

Affordability and Acceptability Testing

Research Materials



**South West
Water**

Qualitative:

South West Water

- Household discussion guide
- Household stimulus pack
- Household pre-read (audio version available)
- Non-household depth discussion guide
- Non-household depth stimulus pack
- Non-household group discussion guide
- Non-household group stimulus pack
- Vulnerable customers discussion guide
- Vulnerable customers pre-read (audio version available)

Bournemouth Water

- Household discussion guide
- Household stimulus pack
- Household pre-read (audio version available)
- Non-household depth discussion guide
- Non-household depth stimulus pack
- Non-household group stimulus pack
- Non-household pre-read
- Vulnerable customers stimulus pack
- Vulnerable customers discussion guide
- Vulnerable customers pre-read (audio version available)

Bristol Water

- Household stimulus pack
- Household discussion guide
- Household pre-read (audio version available)
- Non-household depth discussion guide
- Non-household depth stimulus pack
- Non-household depth discussion guide
- Non-household group stimulus pack
- Non-household group pre-read
- Vulnerable customers depth stimulus pack
- Vulnerable customers discussion guide
- Vulnerable customers pre-read (audio version available)

Quantitative

South West Water, Bournemouth Water and Bristol Water

- Survey questionnaire
- Stimulus material



BLUE MARBLE

ACCEPTABILITY & AFFORDABILITY DELIBERATIVE EVENTS MODERATOR GUIDE

Overview

- 3 hour deliberative events each with household customers
- Customers arranged on tables of 8 with a Blue Marble moderator on each table
- Company/CCG representatives to attend – primarily in observation role
- Mix of whole room information sharing, individual table discussions and activities

17:45-18:00	15 mins	Registration, consent form signing, name badges etc
18.00	15 mins	Welcome & Introductions
18.15	15 mins	An introduction to the water company
18.30	10 mins	Recap on the pre-task information
18.40	20 mins	Focus on explaining the long-term picture to 2050 (incl temp check)
19.00	10 mins	Intro to proposed business plan
19.10	20 mins	Statutory (legally required) elements
19.30	10 mins	Performance commitments
19.30	10 mins	Break
19.40	50 mins	Discretionary elements (with phasing)
20.30	5 mins	Bill impacts
20.35	15 mins	'Must do' business plan and bill impacts
20:50-21:00	10 mins	Wrap-up, post task & thank you

Welcome & Introductions plus brief response to pre-read (15 mins/6-6.15)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

BM Lead Moderator:

- Welcome everyone to the event.
- Introduce Blue Marble and explain that we are an independent research agency.
- Introduce Blue Marble staff and explain that we'll be facilitating the discussions.
- Explain: Confidentiality, GDPR, recording, how data will be used.
- Run through housekeeping & timings – toilets, fire exits, break for refreshments etc.
- Objective for the session: to help SouthWest Water make important investment decisions.
- Role of respondents:
 - Asking people to act as representatives of the population of the SouthWest Water region;
 - There are no right or wrong answers we just want to hear people's open and honest views;
 - We will provide lots of information and expect much of it will be new to them – encourage people to ask questions.



- Acknowledge that we have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not).

Water companies provide a service for everybody, as we all consume water. We need to consider the merits of the plans we'll be reviewing tonight/today through different lenses:

- **As a customer** – think about the plans as someone who is a bill-payer
- **As a consumer** – think about the plans as someone who is using these services (e.g. children and young people, some tenants)
- **As a citizen** – think about the plans bearing in mind the wider need of society and the environment over the longer term.

Observers/SouthWest Water representatives (CCG): each to briefly introduce self – name, job title and 1 sentence summary of role/responsibilities.

BM Lead Moderator: Now we're going to ask you to introduce yourselves to the people on your table – and to make it a bit more fun we'd like you to look at these pictures and think about which most closely reflects life for you at the moment. (SLIDE 7)

Table discussions (10 mins)

Introductions

We provided you with some pre-read information to look through before attending this session. We're going to cover those topics in depth in due course, but I want to get your first thoughts as part of our introductions:

Each respondent to introduce self:

- Name, who lives in household, which image most closely fits their life at the moment and why – and also tell the table what struck you or surprised you most out of the things you have read?

An introduction to the water company (15 mins/6.15-6.30)

BM Lead Moderator: (3 mins) to very briefly recap pre-task SLIDES 9-14

SLIDE 9: This first slide shows us all the water companies that operate across England and Wales. It is important to note that water companies operate regionally. We don't choose our water provider – we have to use the company that covers the area we live in. This is in part why this research is important – it is a chance for customers to have their say. Some companies provide just water supplies, others provide both water and sewerage services.

SLIDE 10: This is a close up of the SouthWest Water region – and it gives us a sense of the scale of the operation. SouthWest is one of the companies that provides both sewerage and water supply. It provides sewerage services to the whole of the SW region, that's about 1.8m people. SouthWest Water supplies the water to around 2.3 million people - including the Bournemouth Water region.

SLIDE 11: This slide explains why the research is happening. It is all to do with the way water companies plan ahead in a process called the Price Review.



BLUE MARBLE

Every five years, water companies develop a 'business plan' that sets out how they want to develop their services, and the proposed cost to customers. As we've seen, customers are not able to choose their water provider, so water companies must give them a say about what they want from their services and the price they pay. Talking to customers through research also helps water companies prioritise what to do first or what to do most of. In this session we'll be looking at some of the choices they face – and where they want your input.

SLIDE 12: Water companies are regulated. This research is part of the regulatory process. The business plan we'll be looking at - and the cost of the investments which impact on customer bills - are **finalised by Ofwat**. One of the ways that people have their say is through research like this. We'll be asking what you think about the plans: are they '**acceptable**' to you and are they **affordable**. The plans we show you will be refined following this research based on what customers have to say.

SLIDE 13: Here we see all the things a water company like SouthWest Water does. We are showing you this because the plans relate to all of the aspects of their work.

SLIDE 14: All of these aspects are overseen by regulators. We have mentioned Ofwat already who oversee the financial operation of water companies and measure customer satisfaction. The Environment Agency monitors all the areas that could have a detrimental impact on the environment if not conducted properly.

The Drinking Water Inspectorate monitors water quality.

Hand back to table moderators

Table discussions: (7 mins)

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
 - Do you have any particular perceptions of them?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Were you aware that SouthWest Water provides both your water services and your sewerage services?
 - Are your bills for both services separate or combined?
- Participants' sentiment towards their water company
 - What kind of relationship do you have with your water company?
 - If your water company was a person, what would they be like: describe personality, how would they dress, what would they drive, where would they go on holiday, how would they spend their free time?

Recap on the pre-task information (10 mins/6.30-6.40)

BM Lead Moderator: (5 mins) to very briefly recap pre-task slides (how monitored); (penalties/incentives); the performance slides; what a bill pays for



SLIDE 16: The next information we showed you was about the way water companies are monitored, specifically by Ofwat.

We are told about the service level targets, called 'performance commitments', which are set for every five-year business plan. Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

SLIDE 17: Companies can miss or exceed performance commitment targets and this has a direct impact on customer bills because of the way Ofwat rewards or penalises companies

SLIDE 18 Last year SouthWest Water passed 43 and failed 10 performance commitment targets earning them an overall penalty of £5.210m. The way the penalty is paid is via customer bills (and last year this equated to £1 per household that SouthWest Water could take off the bills because it performed worse than the required level).

SLIDE 19: The remaining information showed us the performance of SouthWest Water against all the other water companies. We'll look at all these slides again when we consider their future plans.

- **SLIDE 20:** In terms of supply interruptions, SouthWest Water performed worse than the target set by 123%
- **SLIDE 21:** In terms of water quality, its appearance, taste and smell, SouthWest water just above the target
- **SLIDE 22:** For the target about sewage flooding in properties, SouthWest Water is exceeding its target
- **SLIDE 23:** For sewage flooding outside the home in gardens or outbuildings, SWW is exceeding its target **SLIDE 24:** For reducing leaks, it has exceeded its target
- **SLIDE 25:** And in terms of pollution of rivers and bathing areas, it has missed its target by 265%

SLIDE 26: Finally, this slide shows us what your bill pays for.

Table discussions: (5 mins)

- Thinking about what was just presented, which areas matter most to you?
 - Why?
 - Are there any areas that don't really matter to you at all?
- Where do you think investment and improvement is most needed?
 - Should this area be prioritised? If so, why?
- Thinking about all the water and wastewater services that SouthWest Water provide for you and thinking about your bills:
 - What do you think of the value for money of the service you receive?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?

Focus on the long-term picture to 2050 (20 mins/6.40-7)

BM Lead Moderator: (5 mins)



Before we get into the detail of the investment plans for the next 5 years, we need to understand what SouthWest Water is trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SLIDE 28: Here is a dateline showing the way that water companies plan out as far as 2050 as well as a shorter term 5 year plan as the first stepping stone. We will be discussing both the shorter 5 year plans and the long term goals.

SLIDE 29: There are some challenges that all water companies have to factor in to their longer term plan:

- *The impact of a changing climate: more extreme weather predictions mean that water companies will need to manage more frequent drought periods and the risk of more intense rain and flooding. Their plans include ways to adapt to climate change and become a net zero business.*
- *The pressures that come with a growing population: this means increasing the water and wastewater networks to accommodate new housing developments and building new sustainable ways to capture storm water to prevent it overwhelming the drains and sewers – especially necessary in built up areas.*
- *Some new laws and regulations: all water companies have to comply with environmental laws in England. They also have to consider how climate change and population growth affect current and future capacity of sewage and rainwater drainage networks. These cover a range of areas including:*
 - *Reducing pollution of seas and rivers from sewage overflows.*
 - *Not taking too much water from rivers and from underground to protect the ecology.*
 - *Making sure there is enough water available to protect the natural environment as well as providing a public water supply.*
 - *Treating water and wastewater to a standard that does not harm the natural environment.*
 - *Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.*
- *And then there's the economic situation – the cost of living crisis and high inflation.*

Table discussions: (5 mins)

SLIDE 30: We asked you to reflect on the squeeze facing some households in the pre-task survey....

- Do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?
 - In the next 10 years?

BM Lead Moderator: (5 min)

Now we'd like to get your feedback on SouthWest Water's long term ambitions.



SLIDE 31: SouthWest Water has 5 long term goals for 2050. We'd like you to discuss these on your tables now:

Table discussions: (5 mins)

- What do you think about the long-term plans SouthWest Water have set out?
- Which one or two matter most to you – probe why
- Which matter least? Why?
- These ambitions sit in the 2050 timeframe but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) – 90 mins/7– 8.30 (incl break)

BM Lead Moderator (10 mins)

SLIDE 32 There are 2 plans that we will be showing you. You have already seen the 'Proposed' plan in the pre-read document. This plan includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows SouthWest Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.

SLIDE 34 This is the one page plan you saw in the pre-read. I'm just going to clarify the 3 types of investment for you to consider... **SLIDE 35** These are:

- The elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- Then we'll consider the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years
- And finally the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years

SLIDE 36 We'll start by showing you the legally required investments:

Moderator refer to **SLIDE 37**: the first investment relates to **Balancing the water needs of people and the environment**

Water companies are required to publish a Water Resources Management plan, which sets out how they plan to balance demand for water with supply, even during an extreme drought.

A mix of solutions are used to both reduce demand (from leakage and from customers) and to increase available supply. Here we are asking about the must do component of the plan – where this is little opportunity for alternatives. This covers:

- New supplies – such as utilising old quarry pits
- Connecting new customers and making sure there is the infrastructure to supply them
- Connecting resources across geographical areas so that there is flexibility in how people are supplied



Moderator refer to **SLIDE 38**: the first investment relates to **delivering clean and safe tap water**
SWW propose to Invest £120 million between 2025 and 2030 to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

They will be investing in:

- 'Catchment management' to improve water quality issues at source
- Major upgrades to 13 treatment works

Moderator refer to **SLIDE 39**: the first investment relates to **Reducing the number of sewage spills from overflows at 240 locations**

Storm overflows: When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,600 for South West Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites

By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Moderator refer to **SLIDE 40**: this investment relates to **River water quality and monitoring**

Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there

- *As a result, South West Water needs to help prevent nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country*

There are also a number of additional targets set by government for other harmful chemicals which need to be removed during the sewage treatment process. Investment is needed to meet higher standards set by law.

South West Water will install water quality monitors to help to target investment effectively and measure the impact of this work.

Moderator refer to **SLIDE 41**: this investment relates to **Protecting natural resources**

Invest **£72 million** to protect and enhance wildlife, for example by:

- *Working with partners and landowners to remove weirs or ensure that fish and eels can reach upstream habitats*
- *Habitat creation through creating ponds, tree planting and restoration*



- *Controlling non-native invasive species to ensure that native varieties can thrive*
- *Investment to protect river flows during times of drought*

Table discussions PROBE ON EACH INVESTMENT (10 mins)

SLIDE 43 – refer to summary on screen

How do you feel about the mandatory targets set?

- Do they feel too ambitious/not ambitious enough/about right?
- What are your initial thoughts on the proposed bill changes?
 - Does this seem reasonable?
 - Is it affordable?
- Do you feel this will support the longer term 2050 targets?
- Generally, do you challenge these investments, or do you accept them?
 - If challenge: what would you like to see changed?

SLIDE 44/45 Moderator: now we are moving on to briefly look at the 6 key performance targets and the investments proposed.

Table discussions part 2 (10 mins)

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Do you feel this will support the longer term ambition /2050 target?
 - Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

BREAK (10 minutes)

BM Lead Moderator (5 mins)

SLIDE 46 now we are moving onto look at the 5 longer term investments where customers have a say in how and when these investments are planned between now and 2050

SLIDE 47: one aspect we will be discussing when looking at the long term investments is how they phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- *The first scenario is for steady rises which will affect current and future customers similarly.*



- In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).
- In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.

Room discussion: (5 mins)

- What is best for them as individuals?
- What is fairest – considering current and future customers?
- What is best for society (citizen mindset)

BM Lead Moderator

Present each pair of slides in turn

Table discussion after each

SLIDE 48/49 Installing smart meters. (2 mins)

Now I'll read out some background about an additional investment for smart meters

Like leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment. Today, many households have a basic water meter used to generate the water bill every 6 months – none have smart meters. Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage. Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits.

Summarise proposal and phasing options

Table discussions FOR EACH INVESTMENT (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A B or C) do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE 50/51 lead pipes (2 mins)



Now I'll read out some background about an additional investment for lead pipe replacement

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies dose water supplied through lead pipes with low levels of phosphates to keep customers safe.

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 52/53 net zero operation. (2 mins)

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 54/55 storm overflows (2 mins)

Now I'll read out some background about an additional investment for reducing storm overflows

Storm overflows are a design legacy of the past, used to prevent flooding of properties after periods of heavy rainfall, as most sewers carry both sewage and rainwater. A change in the law requires storm overflows to be used less frequently.

South West Water currently has 788 (out of a total of 1,300 overflows) which spill more than 10 times per year. The new legal requirement is for no overflow to spill more than 10 times per year by 2050. The law requires some to be addressed faster than others, which means that at least 240 sites must be addressed by 2030.

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 56/57 water poverty. (2 mins)

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 58 (STIMULUS Proposed plan cost) moderator to explain the slide (refer to Slide 59 - note on inflation) (5 mins)

Table discussions

- Response to the summary of bill impacts over the 2025-30 period
- How affordable is it?
- How are you feeling about the plan?
- How are you feeling about SouthWest Water?



Focus on the shorter-term (MUST-DO business plan) – 15 minutes/20.30

BM Lead Moderator (5 mins)

SLIDE 61 & 62 Introduce overview and summary of the 'must-do' business plan

- Talk through the 5 areas that will revise the bill changes down (*STIMULUS least cost alternative*)
- *SLIDE 63 proposed bill change* based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)

Table discussions

- How do you feel about the 'least cost/must do' plan
- Which of the 5 areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan implicate the following groups (i.e. what might be the disadvantages or advantages of the least cost from the different perspectives)?
 - Customers – bill payers
 - Future customers
 - Consumers – who are affected but don't pay directly.
 - Society and the environment?

Wrap up and post-task – 15 minutes/20.45

BM Lead Moderator

Thank you very much for all of your input so far. We really appreciate your time and engagement.

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today.

