



We're Doing This.

Our Plan for Change 2025-30



Our Plan for Change 2025–30, We’re Doing This.

We are delighted to share a summary of Our Plan for Change 2025–30.

Our plan reflects your priorities, using the information thousands of you have told us are important across the Bournemouth Water area, over three years of engagement, research and feedback. It reflects the views of households, businesses, water retailers and housing developers.

You’ve told us, for example, that continuing to provide clean, resilient drinking water remains your number one priority.

You agree with us, that as a socially responsible business, it is the right thing to ensure we are protecting the environment, enhancing nature and working to deliver net zero.

And you’ve told us that we must balance the need and speed of change with keeping bills affordable for everyone, and supporting those customers who need additional help.

We have listened to your feedback as well as to your challenges and concerns. We hear and share your passion for Bournemouth and the surrounding area.

Informed and founded on your feedback, we have developed three strategic priorities, which together allow us to set out and deliver Our Plan for Change.

		Across Bournemouth Water			
		YOU SAID		WE’VE PRIORITISED	
DELIVERABILITY		Clean, safe water supplies Resilience to extreme weather Reduce leakage	1	Water quality & resilience	AFFORDABILITY
		Boost nature & wildlife Protect rivers	2	Net zero & environmental gains	
		Excellent customer service & responsiveness	3	Addressing affordability & delivering for our customers	

1. Water quality & resilience

Climate change, population growth and increasing demand is putting pressure on our precious water supplies.

In Bournemouth, we take our water from the River Hampshire-Avon – the largest chalk stream in the country, and home to some of the country’s most iconic species, such as the salmon, water vole and otter. We know we need to protect this river, whilst still providing a resilient water supply to our customers. We are therefore collaborating with Wessex Water on a new water reuse plant in Poole, whilst also reducing the demand for water across our area.

We operate and maintain five water treatment works across the Bournemouth Water area. We have already started investing in upgrading our treatment works, Knapp Mill and Alderney, which will mean that over 85% of our customers will benefit from this new, state-of-the-art technology. At the same time, we are looking to invest in our Woodgreen works in the New Forest, modernising our treatment processes and ensuring excellent water quality, which will mean over 90% of our customers will benefit from this improvement in the next five years.

You said



Clean, safe drinking water



Resilience to extreme weather



Reduce leakage

We prioritised

- Construction of the Cheddar 2 reservoir
- Reducing leakage by a further 4% on our industry-leading position
- c.£190m investment in upgrading water treatment works to ensure high water quality
- Replacing 50km of cast iron mains
- Replacement of lead pipes in up to 20,000 customer properties to ensure water is safe for everyone
- 10,000 smart meters to be installed, of their bills

2. Net zero & environmental gains

Our work is closely connected to the health of the environment around us. Every day, we use the water cycle to provide our service.

Bournemouth is a water stressed area, where the raw water quality is harder, and where microbiological and algae issues exist in some localised areas. Our investment plans have been developed with this in mind, including investment in programmes to remove compounds and deliver top-quality drinking water.

You said



Boost nature and wildlife



Protect rivers

We prioritised

- Delivering a programme of nature recovery: planting trees, creating ponds and restoring natural habitats
- Expanding our Upstream Thinking catchment management programme to improve water quality and boost nature
- Maintaining our wildlife-rich sites and delivering a measurable biodiversity gain from our operations, our land and beyond
- Collaborating with partners to align resources and launching a new Nature Recovery Fund
- Lowering the carbon impact of our operations and increasing our use of renewable energy
- Raising awareness and controlling the presence and spread of invasive non-native species
- Enhancing access and educational opportunities for our lakes and reservoirs

3. Addressing affordability & delivering for our customers

Our Plans include an ambitious investment programme, to continue to provide the high-quality service you have come to expect. Many of you agree that this investment is the right thing to do, and 80% of you found our plan to be acceptable.

Our bill will be increasing by just £3 a month by 2030, to provide the resilient, safe supply of water you want. However, we know that this increase is still too much for some, and we have an affordability support package, providing water-efficiency tools as well as support tariffs for those that might otherwise struggle to pay.

