

Waterlevel

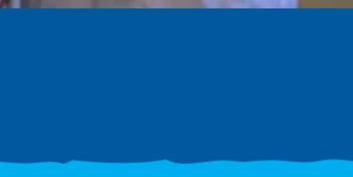
News from Bournemouth Water
Summer 2020



Thank you

for helping us to keep
services continuing
despite the pandemic

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Susan Davy
Chief Executive

Welcomes you to the Summer 2020 edition of Waterlevel.

Welcome to the first edition of Waterlevel for our new 2020-25 business plan. As well as updates on our plans and progress, plus tips to help you save water and money, this issue summarises our New Deal plan, which includes a unique scheme called WaterShare+.

As part of WaterShare+, we'll soon be sharing £20 million of cost savings achieved during our regulated 2015-20 plan. One million eligible customers will be contacted with details about the rebate.

As well as sharing financial benefits if we beat tough targets, the scheme enables you to have more control in what we do and how we do it.

That's not something you hear other utilities doing very often, if ever.

We're proud to have pioneered this approach in the water industry. It's the right and responsible thing to do.

Keeping going during Covid-19



The Coronavirus crisis has tested and affected us all.

Thankfully we've managed to keep our essential services going due to the fantastic efforts of our frontline key workers, some of whom are pictured on the front cover, as well as those who have adjusted to home working. A big shout out to you too, for respecting social distancing and recognising the value of what we do as we've gone about our work. It's greatly appreciated.

We know it's been, and remains, a particularly tough time for many of our customers. We reached out with support and more than 20,000 of you registered for extra help and informed us of your circumstances. If you're struggling to pay a bill, please do let us know. Support is available and we're happy to help in any way we can.

To register for assistance, please visit:
southwestwater.co.uk/coronavirus/priority-services-bw/

A big year for Pennon Group

It's been a big year for Bournemouth Water's parent company, Pennon Group.

In July, the FTSE 100-listed Group, which is based in Exeter, completed the sale of Viridor – one of the UK's biggest recycling companies – and announced it would be focused solely on excellence in water and wastewater going forward.

To coincide with the changes, Pennon's Chairman and CEO Sir John Parker and Chris Loughlin decided they would stand down, with Gill Rider and Susan Davy (previously Chief Financial Officer) taking their places.

The changes meant Pennon became the second ever FTSE 100 company to have a Chairwoman and a female Chief Executive simultaneously, with Susan as the seventh FTSE 100 female Chief Executive.

In other news for Pennon, the Group once again secured the Fair Tax Mark – the independent certification which recognises those organisations which pay the right amount of tax, in the right way.



New Milton peregrines

Did you know that New Milton Water Tower is home to a pair of breeding peregrine falcons?

Keith Betton, Chairman of the Hampshire Ornithological Society and Official Bird Recorder for Hampshire, first noticed a pair of peregrines on the tower in September 2016. Keith and Joanna Hayward from New Milton Town Council contacted us to see what could be done to assist the protected birds and encourage them to nest on the 30-metre high octagonal tower. We worked together to work out the best place to install a nesting box on the tower to encourage the peregrines to breed.

The water tower is still operational, so we decided to place a box in the turret to encourage the birds to nest in an undisturbed part of the tower. The nesting box was installed in February 2017, and a webcam was placed on the tower so the birds could be observed as their breeding season progressed.

Within a few weeks, the peregrines had decided that this was the perfect ready-made nest. They nested and reared three chicks, followed by three again in 2018, two in 2019 and four in 2020.

It is a terrific success story and it's great to have them in New Milton. We would like to thank Keith Betton from Hampshire Ornithological Society, Joanna Hayward from New Milton Council and a special thank you to all volunteers that help every year.

Could you save 5 litres?



Come rain or shine, saving tap water makes sense.

Small changes in water use, avoiding waste, can make a big difference – it's a win-win for our customers and the environment. Being water smart means you can save money off your water bill, protect the environment and make sure there's enough to go around.