An introduction to water and waste water services

There are **11** water companies that provide **both water and sewerage services** – **South West Water** is one of them

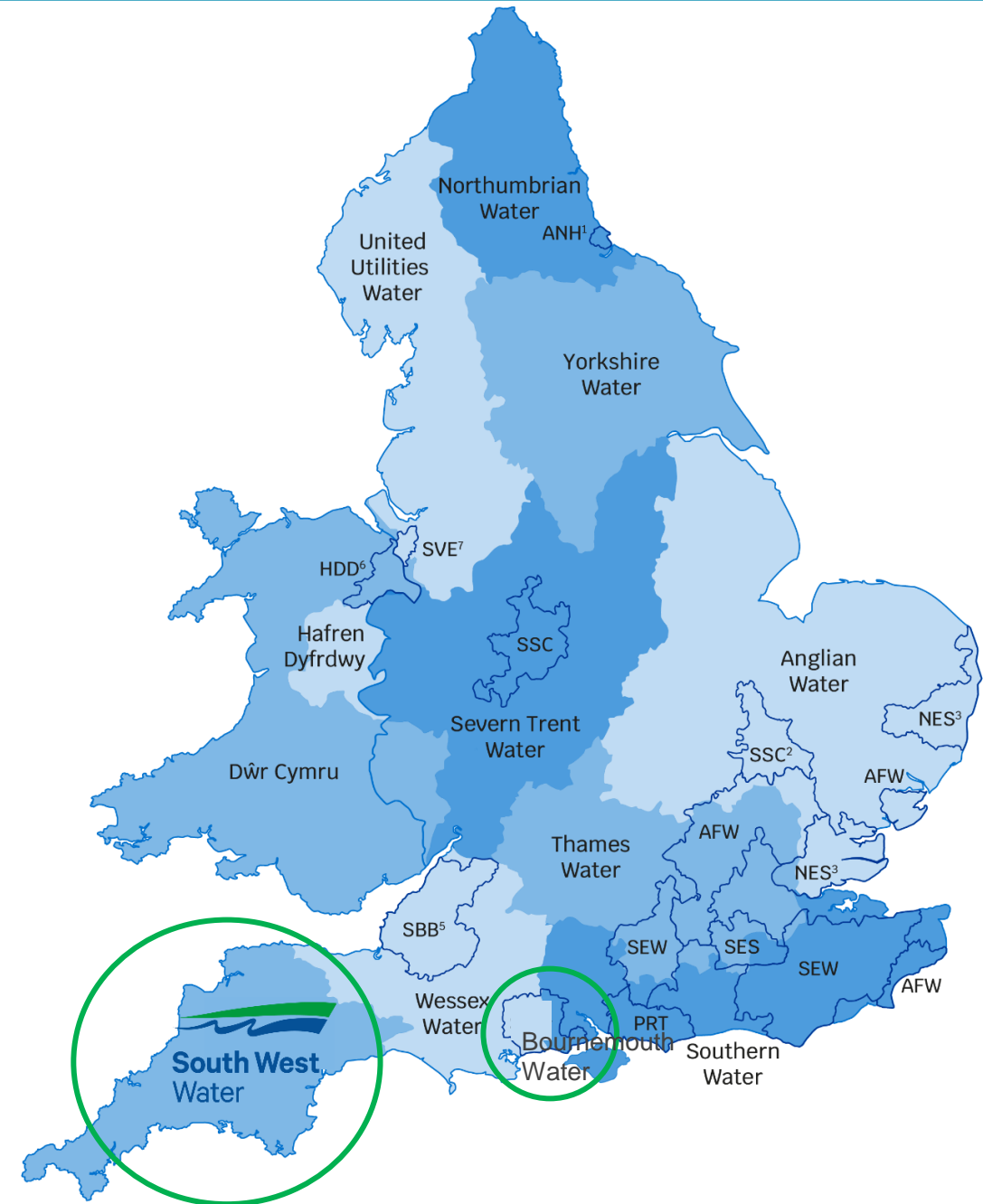
There are also **5** companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**.

Companies often send one joint bill to customers.

Water companies are regional: people have to receive water services from the company that covers where they live



South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions



South West Water



water services



wastewater services



c. 1.8 million
population served



450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



Bournemouth Water



water services



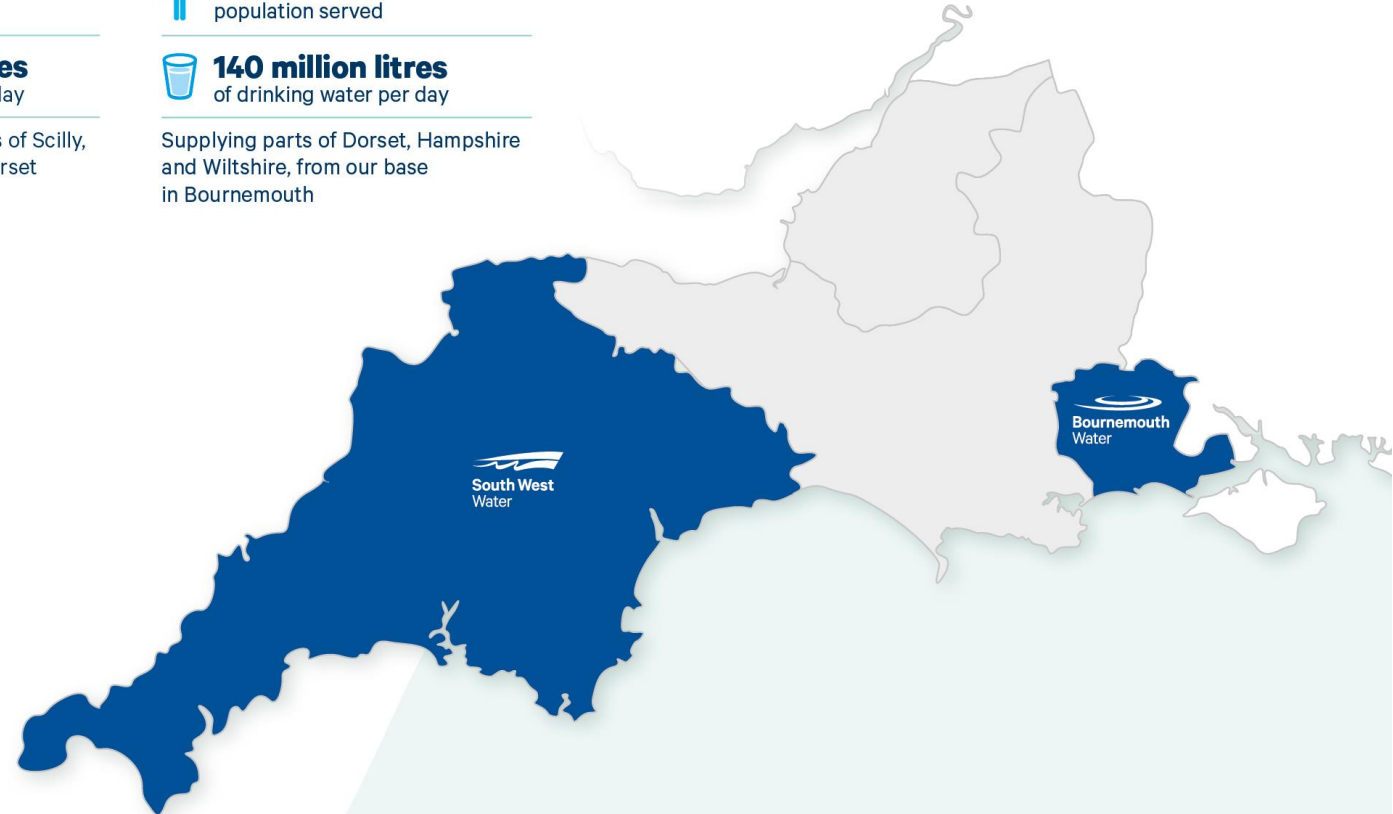
c. 500,000
population served



140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

Isles of Scilly



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'. Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are '**acceptable**' to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



Wastewater services



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water

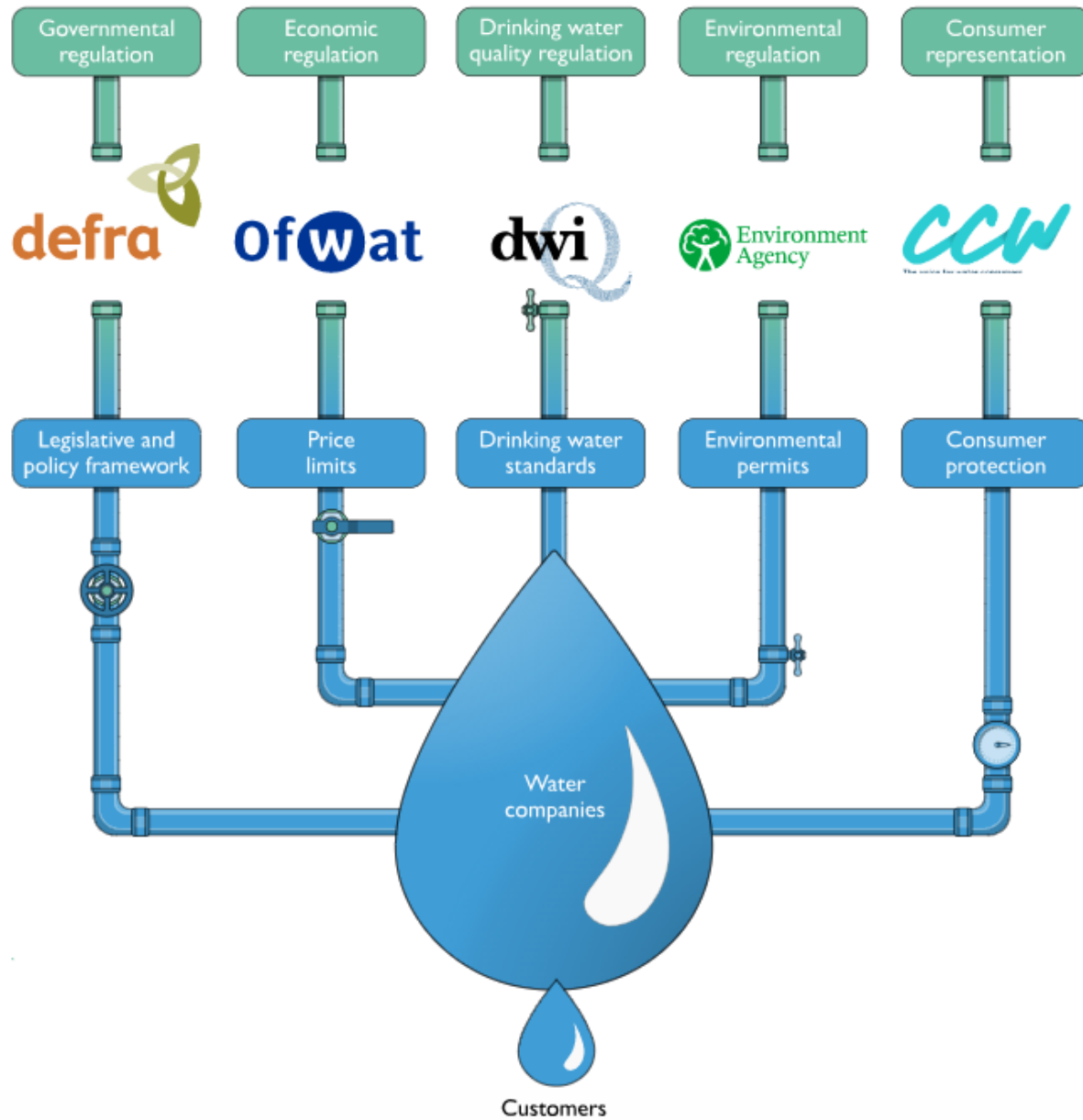


5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water



What impressions do you have
of your water company?

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called ‘performance commitments’**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat’s assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

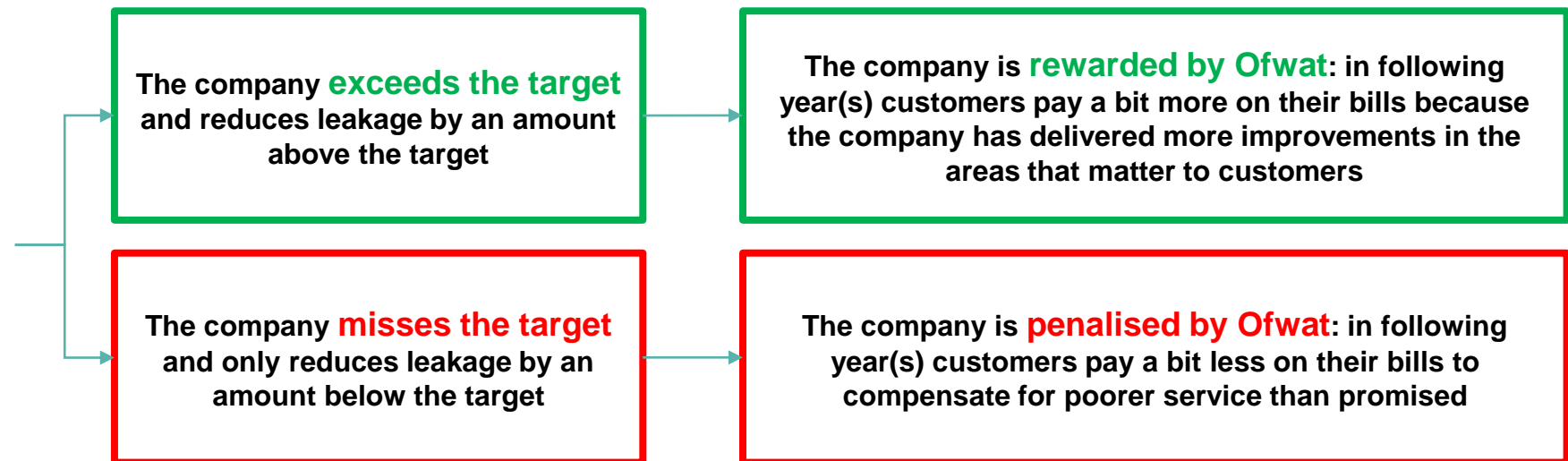
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?

Last year South West Water **passed 43** and **failed 10** performance commitment targets earning them an overall penalty of **£10m** which is returned through a customers bill reduction (which would equate to a £1 decrease to an average household annual bill).



**Supply
interruptions**



Water Quality



**Internal sewer
flooding**



**External sewer
flooding**



Leakage



Pollution

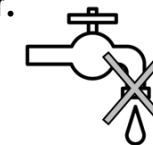
Performance comparisons

If a water supply is interrupted without warning for over 3 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

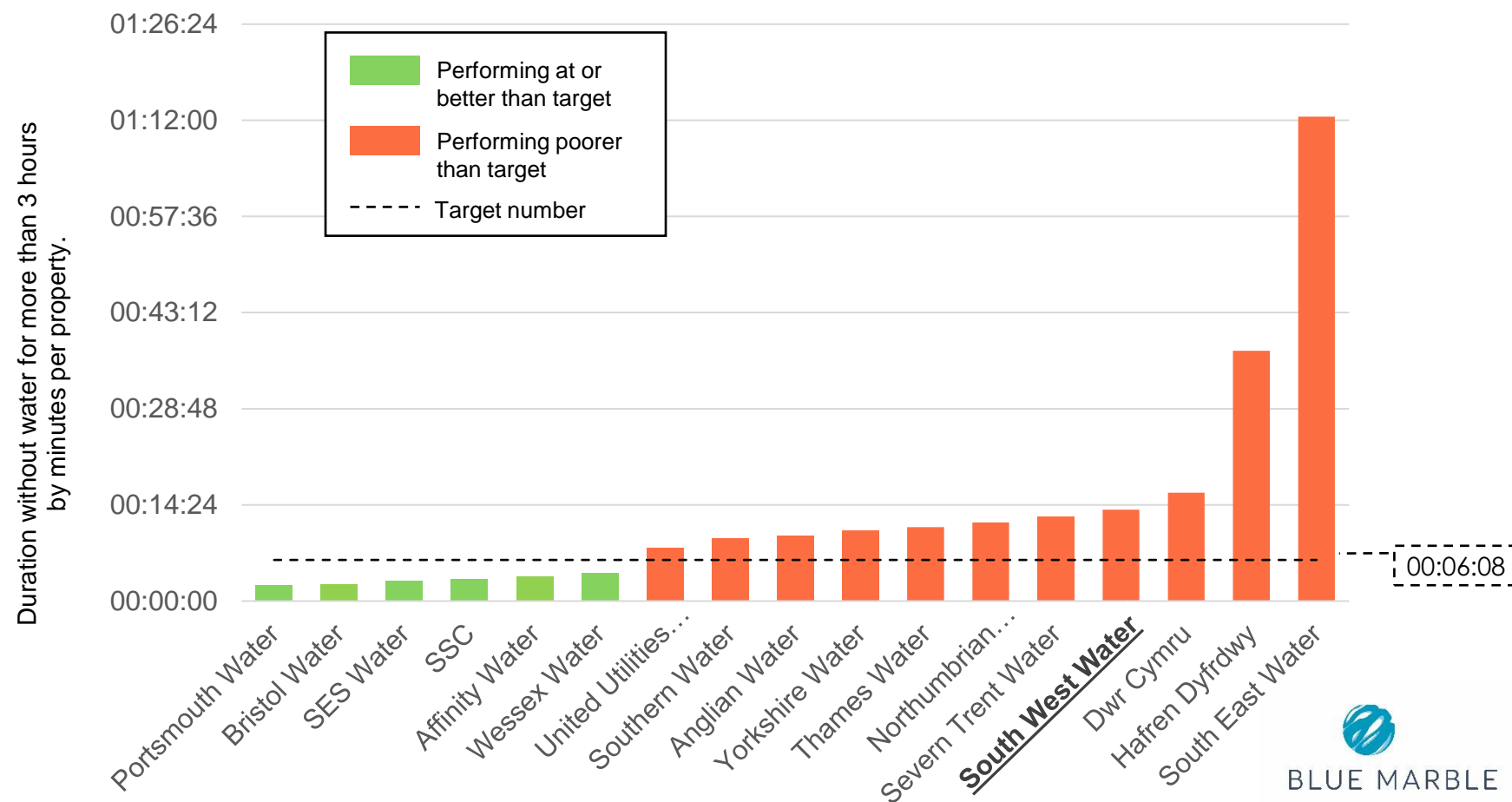
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