You said



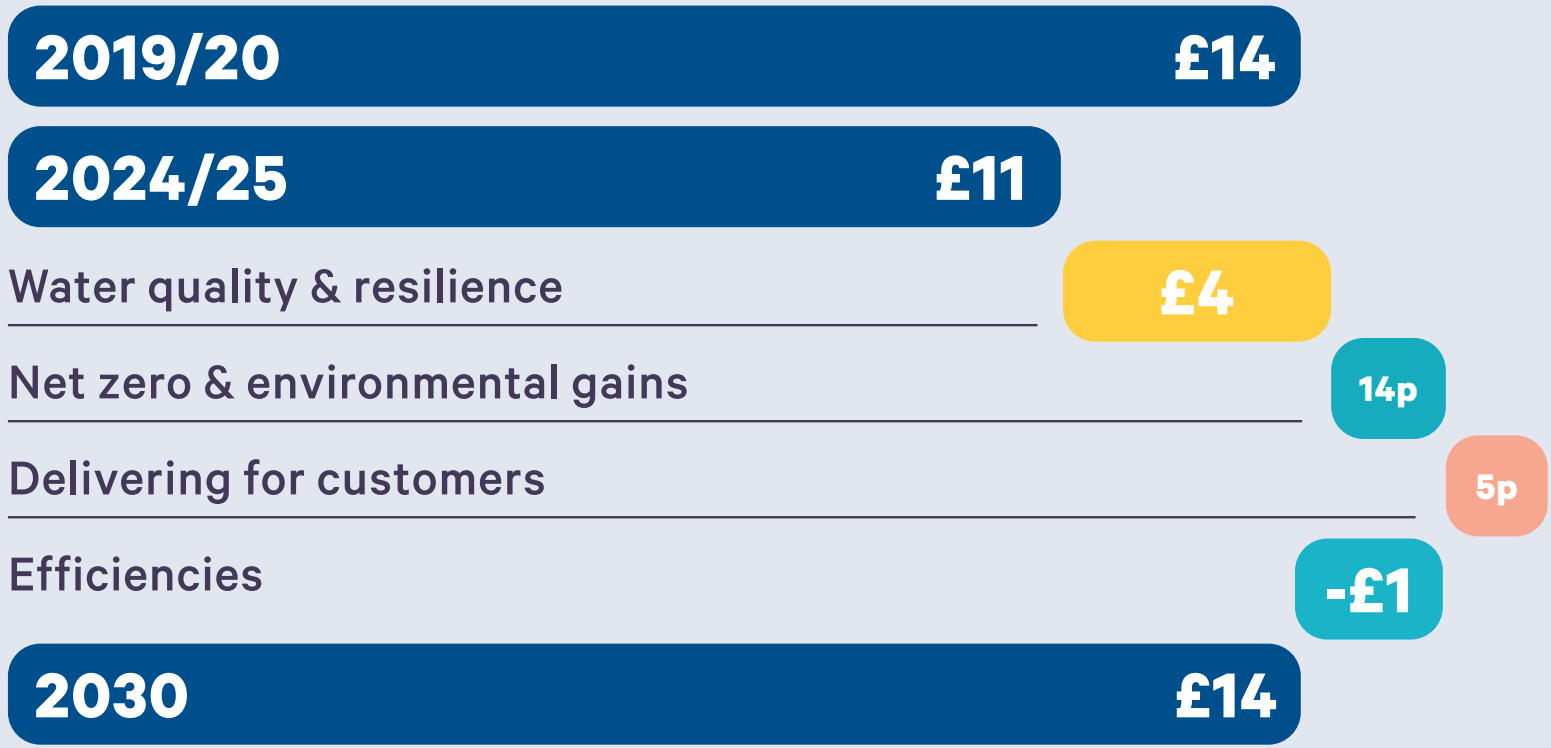
**Excellent customer service
& responsiveness**

We prioritised

- A greater say and a share in our business through WaterShare+
- £40m support package to support affordability for all
- Investment in water efficiency and smart metering, coupled with new tariff trials, to put you in control of your bill
- Eradication of water poverty by 2030
- Around 30,000 customers supported via social tariffs by 2030
- Auto-enrolment in water poverty reduction schemes through smarter use of data
- Free debt advice for customers with nominated partners

3. Addressing affordability & delivering for our customers

What this means for your bill



Amounts shown in today's prices before inflation