If every one of our customers saved 5 litres of tap water a day, that would be a saving of nearly 10 million litres.

Here are some of our top tips from customers on how they're going to save 5 litres a day:

When waiting for the water to run hot, I save it in a bowl, take it into the garden and fill watering cans – **Ann Masters**

I collect the water from the shower and tap whilst it is heating up, and use it to water my plants – **Charlie Barrett**

I am going to wait until I have a bigger load for my washing machine. I will also be more mindful in the shower, in order to use less water – **Linda Hellyer**

Using a water butt for my plants and using a garden trug underneath my plant pots to catch the excess water to reuse on them – **Chloe Mitchell**

It takes over three litres of water to get hot water to our kitchen tap or the shower. I collect this in jugs and empty milk bottles to put in water butts, for plants, kettle, rinsing food, boiling veg, eggs, pasta, rice, washing wellies, garden equipment and the birdbath – **Lesley Coxon**

For more inspiration see
bournemouthwater.co.uk/how-to-save-water/

Meanwhile, we're on a mission to achieve a further 15% minimum reduction in leakage by 2025. This is a challenging target and we'll be investing over £50 million across Bournemouth Water and South West Water to help us achieve it. Recruiting more people, investing in technology and working with our supply chain partnerships are key to our leakage reduction strategy.

Despite the challenges of the Coronavirus pandemic, since April we've detected and repaired over 2,300 leaks, and the average repair time has been nearly 60% quicker than in the previous year. This is an amazing achievement and recognises all the hard work and efforts our key workers and delivery partners have put in under extremely challenging circumstances.

In the last two years, we've doubled the number of leak detection staff and significantly increased our number of Customer Leakage Technicians.

Whilst we're working around the clock, 365 days a year, to reduce leakage and fix pipes as quickly as possible, it's important to note that leaks do, and will, happen.

To minimise disruption and keep taps flowing for customers, we have recently invested about £3 million to help us keep customers in water if there's a burst or we're making a repair. This includes a new fleet of tankers and 18 new technicians, meaning we can act more rapidly and plan repairs without needing to affect supplies to customers.

Why do leaks happen?

Leaks can occur at any time, and there are a few reasons why. We have over 1,700 miles of pipework laid underground, and ground movement can put a strain on our pipework.

The colder months in winter can cause our metal pipework to shrink, which in turn causes leaks. Severe weather such as freezing temperatures, followed by thaws, cause freezing of water in our pipes and ground movement, which results in increased leakage on our network.

Equally, prolonged dry weather can cause the earth to shrink. Extreme demands on our system can also put a strain on our pipes.

Spot it, report it

If you see a leak that needs urgent repair, please call our freephone 24-hour leakline on **0800 587 8979** or report it on our website.

We aim to repair all visible leaks within three days. Some repairs may take longer where they might cause disruption to the service or traffic.



Hear it here first!

Did you know that we can send you a text message to alert you to any issues that might affect your water supply?

If you would like to receive text alerts to your mobile during an emergency or a voice message to your landline, call us on **01202 590059**.

You'll just need your customer number, which you can find on your bill.





Our Business Plan for 2020–25 and what it means for you

Over the next five years, customers can look forward to lower bills, further investment and more of a say in how Bournemouth Water is run under our innovative new business plan for 2020–25.

Our five-year 'New Deal' sees the average water bill falling by 9% in real terms, with the average bill in 2025 being lower than it was in 2010.

Shaped by our biggest ever consultation with customers, the plan was fast-tracked for approval by Ofwat, the water industry Regulator. If we outperform, our customers benefit.