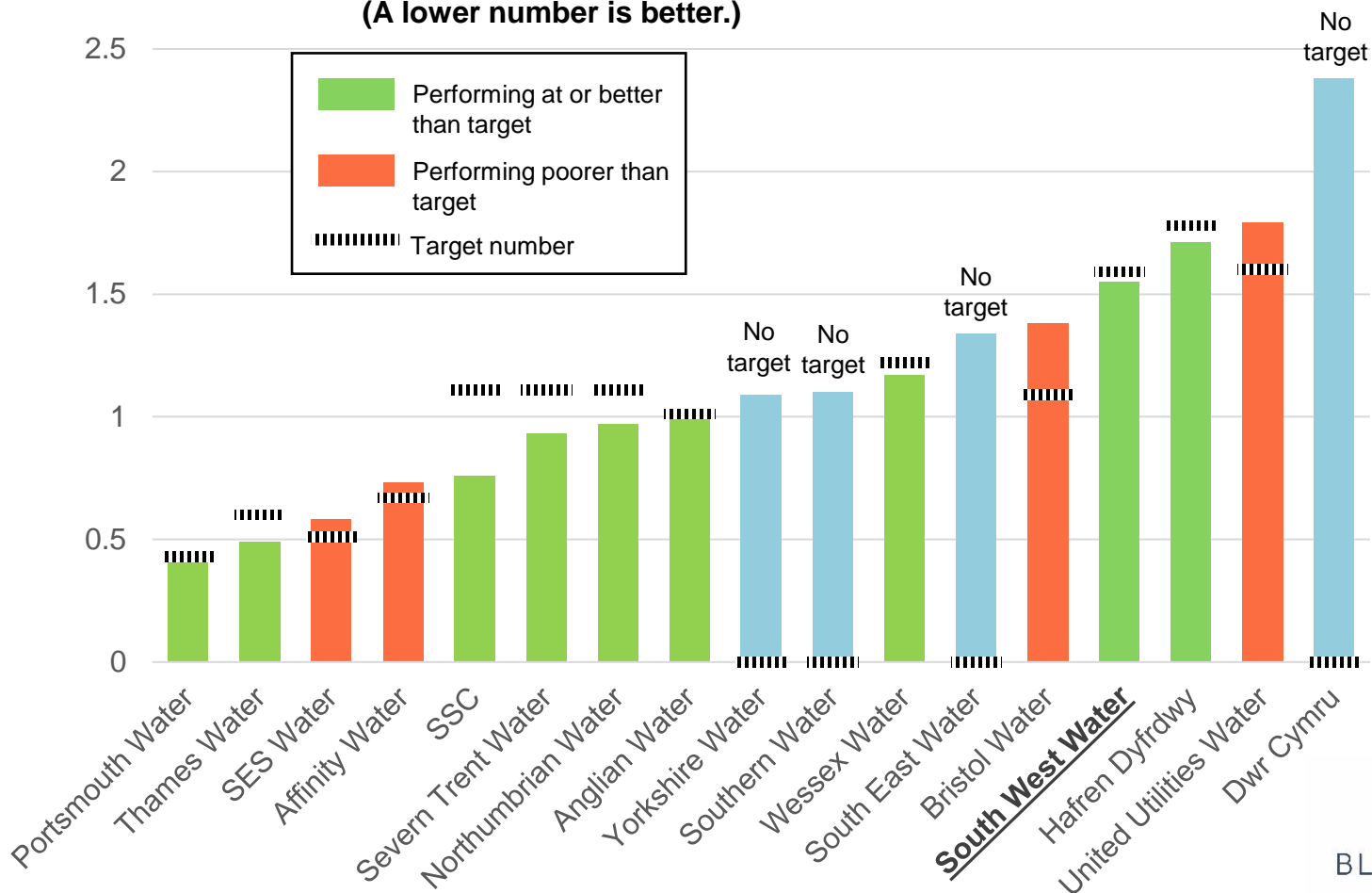
Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

Number of customer contacts received regarding incidents, per 1,000 properties.



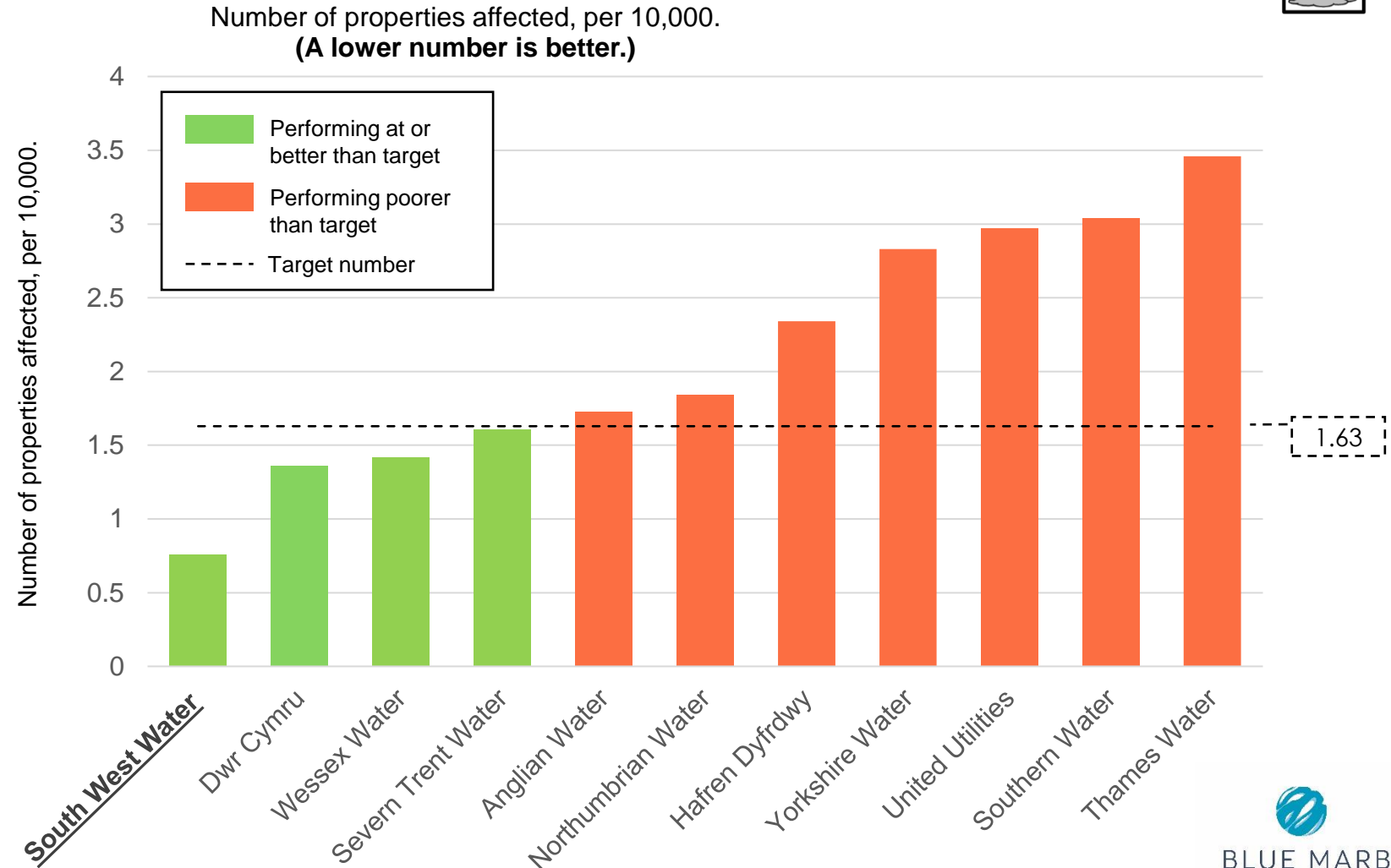
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

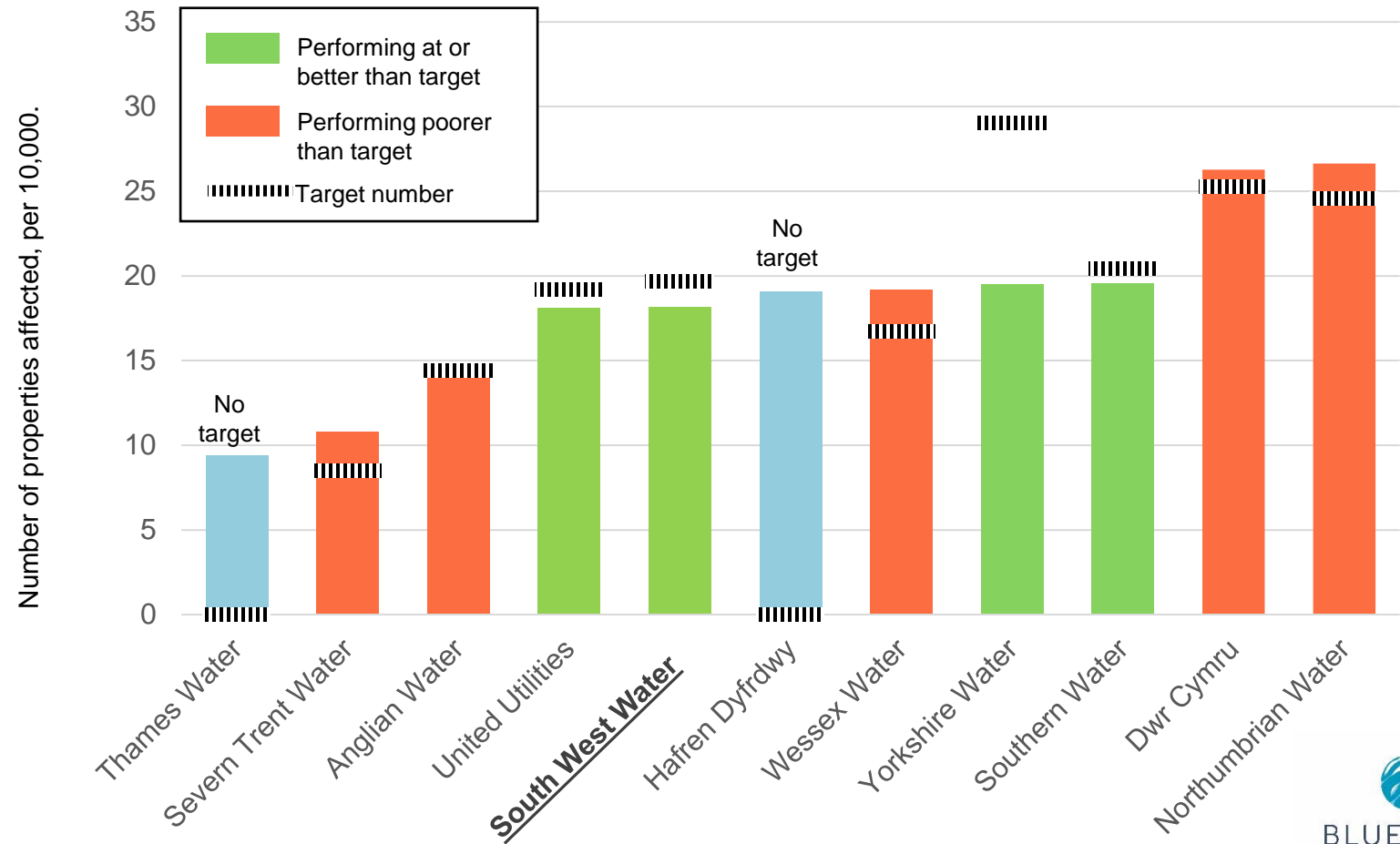
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.



Number of properties affected, per 10,000.
(A lower number is better.)



Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

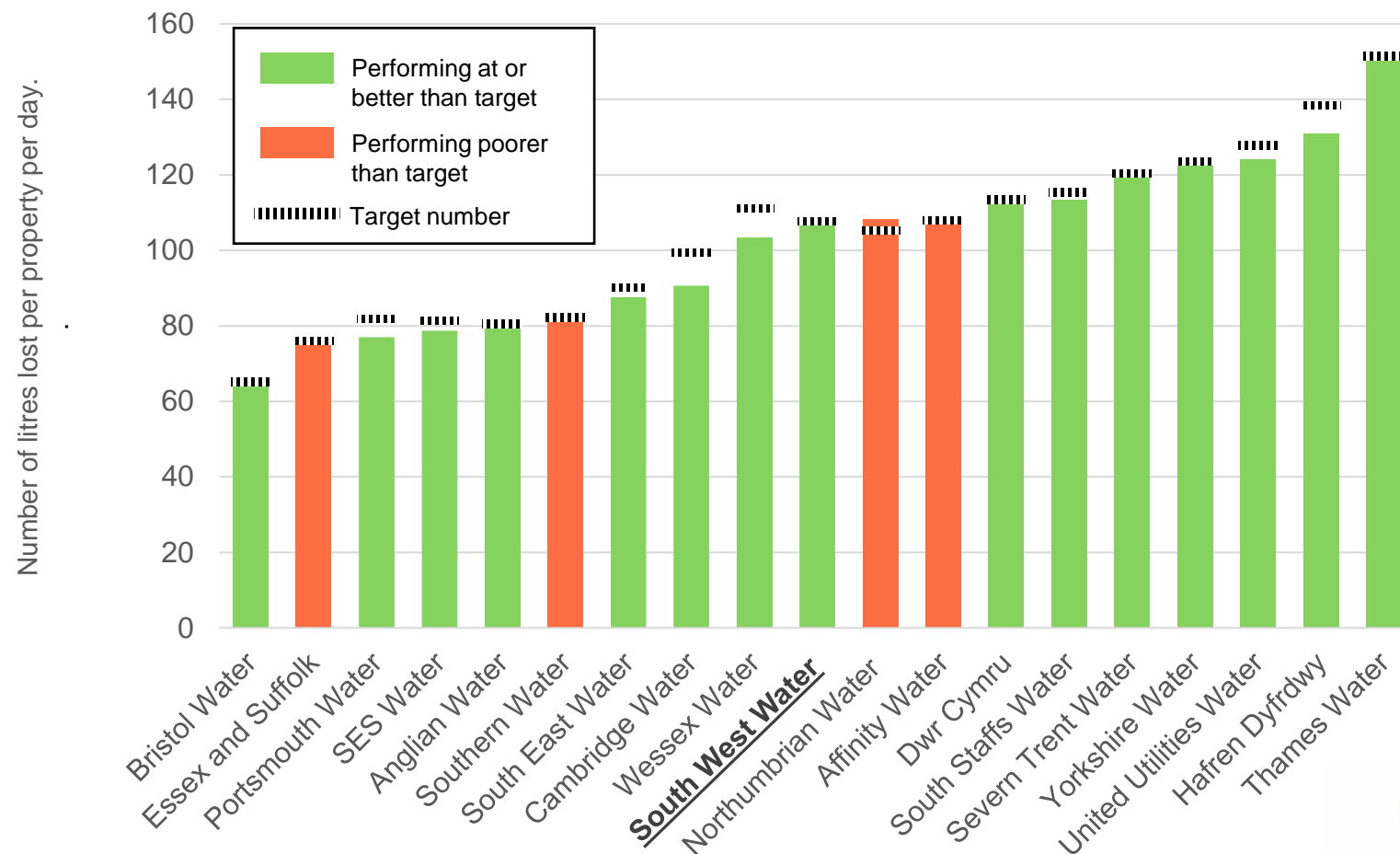
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Number of litres lost per property per day.
(A lower number is better.)



