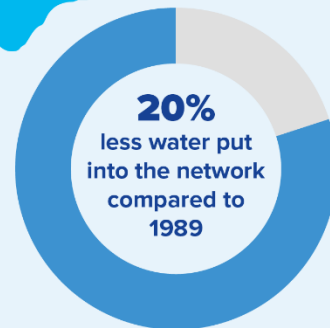
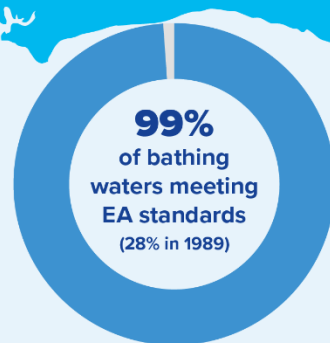
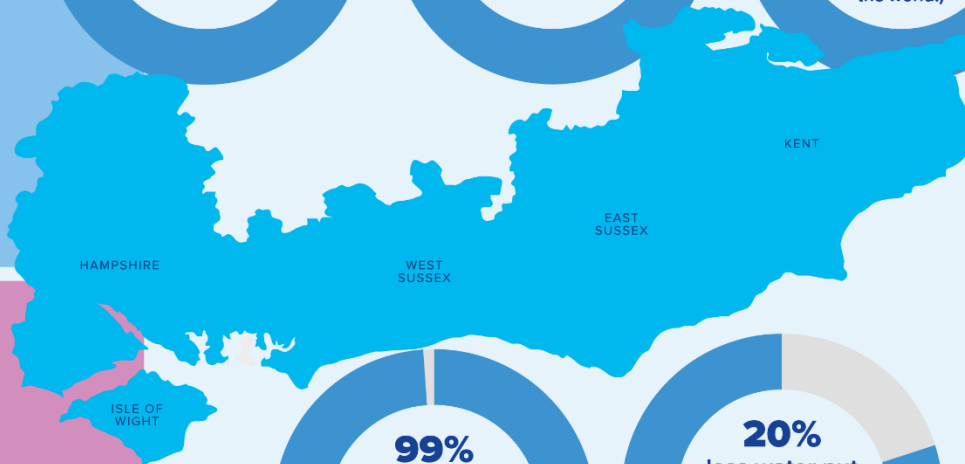
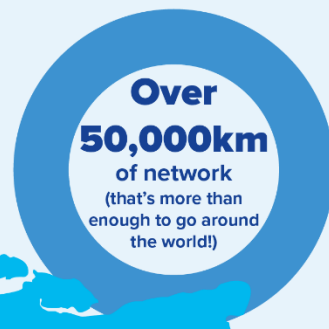
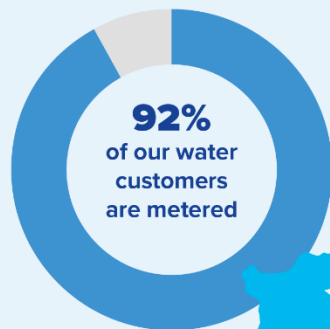
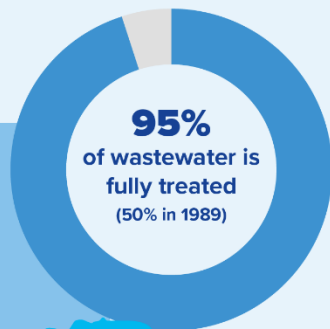
# Introduction

## Water

- 556 million litres per day
- 2.6 million customers
- 13,866km of mains
- 800 supply works
- 204 service reservoirs

## Wastewater

- 1,371 million litres per day
- 4.6 million customers
- 39,900km of sewers
- 367 treatment works



# Our plan



# Our long term priorities

## Challenges of today



Water scarcity



Increased flooding



Meeting customer expectations



Affordability



Decarbonisation

## Our priorities



Healthy rivers and seas



A reliable supply of water for our customers



Trusted and easy customer service



### By 2050 we'll have...

- restored all the chalk streams and improved the quality of all waterbodies
- reduced overflows by 75% and all bathing areas to excellent standard
- delivered new sources we need to protect supplies for future generations
- services that are industry leading in meeting customer needs.

# Reducing the use of storm overflows



Healthy rivers  
and seas

## Context

Customers –  
Top priority to  
improve

**23%**  
lower than  
the industry  
average

**12%**  
reduction  
in 2022  
(vs 2021)



## Delivery



**£0.76bn**  
of investment

- Prioritising 155 overflows near shellfish waters and sensitive areas
- Addressing the root cause for the right long term solutions
- Proposing +30 highest spilling overflows

## Outcome

- ✓ **25%** reduction by 2030
- ✓ Protecting our shellfish waters
- ✓ Transparent monitoring, reporting and progress updates



# Improving our rivers and seas



Healthy rivers  
and seas

Context

Delivery

Outcome

## Environment centre of plans

Treated wastewater accounts for **c18%** of nutrients in our rivers

84 bathing waters – **94%** are excellent or good



**£1bn**  
of investment

- Enhanced wastewater treatment
- Partnership working to reduce the impact of industry and agriculture
- Around 250 separate schemes addressing nutrients

- ✓ Improved **1000km** of our rivers
- ✓ Upgrading of wastewater treatment works
- ✓ No waterbodies in bad or poor ecological status as a result of our activity

# Protecting supplies for the future



A reliable supply of water for our customers

## Context

**30%** less water abstraction to protect chalk streams

Over **250** leaks fixed every week

Leakage is **22%** below average



## Delivery



**£1.15bn** of investment

- Largest ever mains renewal programme (c600km)
- Havant Thicket Reservoir
- £115m in better leak detection and digital network