Highlights include:

- **A unique scheme** which shares our success with you and gives you more say in our business
- **Extra steps** to ensure our services are affordable and accessible for all
- **New smarter ways of working**, using new technologies to help us deliver more for less
- **Reducing the amount of water lost** through leaks and bursts by at least 15%
- **Working together** to reduce how much water we use in our homes – saving money in the short term and helping secure water supplies in the future
- **Expansion of flagship catchment management schemes** to improve raw water quality and natural water storage, and provide protection from flooding and drought
- **Reducing the time water supplies are interrupted** to your homes
- **Reducing the number of discolouration, taste and smell contacts**

Visit southwestwater.co.uk/newdeal

We also pledge to:

- Address water poverty by making bills more affordable for all
- Deliver environmental leadership
- Provide outstanding customer service
- Deliver our promises, supporting the regional economy and our communities

A key feature of our New Deal is WaterShare+

Our unique scheme, which shares our success with you and gives you a greater say in our business, has two main parts:

1. Sharing our success

One million South West Water and Bournemouth Water customers will each receive a £20 rebate from a pot of £20 million of cost savings achieved by South West Water in our last business plan, from 2015-2020. Our efficiency means you benefit.

Each eligible customer will receive a £20 rebate, and you will be able to choose how to receive it either as:

- A credit on your bill*, or
- Shares in our parent company, Exeter-based Pennon Group Plc.

The shares choice will require an online application and will be held in a Nominee Service on behalf of the participating customers. The nominee service will be administered by Link Market Services Trustees Limited, part of Link Group and Regulated by the Financial Conduct Authority. Further details will be provided when we write to you.

The value of shares can go down as well as up and you may not get back the original investment.

Eligible customers will receive an email or letter with details about the rebate and how to register your choice during September.

* Some customers who pay by direct debit will have the option to have £20 refunded to their bank account.

2. A greater say

- WaterShare+ panel meetings in public every three months
 - Independent Chair and panel
 - Hear about plans and progress
 - Ask the panel and SWW directors questions
- Customer Annual General Meeting (from 2021)

“The New Deal is about doing the right thing. It ensures that customers remain at the heart of our service and success, building trust through transparency.”

Susan Davy, South West Water and Bournemouth Water

Why are we doing this?

We have done this because you, our customers, told us that you want more of a say in the business and that investors shouldn't be the only ones who benefit when the business performs well. We pioneered WaterShare, an earlier success-sharing scheme, in 2014. WaterShare+ is a new, improved version.

We believe it's only right that, if we outperform our regulated business plan, you should share in any financial benefits.

WaterShare+ reflects a new kind of water company, closer to the customers and communities we serve.

How we will do it

It's not just about what we're doing, but also how we're doing it.

- We will operate in your best interests
- We will ensure strong financial control, sound administration, good governance and take a responsible approach to corporation tax
- We will maintain transparent and clear policies for dividends and executive pay which are grounded in the delivery of our commitments to you.

References to the customer share offer (the "Offer") in Pennon Group Plc ("Pennon") on this page are an advertisement and not a prospectus for the purposes of the EU Prospectus Regulation. The references to the Offer, which have been prepared by and are the sole responsibility of Pennon, have been approved solely for the purposes of section 21 of the FSMA by Barclays Bank PLC ("Barclays"). Barclays, whose registered address is at 1 Churchill Place, London E14 5HP, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Barclays is acting exclusively for Pennon and for no-one else in relation to or in connection with the Offer and will not be responsible to anyone other than Pennon for the protections offered to clients of Barclays and is not providing, and will not provide, advice in relation to the Offer or any related matter.

Customers should not elect to acquire Pennon shares in the Offer except on the basis of the information contained in the prospectus in its final form to be published by Pennon in due course. Copies of the prospectus will, following publication, be available on Pennon's website.

This advertisement does not constitute an offer or recommendation concerning the Pennon shares.

The Nominee Service is provided by Link Group which is a trading name of Link Market Services Trustees Limited which is authorised and regulated by the Financial Conduct Authority. Registered office: The Registry, 34 Beckenham Road, Beckenham, Kent BR3 4TU. Registered in England and Wales No. 2729260.