Pollution of rivers and bathing waters

Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

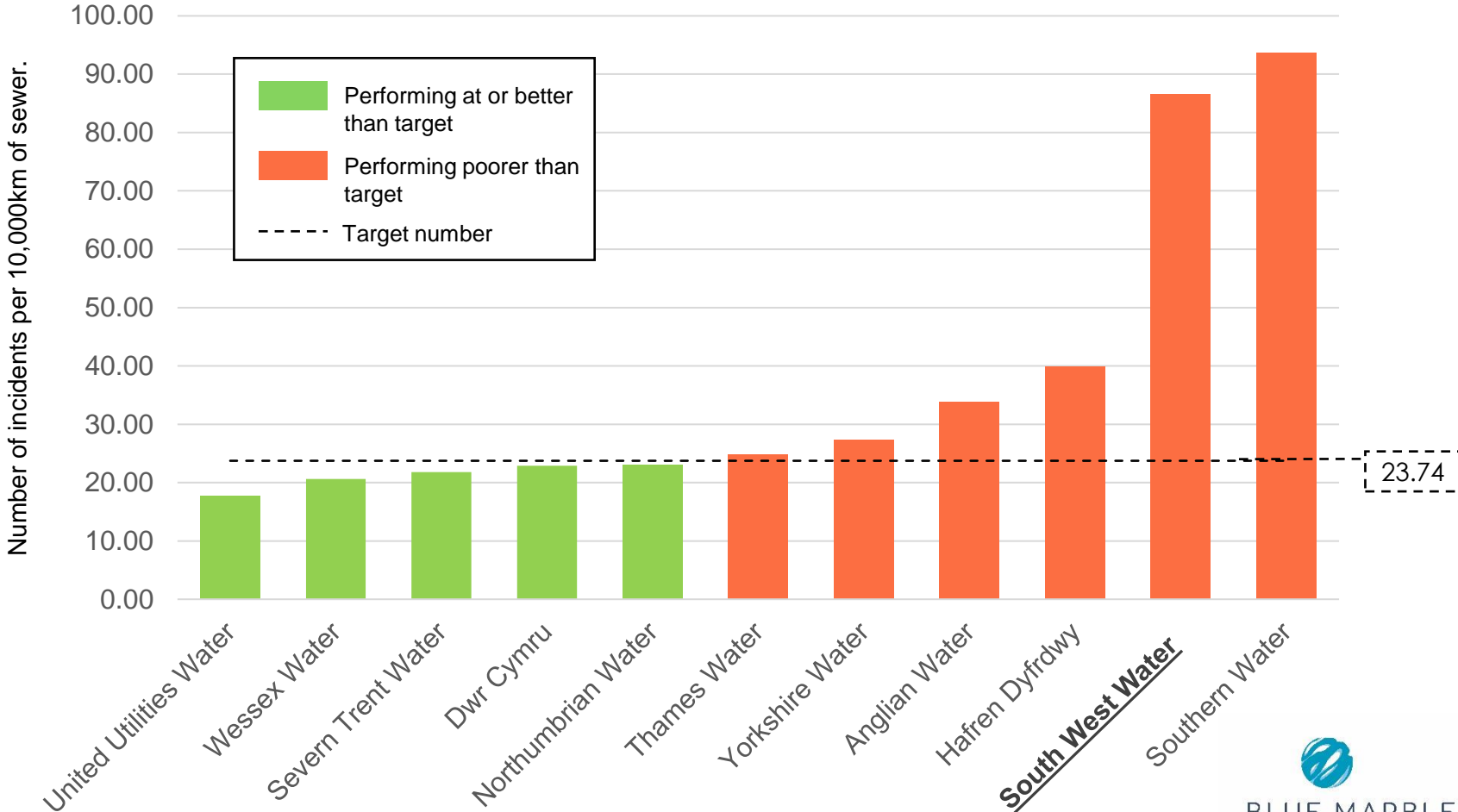
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

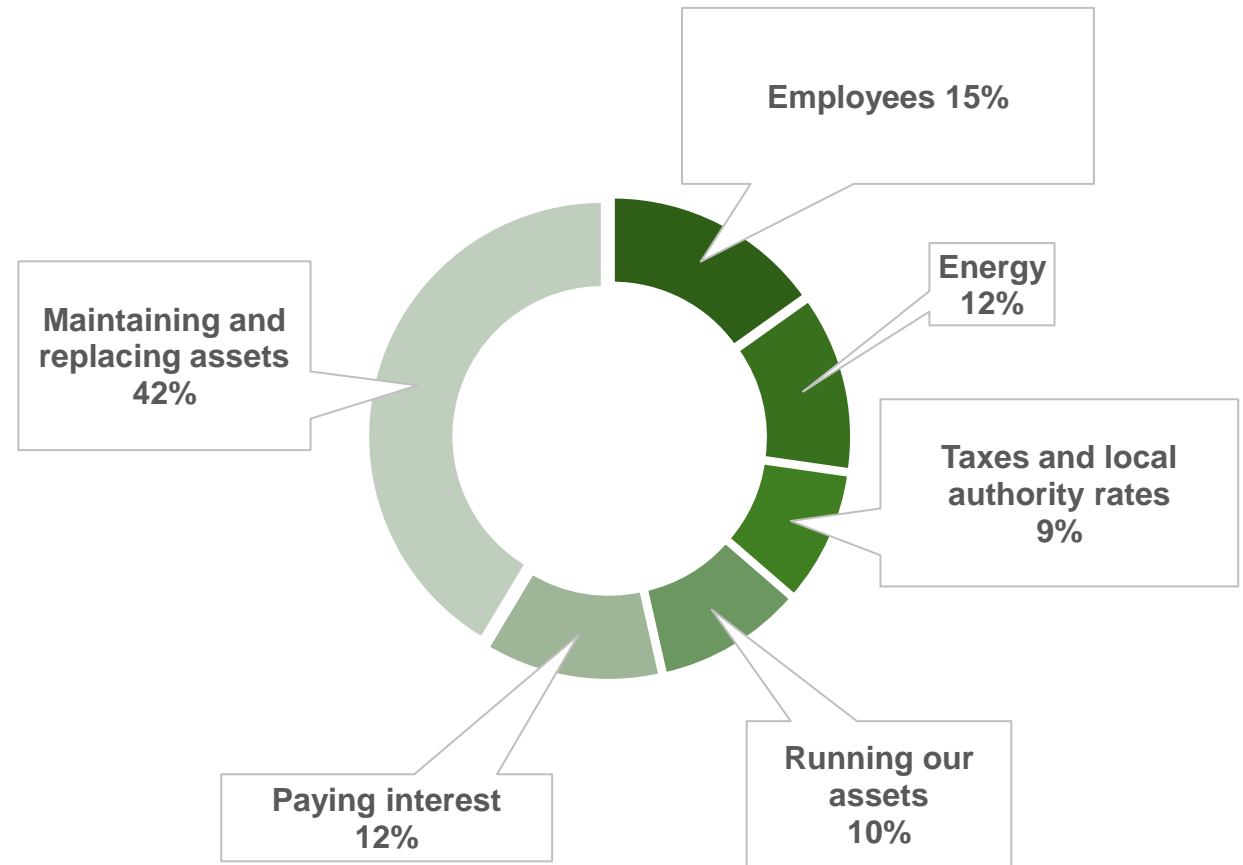
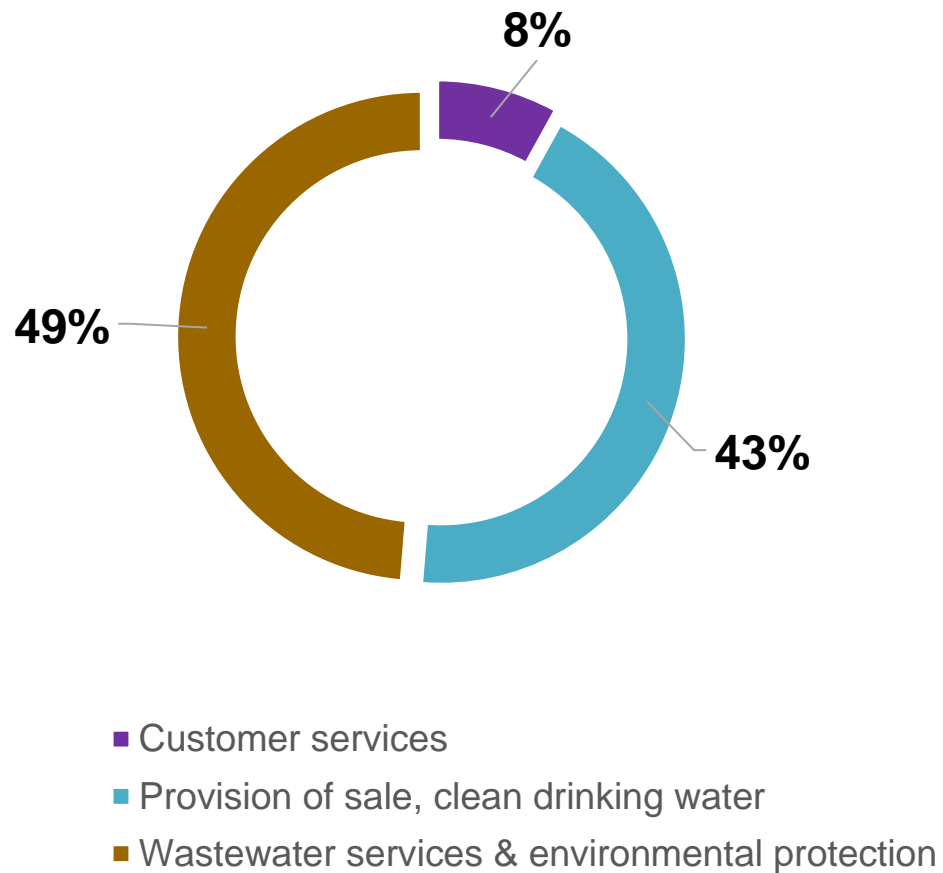
Water companies measured on the number of incidents of pollution of rivers and streams.



Number of incidents per 10,000km of sewer.
(A lower number is better.)



What service this money supports





Supply interruptions



Water Quality



Internal sewer flooding



External sewer flooding

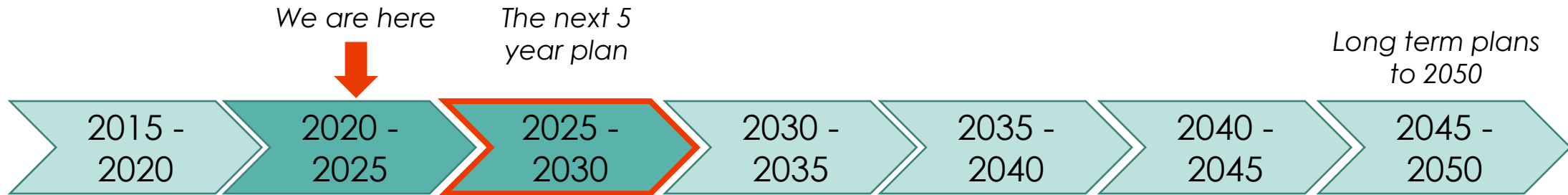


Leakage



Pollution

What impressions do you have of the performance?



- The 5 year plan is designed to be the first step to achieving longer term ambitions
- The longer term timeframe is 25 years – to 2050

The context for the 2025-30 business plan: the challenges South West Water faces

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Net zero

Population changes



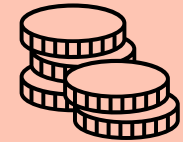
- Meeting infrastructure needs for new housing in the area
- Population swell during holiday periods from tourists visiting our beautiful area

New statutory requirements



- Reducing the use of storm overflows
- Reducing water used per head
- River water quality monitoring
- Improving drought resilience
- Nutrient removal

Economic factors



- Cost of living crisis
- Affordability of bills
- Inflation





Reflecting on the current
economic situation

South West Water has five long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boost water resources and supply resilience

- We will balance the needs of customers/communities & the environment.
- We will reduce the amount of water we take from rivers & groundwater by reducing leaks from pipes & helping customers to reduce their own usage.
- We will also develop new supplies of water such as reservoirs.

Control and treat wastewater flows to protect homes and the environment

We will improve the water quality in rivers and seas by ensuring that all wastewater is safely recycled so that there is no harm to the environment. This will protect bathing waters and wildlife.

Maintain top quality drinking water supplies

High quality water is delivered to homes and business through improved, higher technology water networks - making it very rare for customers to experience any issues with their water supply.

Trusted customer and community experiences

We want customers and communities to have a great experience every time they interact with us. By improving our performance and being transparent and open, we will increase the level of trust which everyone has in us.

Boost biodiversity, nature recovery and protect the planet

We will work together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Our business is net zero.



1

Proposed plan

This is South West Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows South West Water to carry out the work that they are required to do by law

Also the **least cost** plan



Proposed business plan

2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
---	--

Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
--	---

Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
---	---

Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

Legally required No say

Reliable supply of water to customers, even during a drought	£14
---	------------

Continue to deliver clean and safe tap water	£8
---	-----------

Reducing the number of sewage spills from overflows at 240 sites	£47
---	------------

Improve river water quality and monitoring	£29
---	------------

Recycle sludge from sewage	£12
-----------------------------------	------------

Protect natural resources	£5
----------------------------------	-----------

5 year targets: customer feedback

Reduce leakage by 15%	£6
Maintain current level of supply interruptions	£0

Reduce complaints about drinking water taste, smell and look	£6
--	-----------

Maintain position of best performer for internal flooding from sewers	£2
Reduce external sewer flooding	
Reduce pollution incidents	£3

Longer term investments: your input on how & when

350,000 smart meters and water efficiency support	£4
--	-----------

Replace 20,000 lead pipes	£1
----------------------------------	-----------

Reducing sewage spills at a further 35 sites	£7
---	-----------

Net zero operational emissions	£8
---------------------------------------	-----------

Removing everyone from water poverty	£10
---	------------

What will it mean for bills?

It is estimated that the average bill will increase by £189 by 2030.

This breaks down as:

- £31 of underlying changes due to increased costs
- £115 to meet the investment required by the regulators
- £43 to meet the investments proposed over and above this

In addition, it is estimated that an additional £113 would be included in the bill due to the impact of inflation

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

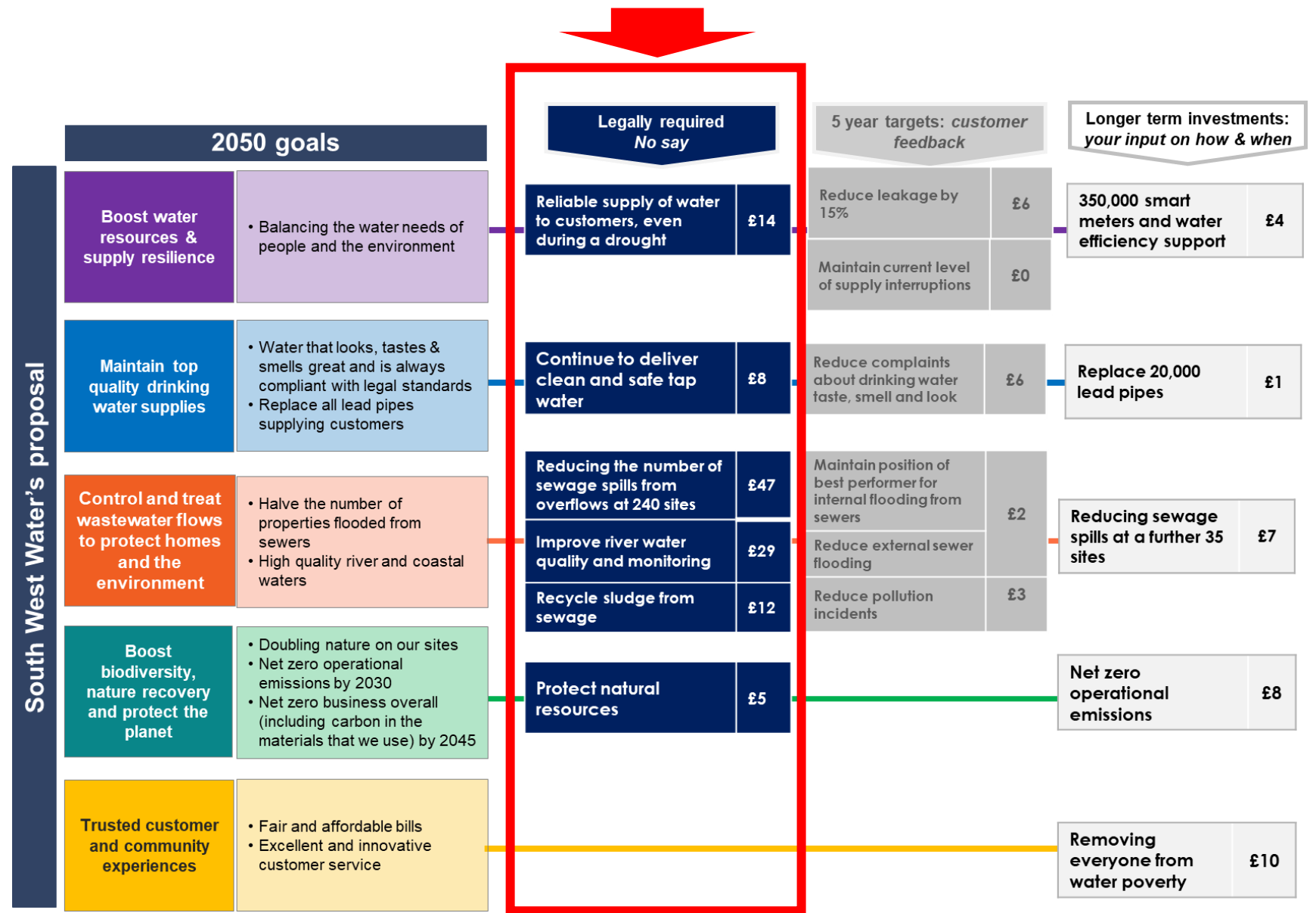
Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

What South West Water is legally required to do



Boosting water resources & supply resilience

Legally required / *must-do*

Reliable supply of water to customers, even during a drought

£14 per year



2050 goal: Balancing the water needs of people and the environment

South West Water will need to spend £126m to meet these requirements for 2025-2030, and this will add £14 per year to the average household water bill. Housing developers will also be required to contribute to the costs.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£8 per year



2050 goal: High quality drinking water

Continue to deliver clean and safe tap water

South West Water will need to spend £120m to meet these requirements for 2025-2030, and this will add £8 per year to the average household water bill.