## Outcome

- ✓ New supply sources, upgraded infrastructure and reduced supply interruptions
- ✓ Protecting future supplies
- ✓ Reduced leakage and smarter digital network

# Ensuring a resilient water supply



A reliable supply of water for our customers

## Context

Customers –  
Top priority

Four water treatment sites supply up to  
**66%**  
of customers

## Delivery

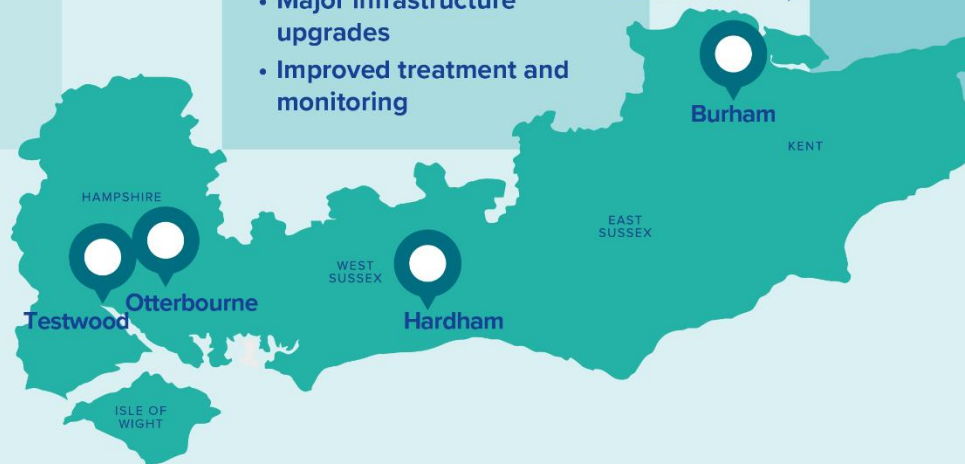


**£0.49bn**  
of investment

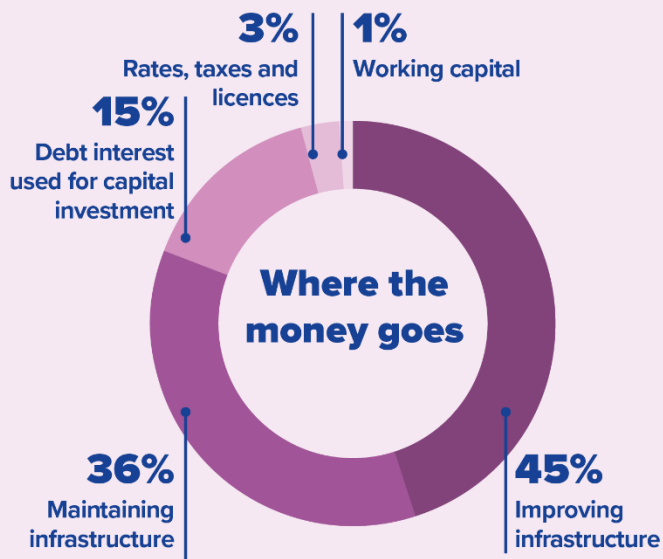
- Major infrastructure upgrades
- Improved treatment and monitoring

## Outcome

- ✓ Reducing loss of supply risk
- ✓ Improving water quality
- ✓ Increased reliability to cope with extreme events

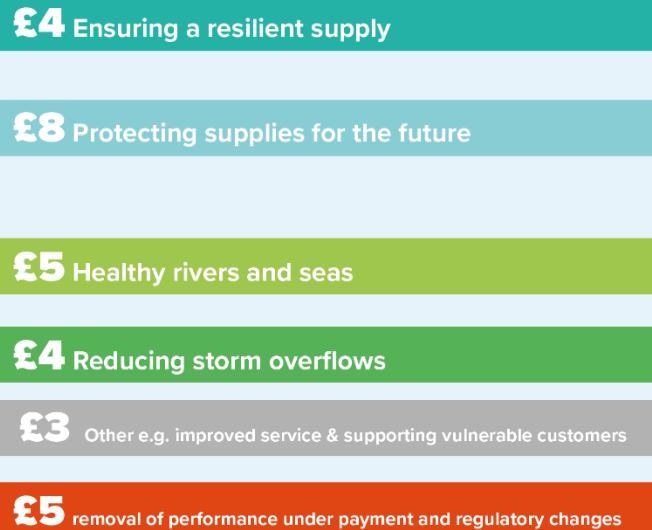


# We'll make every penny count



Our average bill today **£36** per month  
Current industry average **£37** per month  
Current industry highest **£44** per month

## Possible increase to customer bills (before inflation)



**£56 - £66 per month**  
(£677-£793 per year)  
Average wastewater bill today: **£21 per month**  
Could increase to **£28 - £31 per month**

**+£4bn**  
extra investment  
between  
2025-2030



# There is support for those that need it



Trusted and easy customer service

## Context

### Cost of living crisis

Priority Services Register from  
**1% to 9%**  
since 2020

We increased our social tariff  
basic discount from  
**20% to 45%**



## Delivery

**Essentials Tariff**

**Watersure**

**Hardship Fund**

**New Start**

**Payment breaks/  
tailored plans**

**Water Direct**

Click on this link to  
register for support:  
**Priority Services Register**

## Outcome

- ✓ Supporting those in need
- ✓ Financial assistance
- ✓ Improved service



# Engaging our community



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**Over to you...**