For further information, including the legal and regulatory status of this company, visit www.linkassetsservices.com/legal-and-regulatory-status

Working with nature and agriculture

Since 2015, we've been working in partnership with Catchment Sensitive Farming to improve water quality in the River Stour.



We use water from the Stour to supply our customers with drinking water after purification at Alderney Water Treatment Works. The river runs through valuable agricultural land, which we rely on to produce our food, but the impact of land use along the river's course affecting water quality is a concern. It's important that we find ways that agriculture, water supply and nature can all co-exist and thrive in this important catchment.

Catchment Sensitive Farming (CSF) works with farmers to reduce pollution from agriculture getting into our rivers. Between 2015 and 2020, CSF worked with over 240 local farmers in the Stour catchment to raise awareness of the issue and offer advice on how farming practices can be adapted to prevent contamination of the river.

We're continuing to work with CSF reducing the presence of agricultural pollutants in the Stour, as well as reducing soil erosion from agriculture to improve the river ecology and maintain a healthy ecosystem. In turn, this will enhance this important wildlife habitat and reduce the risk to drinking water quality – a win for everyone!

Improvement work complete at Knapp Mill

We've recently completed an upgrade at Knapp Mill Water Treatment Works in Christchurch – with the help of our contracting partners and specialist divers.



We've improved the inlet works, where water is taken from the River Avon, by updating the screens and replacing the six pumps which distribute water across the site ready to be treated.

Divers were needed to help remove the old screens and measure up for the new equipment to be fitted. The new screens were specially designed to protect wildlife in the river, as well as to prevent debris like branches floating in the water from blocking the inlet or causing damage to the works.

Updated modern electrical control systems will reduce maintenance time on site and the new underground pumps are more powerful and efficient, reducing our carbon footprint.

Major upgrade complete



Last year we completed a major scheme to improve the resilience of our water supply to nearly 18,000 properties in the Westoliff area of Bournemouth and parts of Poole.

After carrying out an assessment of the 27-inch water main which supplies these areas from Alderney Water Treatment Works, we discovered that those properties would be at risk of having no water or low water pressure in the event of a major burst.

To increase the resilience of the supply to these properties, we installed a series of connections from an existing 18-inch main, which is also supplied by Alderney, to the 27-inch main at different locations along the pipe.

This means that if a burst should occur on the 27-inch main, one of the connections from the 18-inch main further along than the burst can be used to replace the flow and continue to supply the areas concerned while a repair is completed.

New research programme

We have teamed up with the University of Exeter to launch a new collaborative research programme.

Designed to solve some of the most pressing global challenges of our time, the Centre for Resilience in Environment, Water and Waste (CREWW) will research and develop solutions to some of the biggest environmental and operational challenges in the water sector.

There are five areas of research: clean drinking water; the safe treatment and disposal of wastewater; predicting and preventing pollution; water supply resilience; and protecting the water supply network.

We will be looking at how we can tackle the challenges of population growth, climate change and other issues such as emerging pollutants.

CREWW will see geographers, biologists, psychologists, engineers and economists, in addition to behavioural scientists, robotics experts, mathematicians and other academics, brought together with our own experts to work together to find new ways of solving these challenges.

Sign up for MyAccount



With MyAccount you can:

- View your bills and pay them securely
- Sign up for paperless billing
- Keep your account details up to date
- Manage your payment plans
- Send a meter reading or apply for a water meter

Sign up at myaccount.bournemouthwater.co.uk

Take the hassle out of paying



Paying by Direct Debit is easy because you don't have to remember to pay your bill – and you can choose one of four dates to best suit your circumstances. Payment will be made directly to us from your bank or building society account, and you will be fully protected by the Direct Debit Guarantee.

How to set up a Direct Debit:

- Online at bournemouthwater.co.uk/your-bill
- Sign up via MyAccount
- Call 01202 590059

Need help with your bill?



If you have difficulties paying your bill, don't worry or struggle in silence – get in touch. If you're on a low income, have lost your job or have had an emergency then the last thing we want is for you to worry about your bill. We will work with you, based on your individual circumstances, to make it as easy as possible for you to manage your water bill.