Control and treat wastewater flows to protect homes and the environment

Legally required
No say

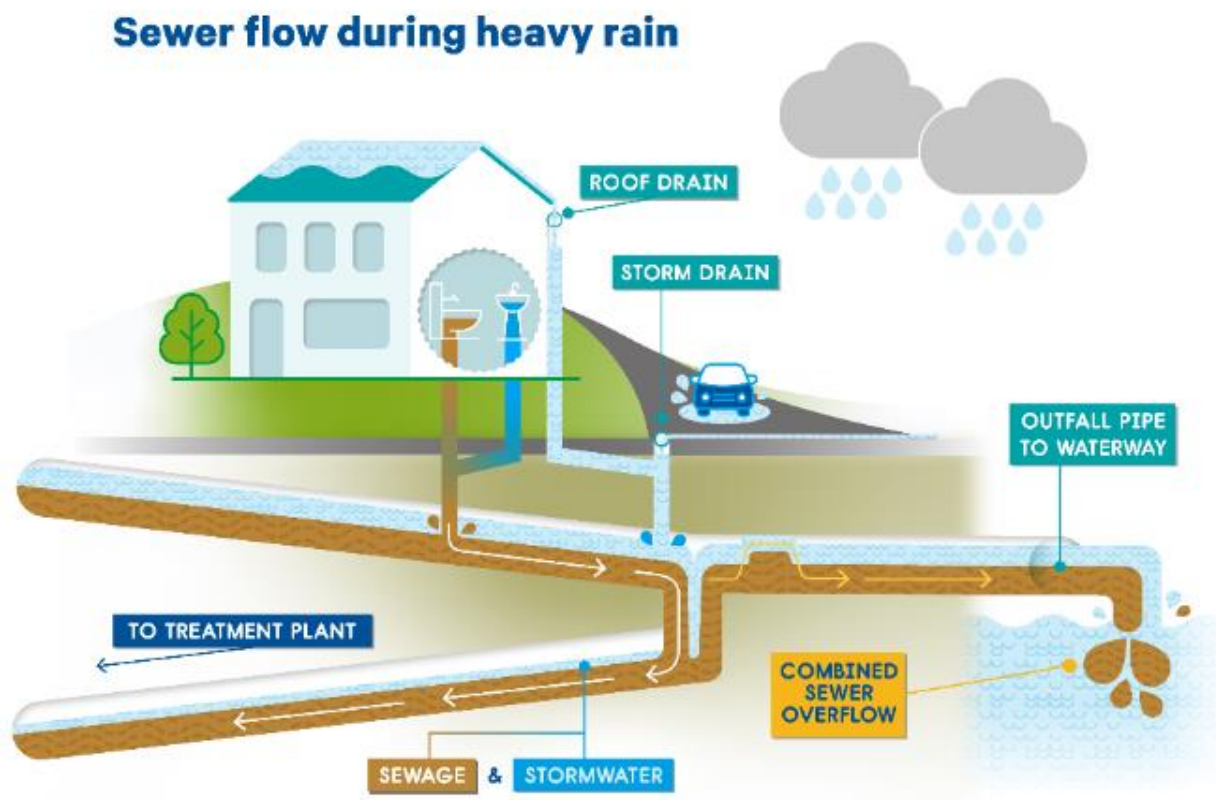
Reducing the number of sewage spills from overflows at 240 locations

£47 per year



2050 goal: For no more than 10 spills per annum from each storm overflow

South West Water will need to spend £673m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill



Control and treat wastewater flows to protect homes and the environment

Legally required
No say

Improve river water
quality and
monitoring

£29 per year



2050 goal: To restore the quality of rivers and coastal waters

South West Water will need to spend £406m to meet these requirements for 2025-2030, and this will add £29 per year to the average household water bill.

Boost biodiversity, nature recovery and protect the planet

Legally required
No say

Protect natural
resources

£5 per year



2050 goal: Doubling nature on South West Water sites

South West Water will need to spend £72m to meet these requirements for 2025-2030, and this will add £5 per year to the average household water bill.



How acceptable or unacceptable do you find these legally required investments?

Legally required / *must-do*

Reliable supply of water to customers, even during a drought

£14 per year

Continue to deliver clean and safe tap water

£8 per year

Reducing the number of sewage spills from overflows at 240 locations

£47 per year

Improve river water quality and monitoring

£29 per year

Protect natural resources



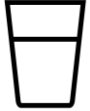









£5 per year

South West Water's proposed 5 year targets – your feedback on these

Must-do investments where there is little flexibility in when or how they are delivered

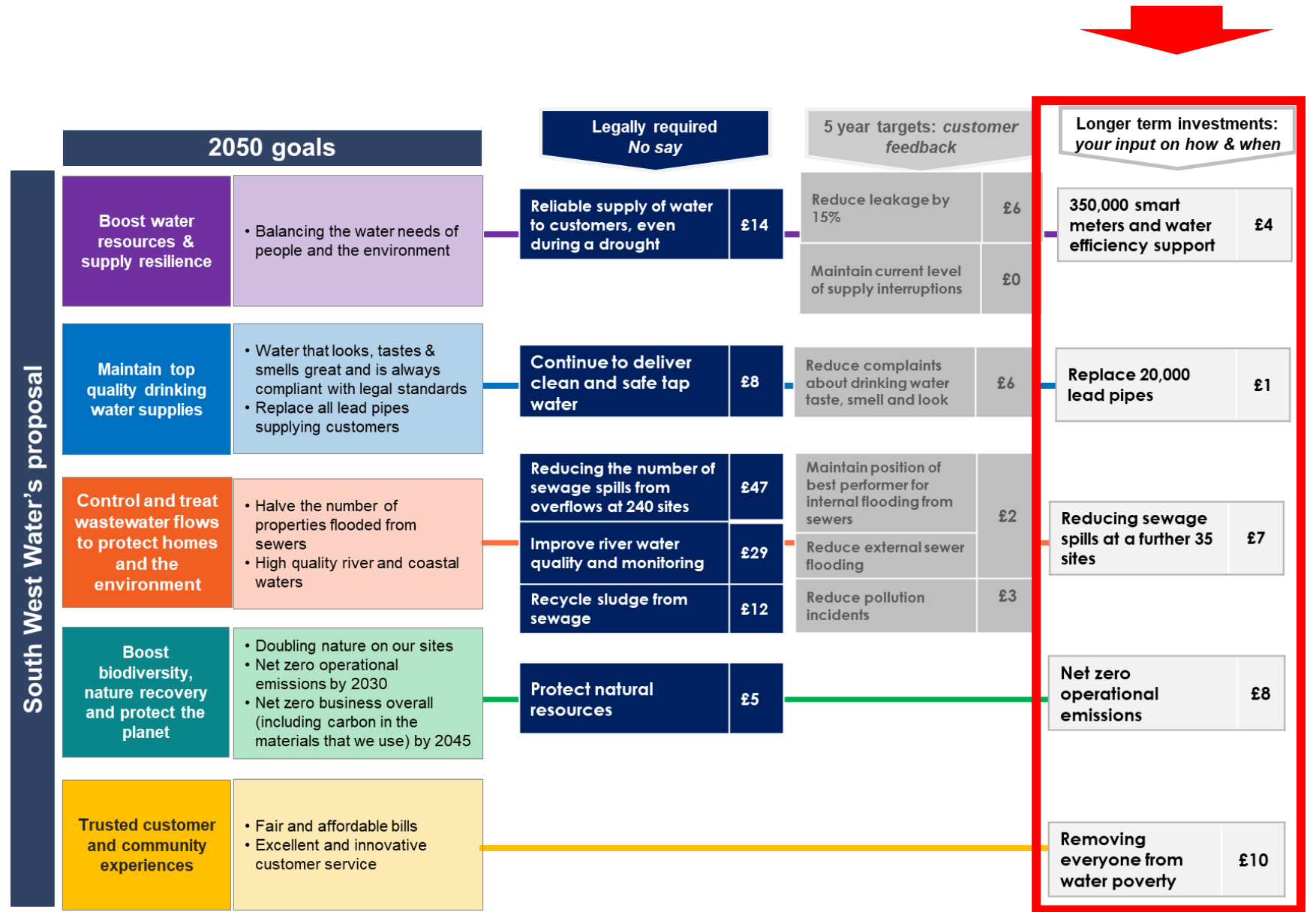


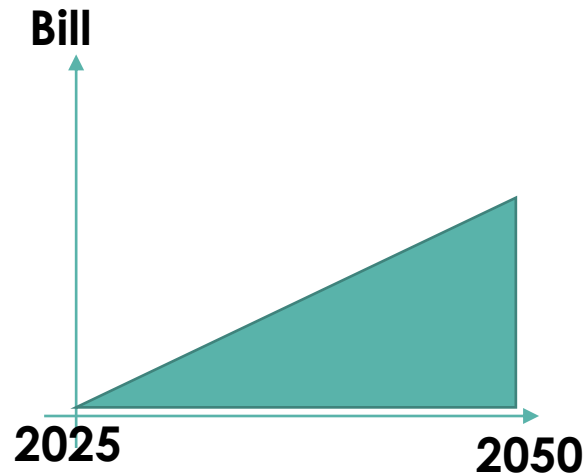
The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	What this will add to your bill
Supply interruptions		<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£0
Water Quality		<i>Contacts per 1,000 population</i>	1.6	1.3		1	£6
Internal sewer flooding		<i>Incidents per 10,000 connections</i>	1	1.34		1	} £5
External sewer flooding		<i>Incidents per 10,000 connections</i>	18	14		13	
Leakage		<i>Number of litres lost per property per day</i>	83.6	103.1		78	£6
Pollution		<i>Incidents per 10,000km of sewer</i>	86.8	19.5		16	£5

Longer term investments – your input on how and when they do these...

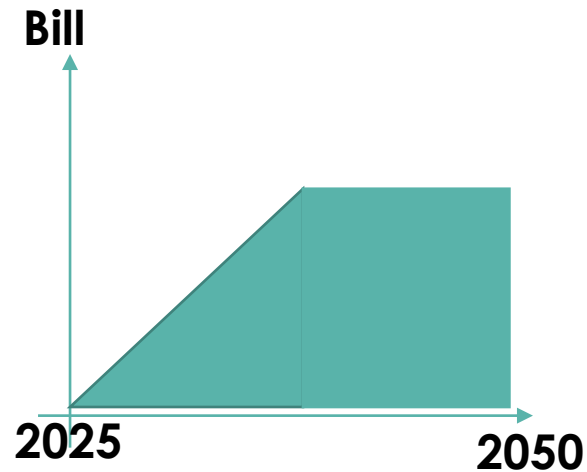
Components of the plan where there is more flexibility on how or when they are delivered





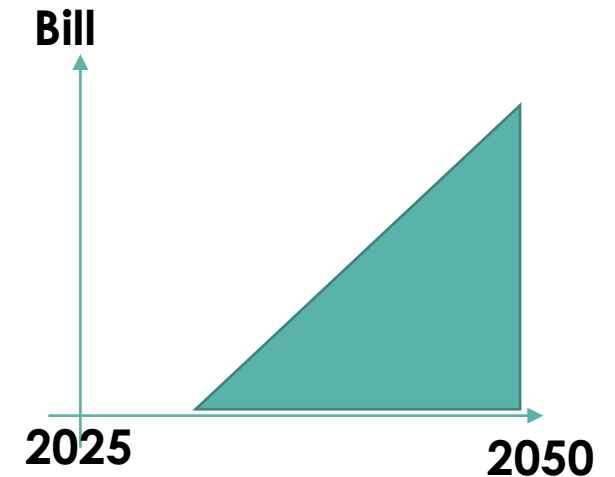
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*





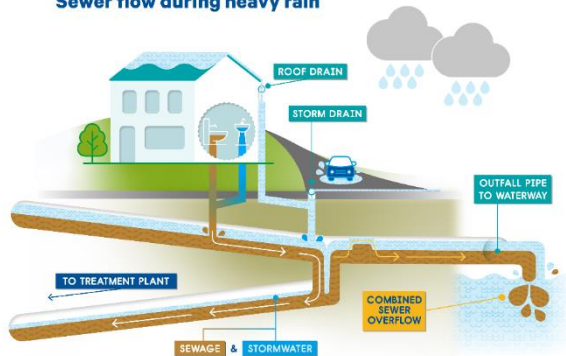
2050 goal: No more than 10 spills from each storm overflow site

Longer term investments
You decide

Reducing the use of storm overflows in a further 35 locations

£7 by 2030

Sewer flow during heavy rain



Proposal for addressing storm overflows

- Build on existing 'Water Fit' programme which is investing £330m to reduce storm overflows by 2025
- Go beyond the legal minimum by addressing an additional 35 sites by 2030
- Use a mix of solutions such as larger sewers, sustainable drainage systems to slow down rainwater including natural solutions such as ponds, extra storage tanks and disconnecting rainwater flows into some sewers.

South West Water proposes to spend £100m on tackling storm overflows at a further 35 locations and this would add £7 to the average household by 2030.

Control and treat wastewater flows to protect homes and the environment

Longer term investments
You decide

Reducing the use of storm overflows

£49 by 2030

A is the proposed plan: 275 sites by 2030

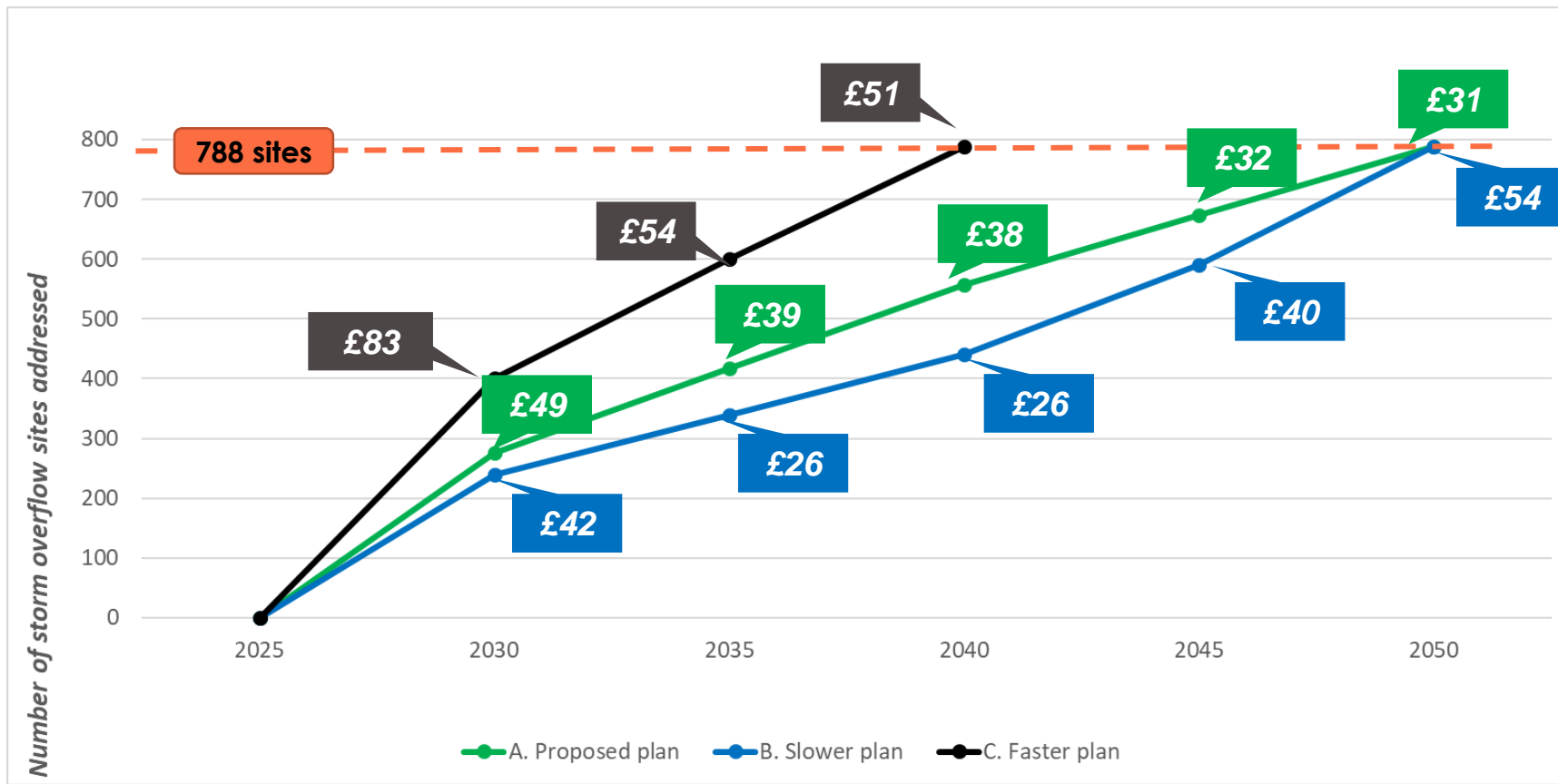
B is the slower plan: 240 sites by 2030

C is the faster plan: 400 sites by 2030

The long term ambition is ensure that there are no more than 10 spills from each storm overflow site which means addressing 788 sites by 2050