We have a range of support available, from flexible payment plans to help you spread the cost of your water bill to support tariffs that reduce the amount you pay if you're on a low income. We also offer home visits from one of our WaterCare advisors, who can talk you through the support we provide and help you with completing application forms, if you need it.

Find out more about how we can help at bournemouthwater.co.uk/your-bill

All the right words



Complete the wordsearch to win!

First prize is a £100 High Street shopping voucher, with two runner-up prizes of a £50 voucher each.

Selection of winner

One winner and two runners-up will be selected at random from all correct entries on 4 January 2021 at Peninsula House, Rydon Lane, Exeter, EX2 7HR, and in accordance with these terms and conditions.

Prize

The first eligible entrant selected at random will receive a High Street shopping voucher to the value of £100. The next two eligible entrants selected at random will each receive shopping vouchers to the value of £50.

Terms and conditions

The competition is only open to residents in the UK aged 18 or over who live in the Bournemouth Water region.

All entrants must provide an email address, postal address and/or a daytime telephone number.

Employees of Pennon Group Plc companies and their families are not eligible.

How to enter

Entry to the competition is managed by Bournemouth Water. There is no entry fee.

Bournemouth Water will notify the winners by email or phone.

We reserve the right to select an alternative winner in the event that we have reasonable grounds for believing that a winner has contravened any of these terms and conditions.

If a winner does not respond to telephone or email contact, we will make reasonable repeat attempts to contact them. If they cannot be contacted within three weeks of the draw date, we reserve the right to select at random a replacement winner.

Each winner must give consent to publication of their name and home town in the next edition of Waterlevel. We reserve the right to select an alternative winner in the event that consent is declined.

General

By entering the competition you agree to be bound by these terms and conditions. Decisions are final and no correspondence or discussion will be entered into.

Personal information collected from entrants

will be used by us solely in connection with the competition and will not be disclosed to any third party except for the purpose of operating the competition and fulfilling prizes where applicable. All entries will be securely stored then destroyed on 30 April 2021 and no personal data will be kept after that date.



Find all the words and phrases listed below in the grid (except the ones in brackets - 'Water' only appears once). The words are all associated with South West Water's New Deal. When you have finished, read the unused letters in order (left to right, starting on top row). They spell out a question and an answer. Write them in the spaces under the grid.

- | | |
|-----------------|------------------------------------|
| YOU GET A STAKE | IMPROVING; |
| HAVE YOUR SAY | Protecting (the) Environment |
| REDUCING; | Biodiversity |
| Pollution | Sufficient Resources |
| Flooding | Bathing Quality |
| (water) Loss | (water) Treatment |
| | Drainage |
| | Fair Charging (and) |
| | Affordable Bills |
| | Safe Clean Reliable Drinking Water |
| | Resilience |
| | Community Benefits |
| | Regional Investment |

Hidden message: _____

Name: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

Send to: Waterlevel Wordsearch, Bournemouth Water,

Peninsula House, Rydon Lane, Exeter, EX2 7HR

Closing date for entries: 31 December 2020



Thank you!

Thank you to all of Bournemouth Water's staff, customers and partners who have helped WaterAid change lives with clean water and good hygiene.

Handwashing is a first line of defence against COVID-19. Yet 4 in 10 people around the world live without access to basic handwashing facilities.

Now, more than ever, we need to help ensure that everyone, everywhere has a fighting chance of staying safe and healthy.

The power to help save lives is in our hands and together, we can make it happen.

Find out more at www.wateraid.org



Our customer charter

We know your water services are vital, and if something goes wrong, we'll work hard to put it right as quickly as possible.

We want to provide you with the best possible service. If you think we've fallen short of this, please let us know so we can sort it out as quickly as possible.

Our customer charter explains what you can expect from us, and what we'll do to make amends if we don't meet the standards.

Download a copy from our website at bournemouthwater.co.uk/publications or call us on **01202 590059**.

Our Priority Services

At some stage in our lives, we can all benefit from a bit of extra help.

This could be due to a physical or learning disability, illness, age or communication requirement, or other reasons.

The help available to people on our Priority Services register includes providing bills in formats such as Braille or large print, reading bills to customers over the telephone and helping with alternative water supplies in emergencies.

Our Priority Services are available to anyone living in our region, even if you're not the bill payer. The help available doesn't have to be for you, if you're an account holder or nominated carer you can register on behalf of someone else.

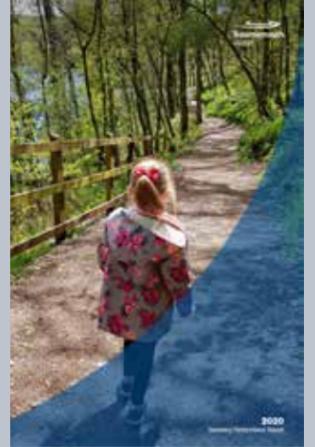
Find out more at bournemouthwater.co.uk/priority-services/ or call **01202 590059** (Text Relay is also available).

Where to find out more

We publish various reports and documents on our website to help customers find out more about what we do, our future plans and how we can help them.

Following feedback from you, publications such as our Annual Performance Report and Business Plan 2020-25 have also been condensed into shorter customer summaries, so you are able to access important information about our performance and future plans in a customer friendly format.

Visit bournemouthwater.co.uk to find out more.



Community round-up

Working in partnership

We are an essential part of the community we serve, and we support our region in a wide variety of ways.



As a major employer and key infrastructure provider, our vision is to sustainably improve our services while benefiting the communities we serve and the people we employ.

We work closely with South West Lakes Trust to enhance sustainable recreation, access, education and nature conservation on and around our lakes and reservoirs.

South West Lakes Trust manages two reservoirs at Longham near Ferndown, a large portion of Christchurch Harbour including lower reaches of the rivers Stour and Avon, and works with partners at Blashford Lakes near Ringwood.

They offer opportunities for fishing, watersports and general public access, balancing recreational needs with those of the environment and water supply. For more information visit swlakestrust.org.uk

We also work with Hampshire & Isle of Wight Wildlife Trust, who look after Blashford Lakes Nature Reserve near Ringwood on behalf of Bournemouth Water and Wessex Water. Find out more at hiwwt.org.uk/nature-reserves/blashford-lakes-nature-reserve

We also support the ReFill campaign, which combats pollution from single-use plastic water bottles. Last year we provided free tap water at events in our area including the New Forest Marathon, the UK BMX National Series and the Surf Life Saving National Championships, where our hydration station at Branksome Chine was used 11,471 times!

Making a difference

As part of our commitment to the community, we have made a charitable donation to the Community Action Network (CAN).

CAN is a local charity that provides professional and practical support to the voluntary sector in Bournemouth, Christchurch and Poole, as well as providing the local volunteering hub. We want to see communities healthy, diverse, vibrant and flourishing.

Our Customer View Group worked with CAN to identify 16 local charities and community groups that will benefit from our donation of £15,000. The chosen charities focus on environmental projects, community support and educational opportunities.

Amy Collins, CAN's Volunteering Development Lead, said: "Some of these organisations are so small they don't even have a website, but they make a huge difference to the people they help. This donation is really welcome, especially at this time."

Feedback from the organisations that received a donation include: "What wonderful news to receive and as a small rescue we are truly grateful, we will make good use of it" and "We would like to put the money towards a storage shed we need to buy, as we are running out of room at the church, and are now feeding 1,000 people a week!"

Follow us on social media

To find out about supply interruptions, water-saving tips and other news

 [facebook.com/bournemouthwater](https://www.facebook.com/bournemouthwater)

 [@BmouthWater](https://twitter.com/BmouthWater)