How would you like South West Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period





2050 goal: Replace 90,000 lead pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£1 by 2030

Proposal for replacing lead pipes

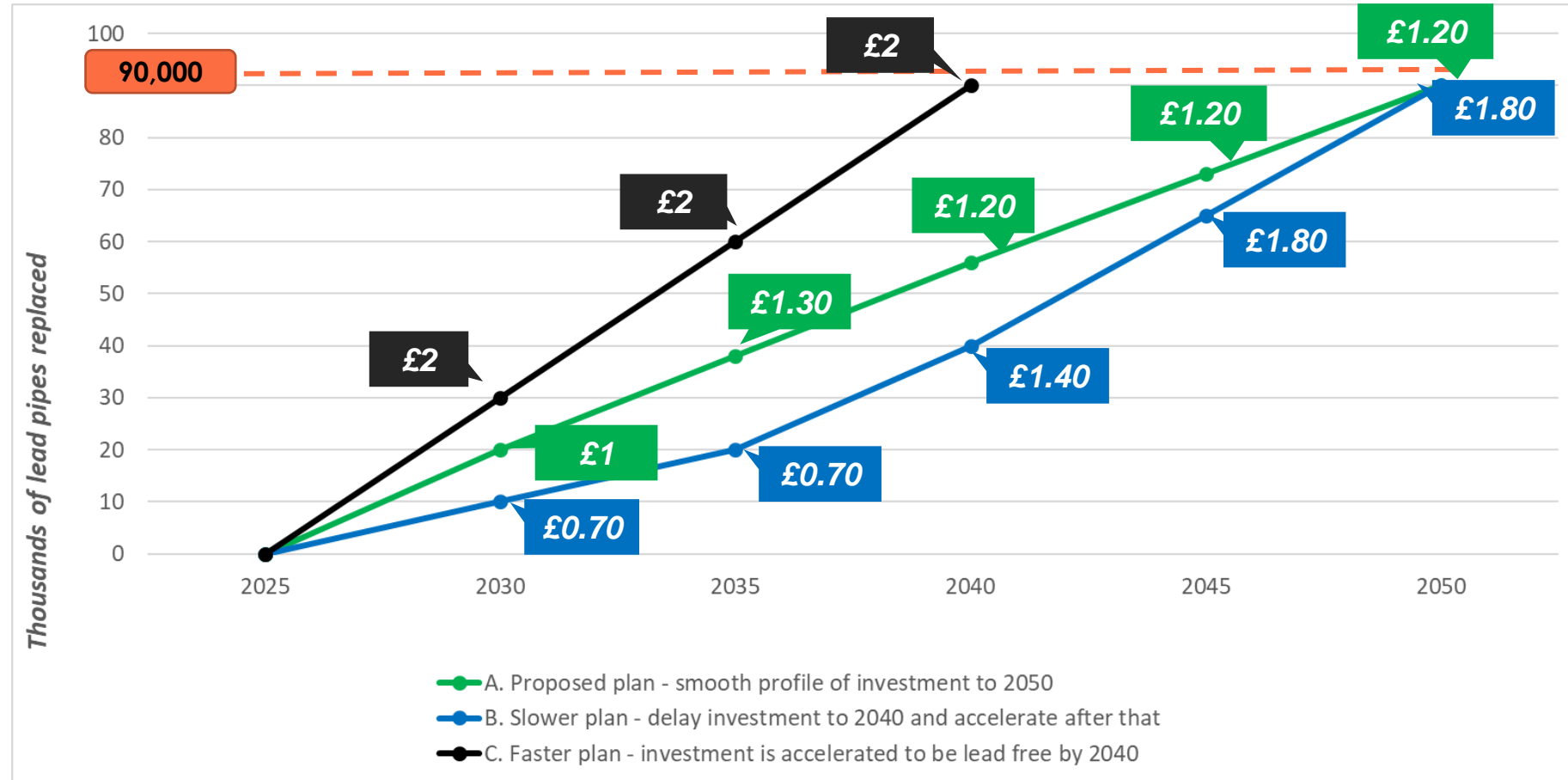
- Replace 20,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

South West Water plans to spend £20 million to replace 20,000 lead pipes by 2030. This would add £1 to the average bill by 2030.

The long term ambition is to replace 90,000 lead pipes by 2050

How would you like South West Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Replacing lead pipes

£1 by 2030

A is the proposed plan

B is the slower plan

C is the faster plan

Discretionary investments
You decide

Removing everyone
from water poverty

£10 by 2030



2050 goal: Zero water poverty – no one spending more than 5% of their disposable income on their combined water and sewerage bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £10 as a cross subsidy to customers less able to pay.

In additional, South West Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy
- Sponsoring community projects

With rising bills, 100,000 additional households will be in water poverty. SouthWest Water plans to support all these additional households.

How would you like South West Water to pace this investment?

Discretionary investments
You decide

Removing everyone from water poverty

£10 by 2030



A is the proposed plan

B is the low cost plan

C would include the 'just about managing'



2035 target: Installing 1,000,000 smart meters by 2035 so that every customer has a smart meter.

Longer term investments
You decide

Installing smart
meters

£4

Proposal for installing smart meters

- Install 350,000 smart meters between 2025 and 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

South West Water plans to spend £56 million to install 350,000 smart meters by 2030. This would add £4 to the average bill by 2030.

Boosting water resources & supply resilience

The long term ambition is to install 1,000,000 smart meters by 2035 so that every household has a smart meter

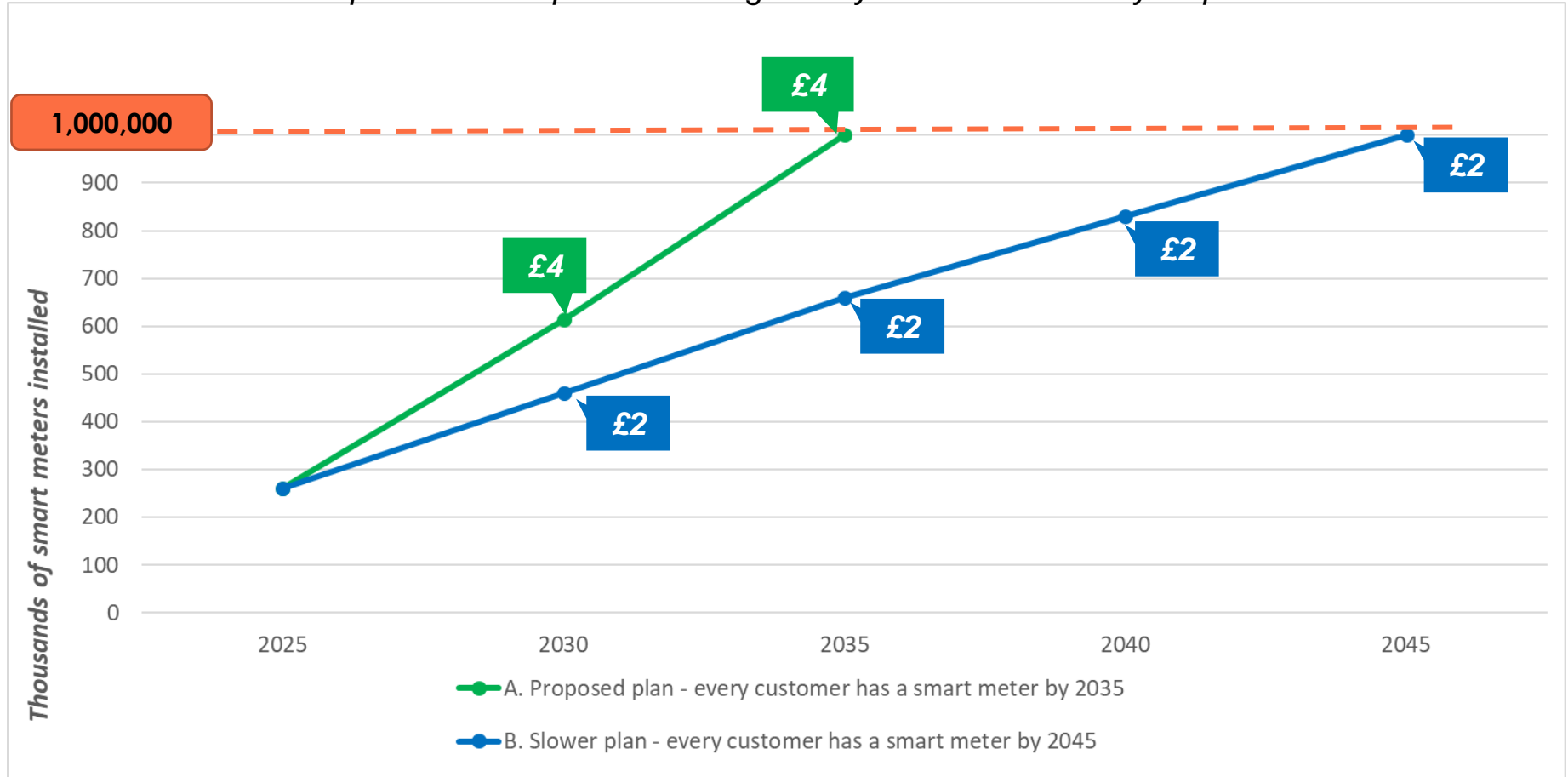
How would you like South West Water to pace this investment?

Longer term investments
You decide

Installing smart meters

£4 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the slower plan

Longer term investments
You decide

**Net zero operational
emissions**

£8 by 2030



2050 goal: The long term ambition is to reach net zero operational emissions by 2030 and net zero including carbon in materials used by 2045

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by South West Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until South West Water can further reduce its own emissions

South West Water proposes to spend £195m on making all operations net zero, and this would add £8 to the average bill by 2030.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

How would you like South West Water to pace this investment?

Longer term investments
You decide

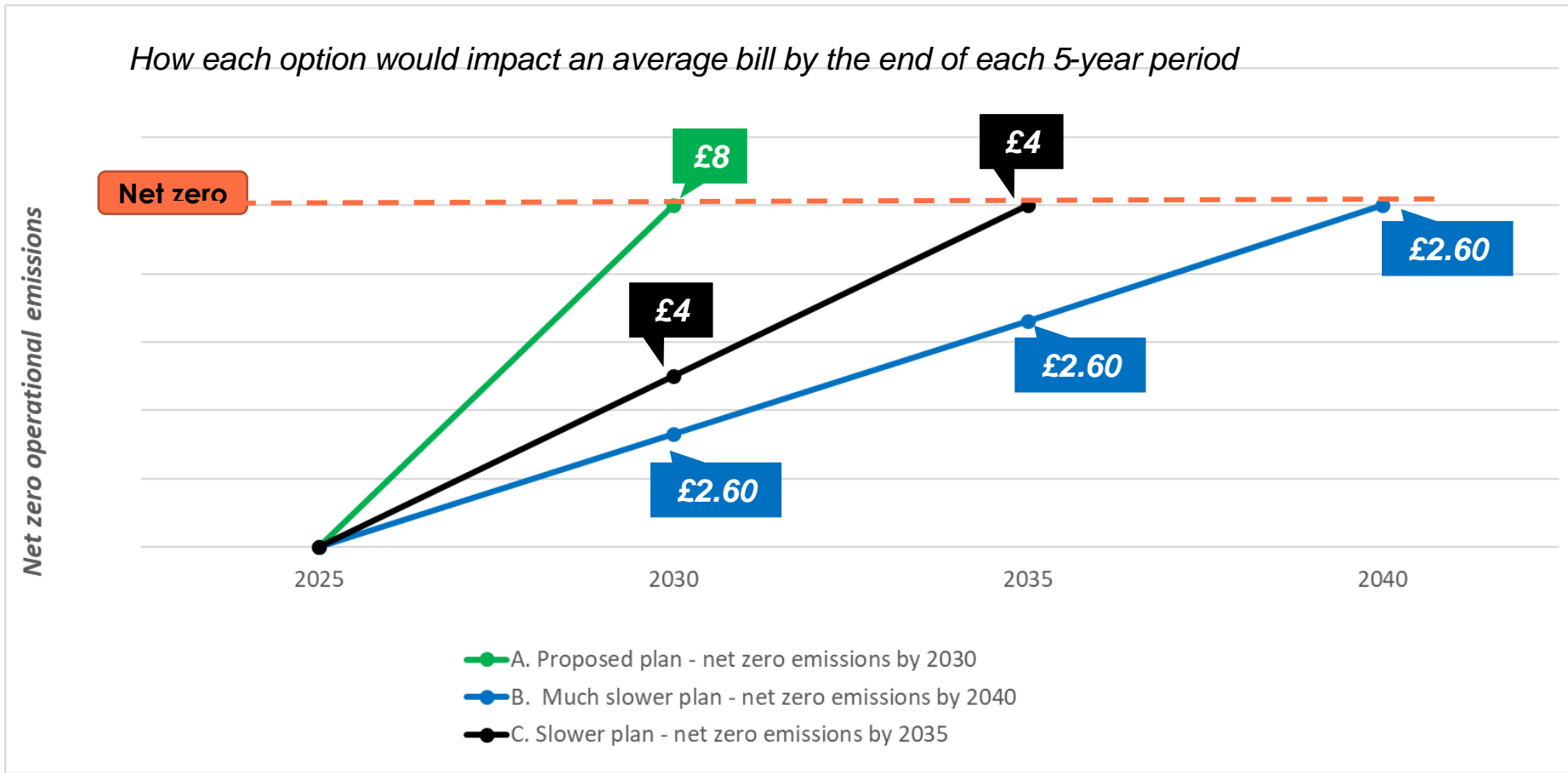
Net zero operational emissions

£8 by 2030

A is the proposed plan: net zero by 2030

B is the much slower plan: net zero by 2035

C achieves net zero by 2040

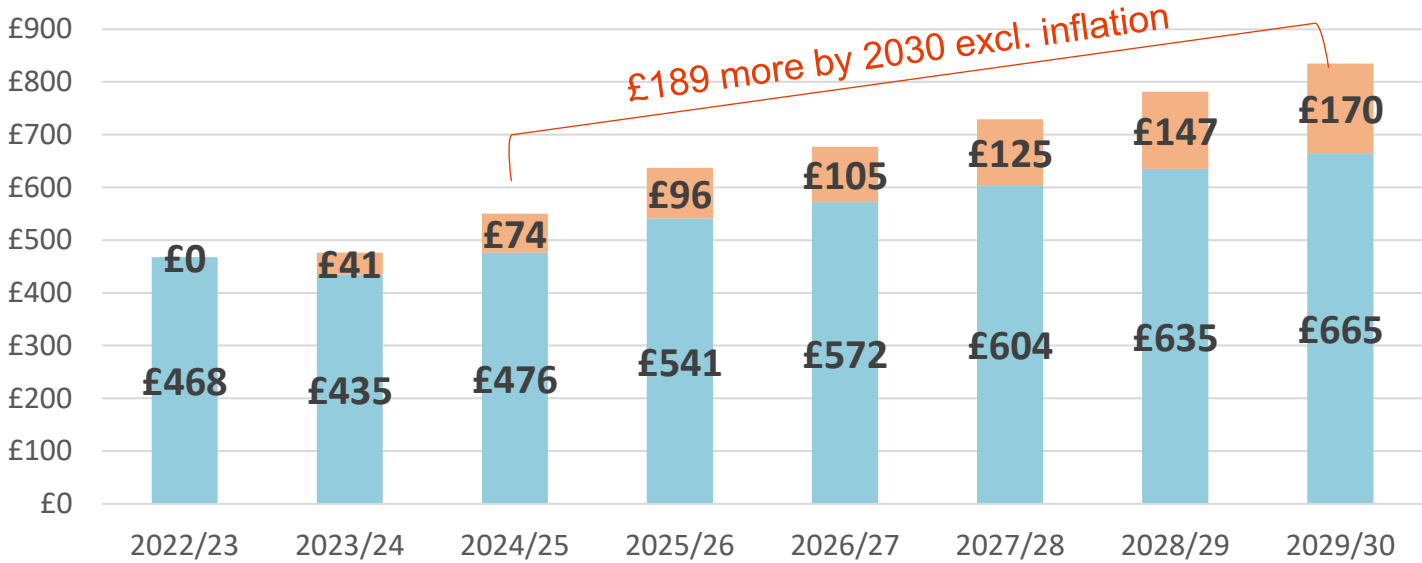


1

Proposed plan

This is South West Water’s proposed plan and includes extra work over an above what they are required by law by 2030 to progress towards longer term requirements and goals

Future bill proposals and inflation from 2025-30



‘Must-do’ business plan

Longer term investments:
your input on how & when

2050 goals

Boost water resources & supply resilience

- Balancing the water needs of people and the environment

Maintain top quality drinking water supplies

- Water that looks, tastes & smells great and is always compliant with legal standards
- Replace all lead pipes supplying customers

Control and treat wastewater flows to protect homes and the environment

- Halve the number of properties flooded from sewers
- High quality river and coastal waters

Boost biodiversity, nature recovery and protect the planet

- Doubling nature on our sites
- Net zero operational emissions by 2030
- Net zero business overall (including carbon in the materials that we use) by 2045

Trusted customer and community experiences

- Fair and affordable bills
- Excellent and innovative customer service

Every customer a smart meter by 2045

£2

Replace 10,000 lead pipes

£0.70

Reducing sewage spills at a further 35 locations

£0

Net zero operational emissions by 2035

£2.60

Removing everyone from water poverty by 2035

£0

There are 5 areas where South West Water can reduce the cost of the plan

Slower smart meter rollout. Aim to install smart meters for all customers by 2045 (not 2035)

It could reduce **lead pipe replacement** from 20,000 to 10,000 by 2030

It could limit its plans to the statutory minimum for storm overflow sites, meaning that 35 high priority sites will be deferred to after 2035

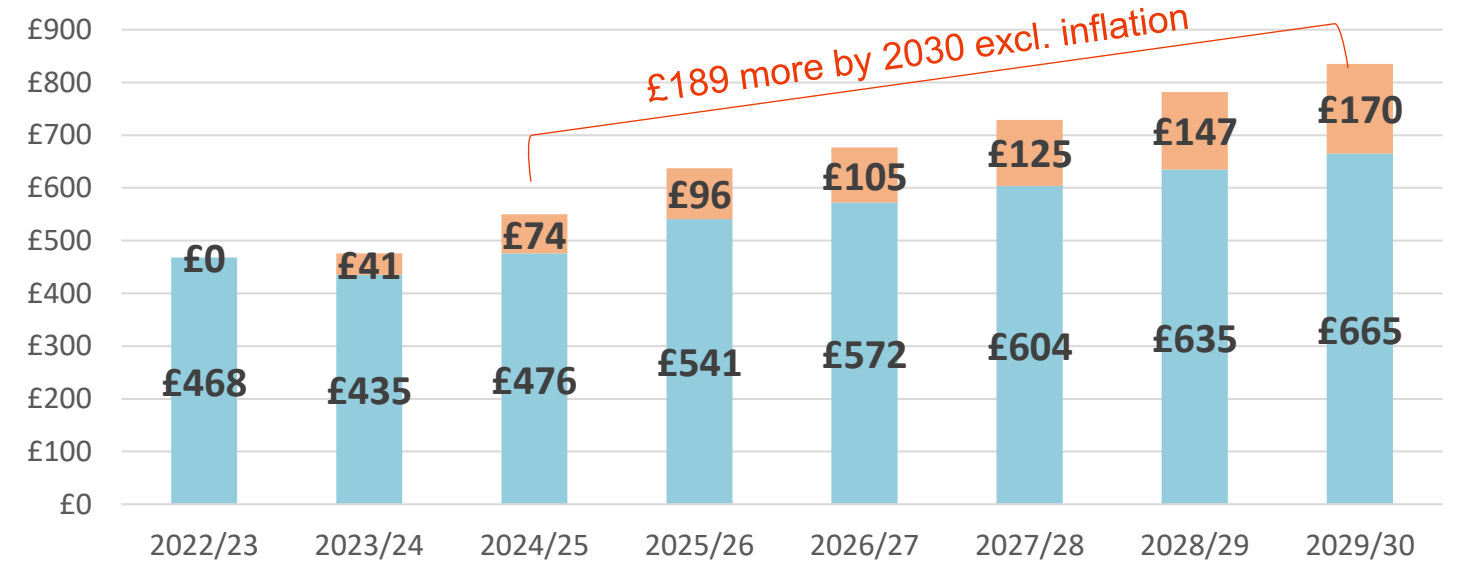
Net zero emissions. Aim to have net zero operational emissions by 2040 (not 2030)

Removing everyone from water poverty. Around 100,000 households remain in water poverty between 2023 and 2030

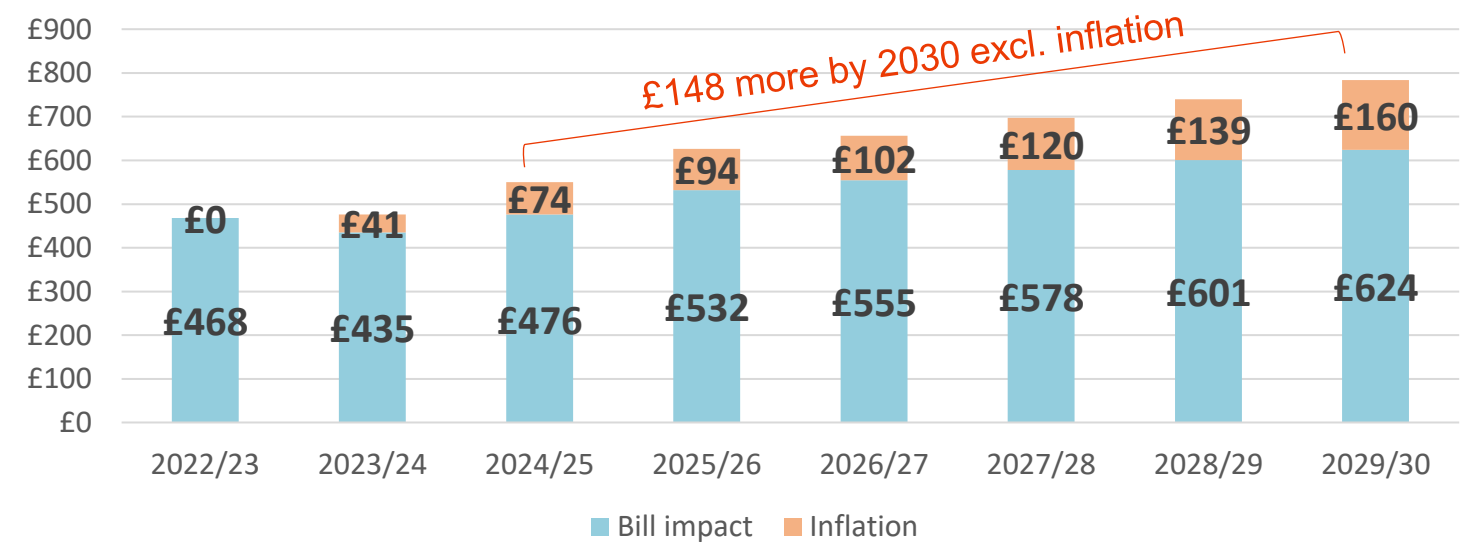
- 1** Proposed plan includes
- ✓ 350k smart meters by 2035
 - ✓ 20k lead pipes replaced by 2030
 - ✓ 275 sites protected from sewage spills by 2030
 - ✓ Net zero by 2030
 - ✓ Ending water poverty by 2030

- 2** Must do' plan includes
- ✓ 350k smart meters by 2045
 - ✓ 10k lead pipes replaced by 2030
 - ✓ 240 sites protected from sewage spills by 2030
 - ✓ Net zero by 2040
 - ✓ 100k households remain in water poverty until 2030

Future bill proposals and inflation from 2025-30



Least cost plan and inflation from 2025-30



■ Bill impact ■ Inflation

9. Wrap-up including the post-task





BLUE MARBLE

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Water bills change each in year in line with inflation

Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.

- If your household income keeps up with inflation (increases at the same rate), then you are likely to notice little difference in what you are paying for things.
- If inflation increases by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.



2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
---	--

Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
--	---

Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
---	---

Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

**Legally required
No say**

5 year targets: customer feedback

**Longer term investments:
your input on how & when**

Reliable supply of water to customers, even during a drought	£14
---	------------

Reduce leakage by 15%	£6
Maintain current level of supply interruptions	£0

350,000 smart meters and water efficiency support	£2
--	-----------

Continue to deliver clean and safe tap water	£8
---	-----------

Reduce complaints about drinking water taste, smell and look	£6
--	----

Replace 20,000 lead pipes	£0.70
----------------------------------	--------------

Reducing the number of sewage spills from overflows at 240 sites	£42
---	------------

Maintain position of best performer for internal flooding from sewers	£2
---	----

Improve river water quality and monitoring	£29
---	------------

Reduce external sewer flooding	£0
--------------------------------	----

Reducing sewage spills at a further 35 sites	£0
---	-----------

Recycle sludge from sewage	£12
-----------------------------------	------------

Reduce pollution incidents	£3
----------------------------	----

Protect natural resources	£5
----------------------------------	-----------

Net zero operational emissions	£2.60
---------------------------------------	--------------

Removing everyone from water poverty	£0
---	-----------

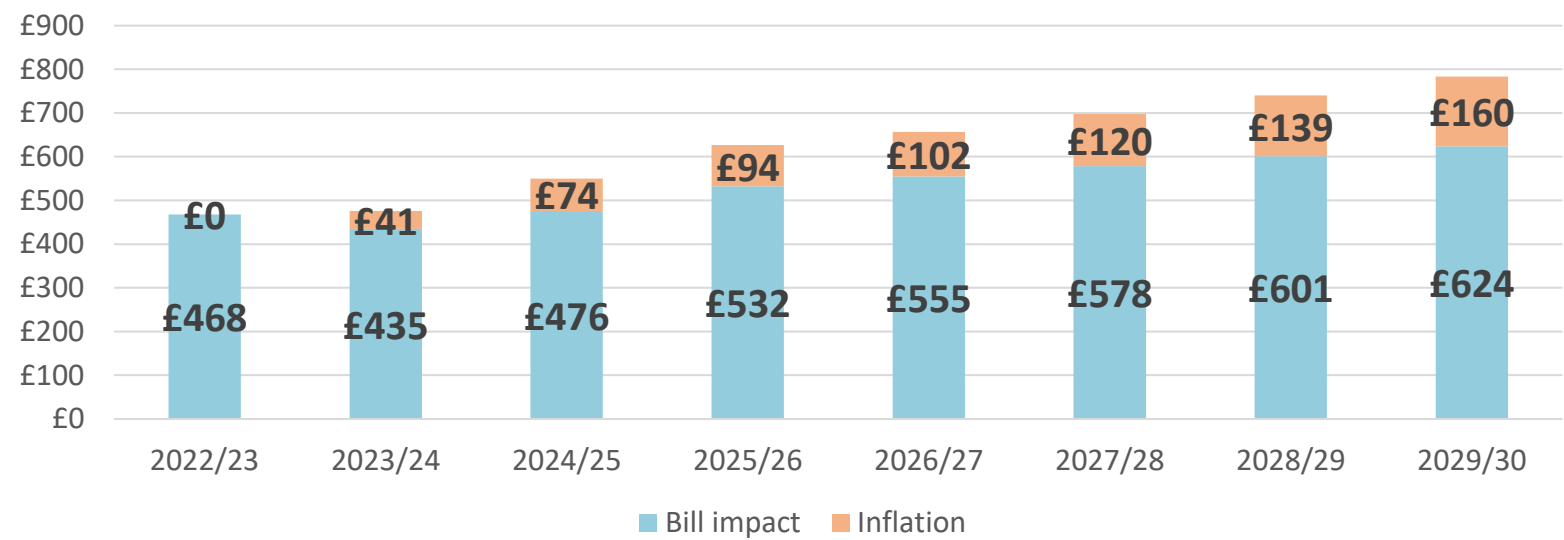
2

Must do' plan

This plan allows South West Water to carry out the work that it is required to do by law

Also the **least cost** plan

Least cost plan and inflation from 2025-30



PART ONE

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The research event will involve discussing future investment plans for South West Water

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Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





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The investment figures stated in this research cover both regions



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset

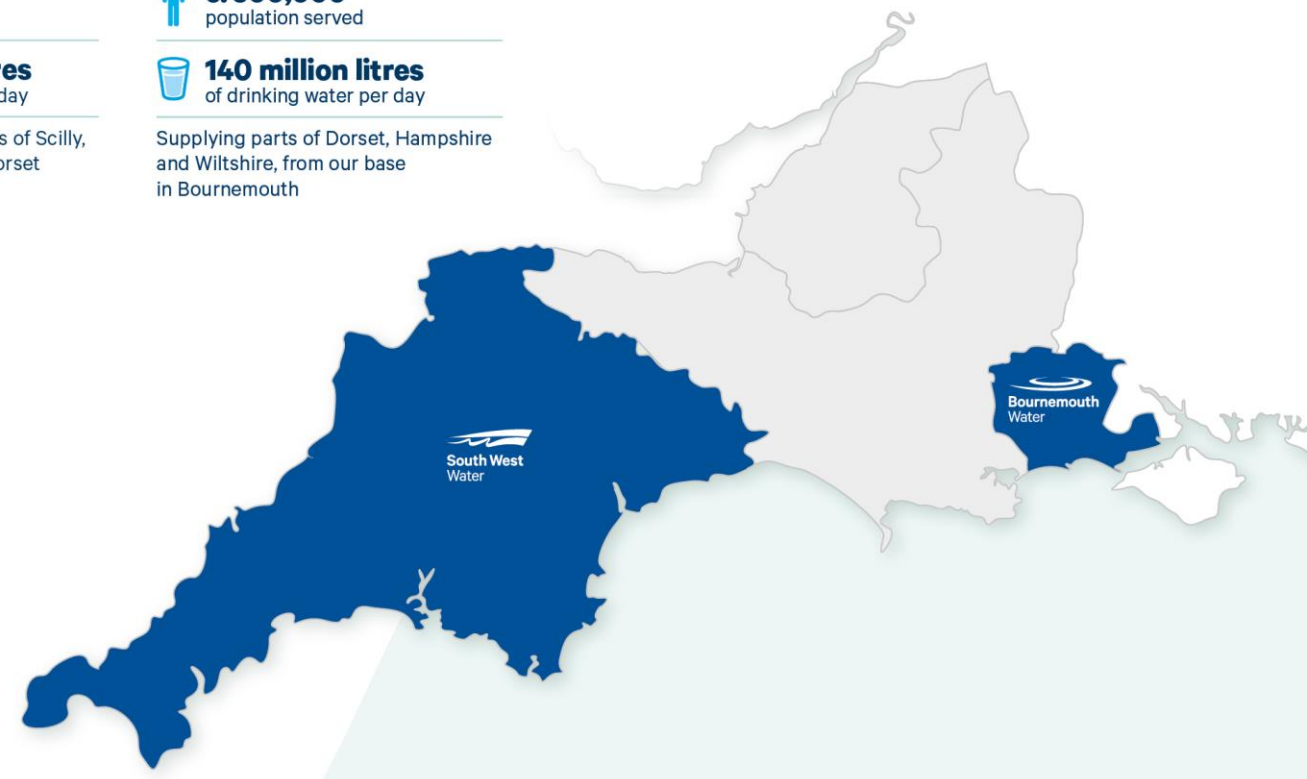


water services

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Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

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One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



Wastewater services



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally



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Water quality
monitored by Drinking
Water Inspectorate

Satisfaction
monitored by Ofwat

Activities monitored
by Environment
Agency

7.
Customer services and billing
services are combined. These are
based locally Bills set by Ofwat

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

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We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

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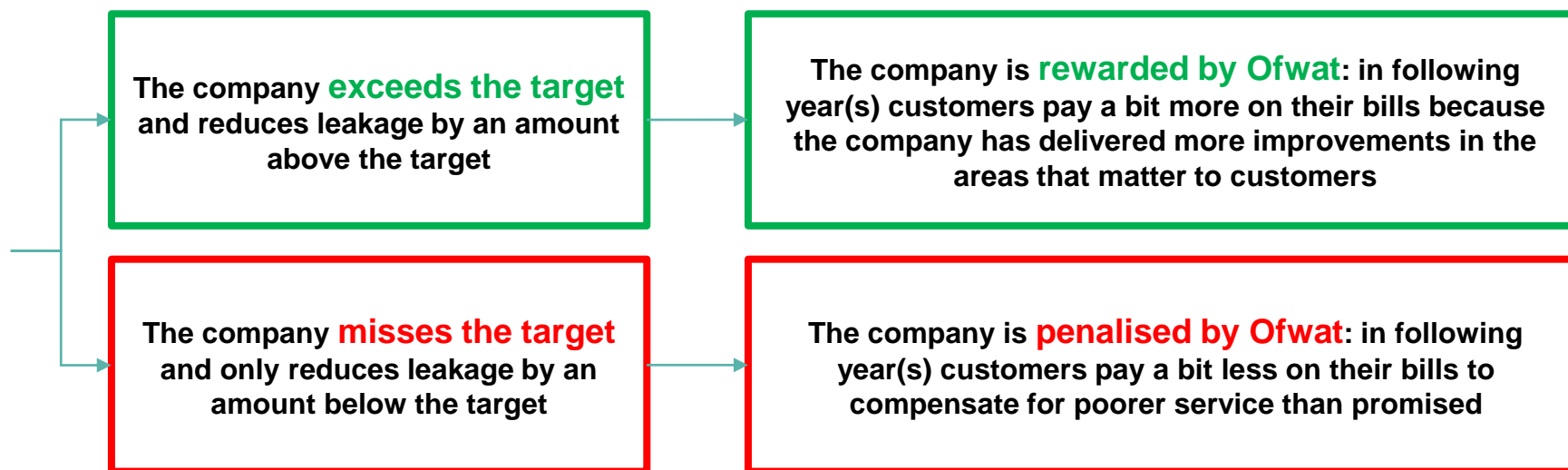
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





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PART TWO

Next we are showing you how South West Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
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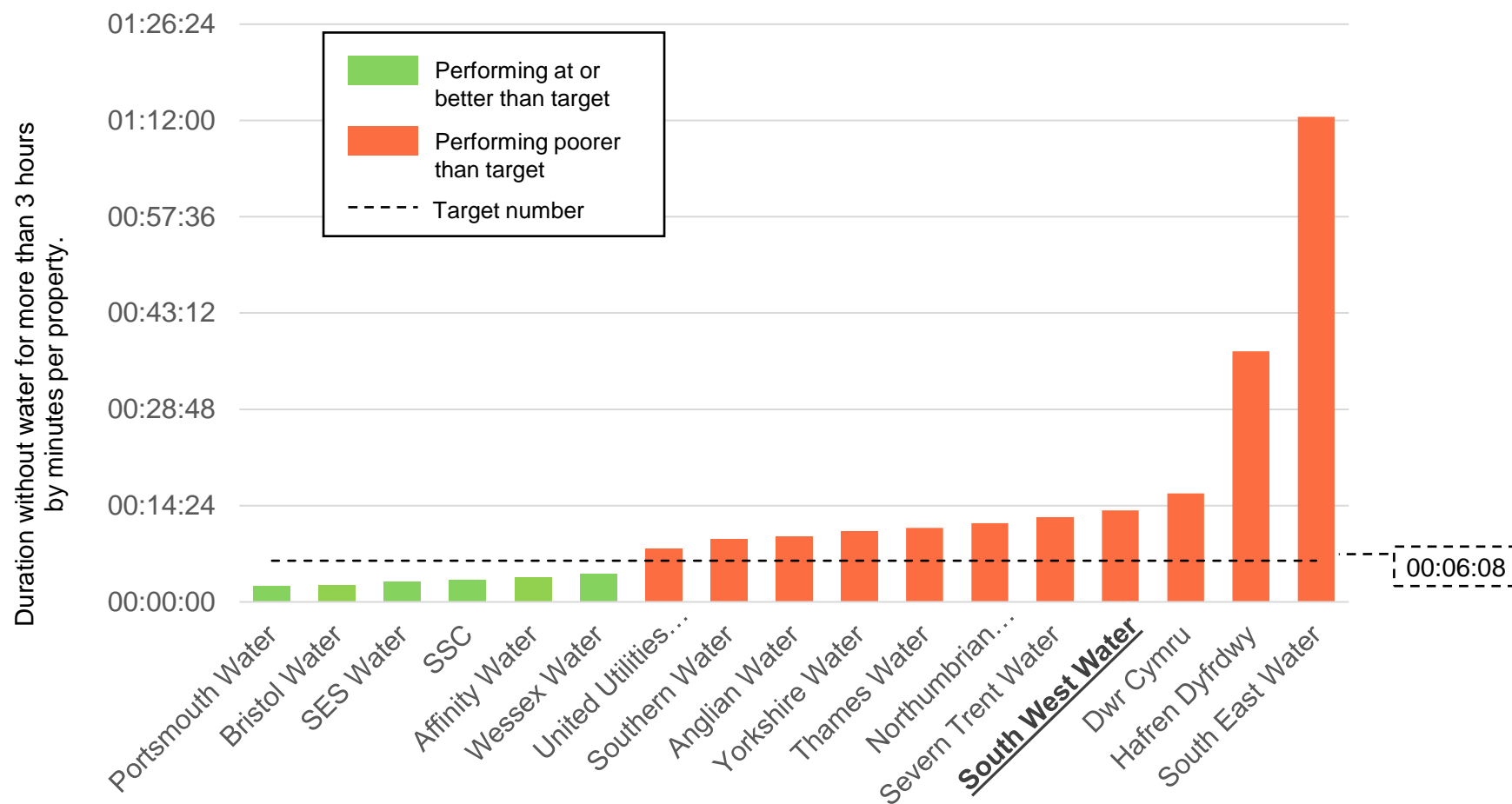
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

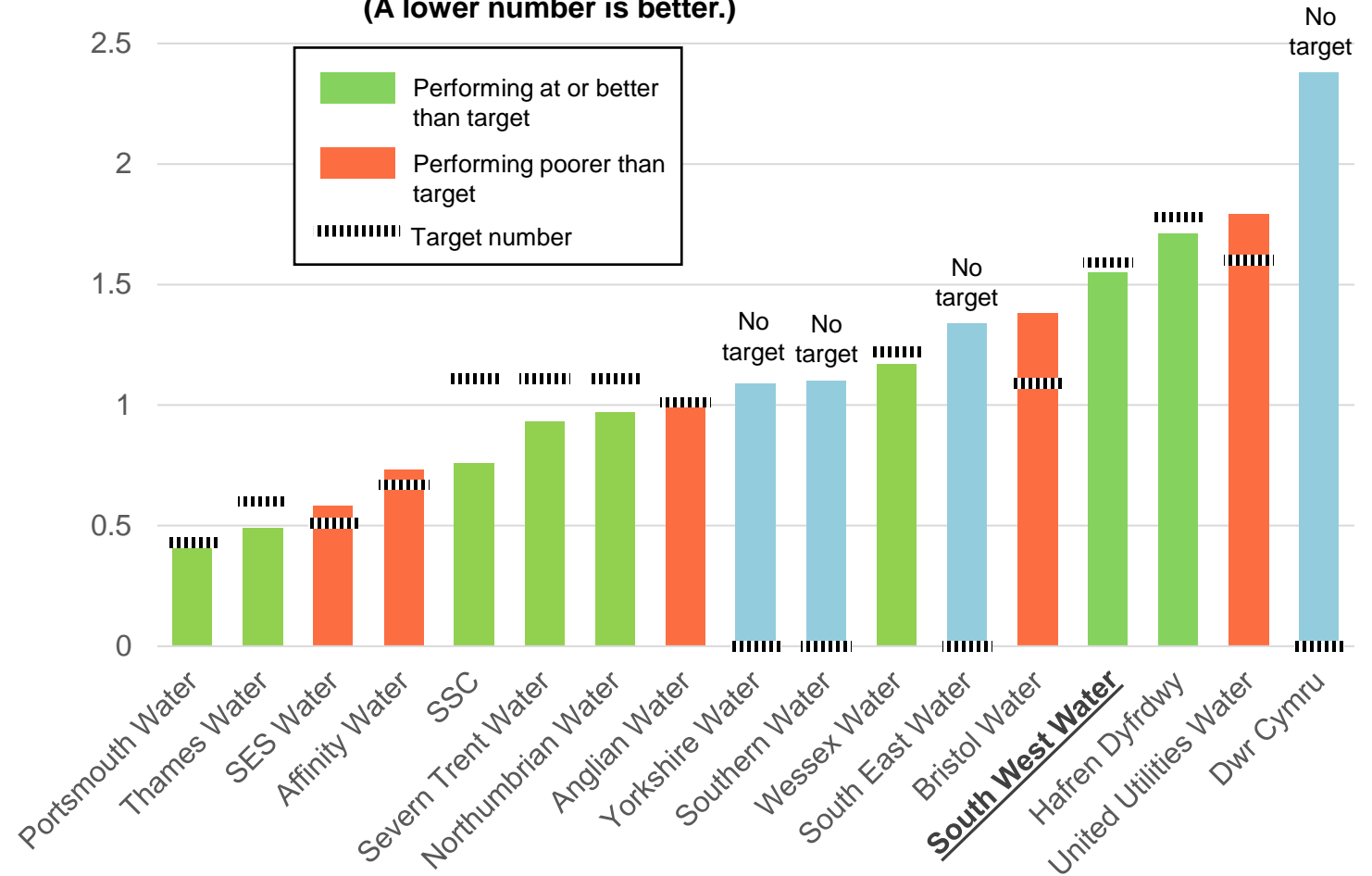
Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

Number of customer contacts received regarding incidents, per 1,000 properties.



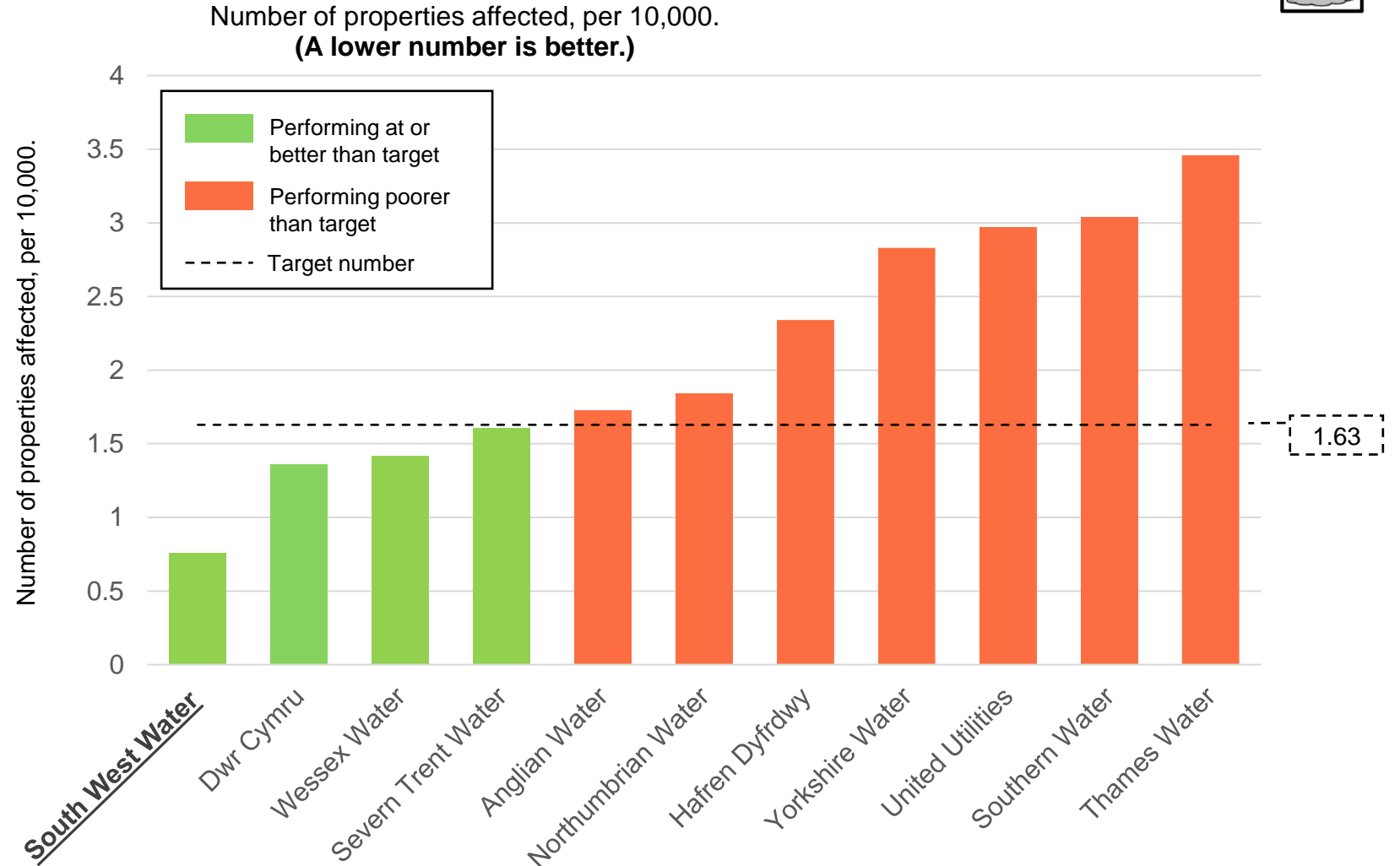
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

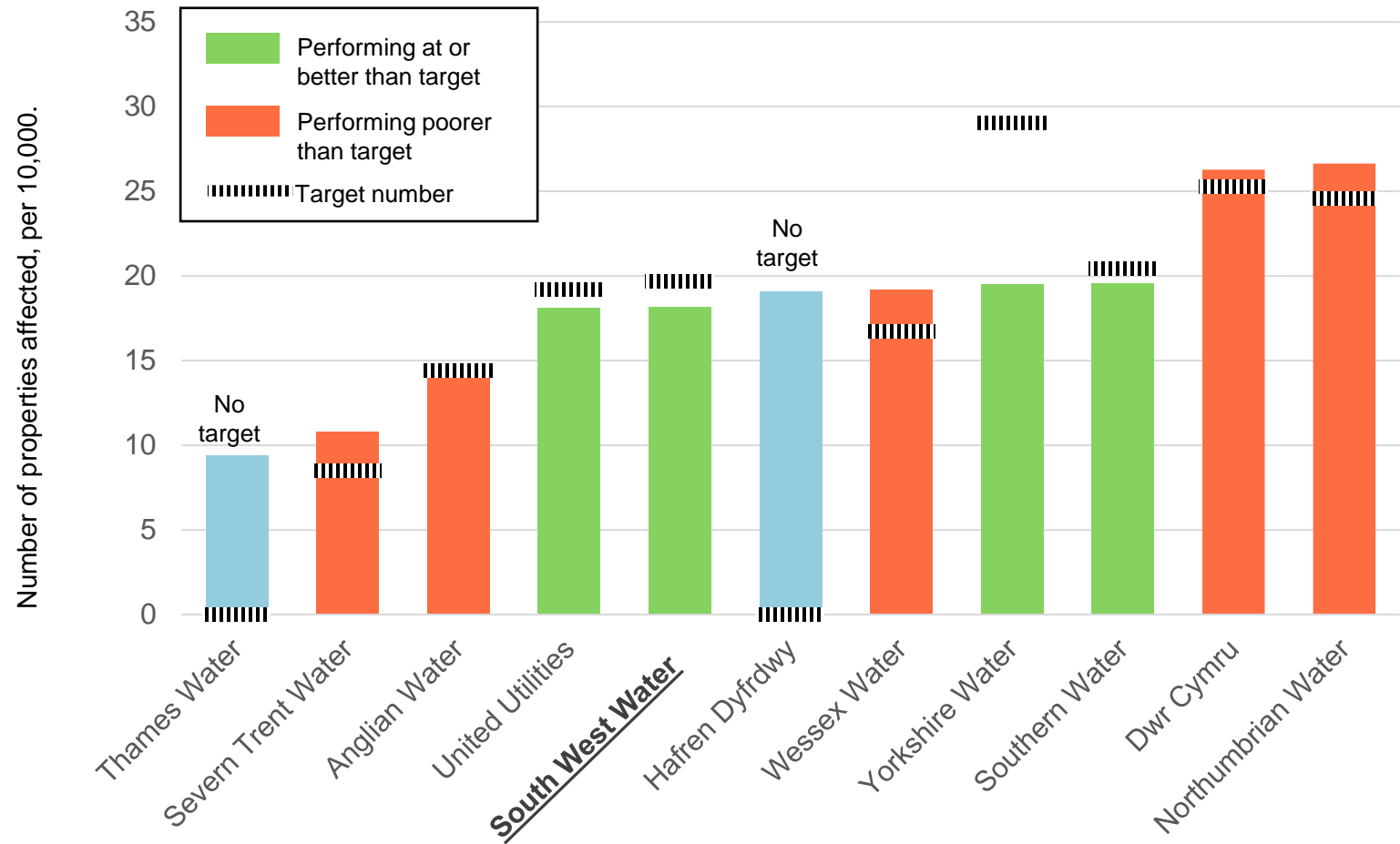
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.



Number of properties affected, per 10,000.
(A lower number is better.)



Reducing leaks



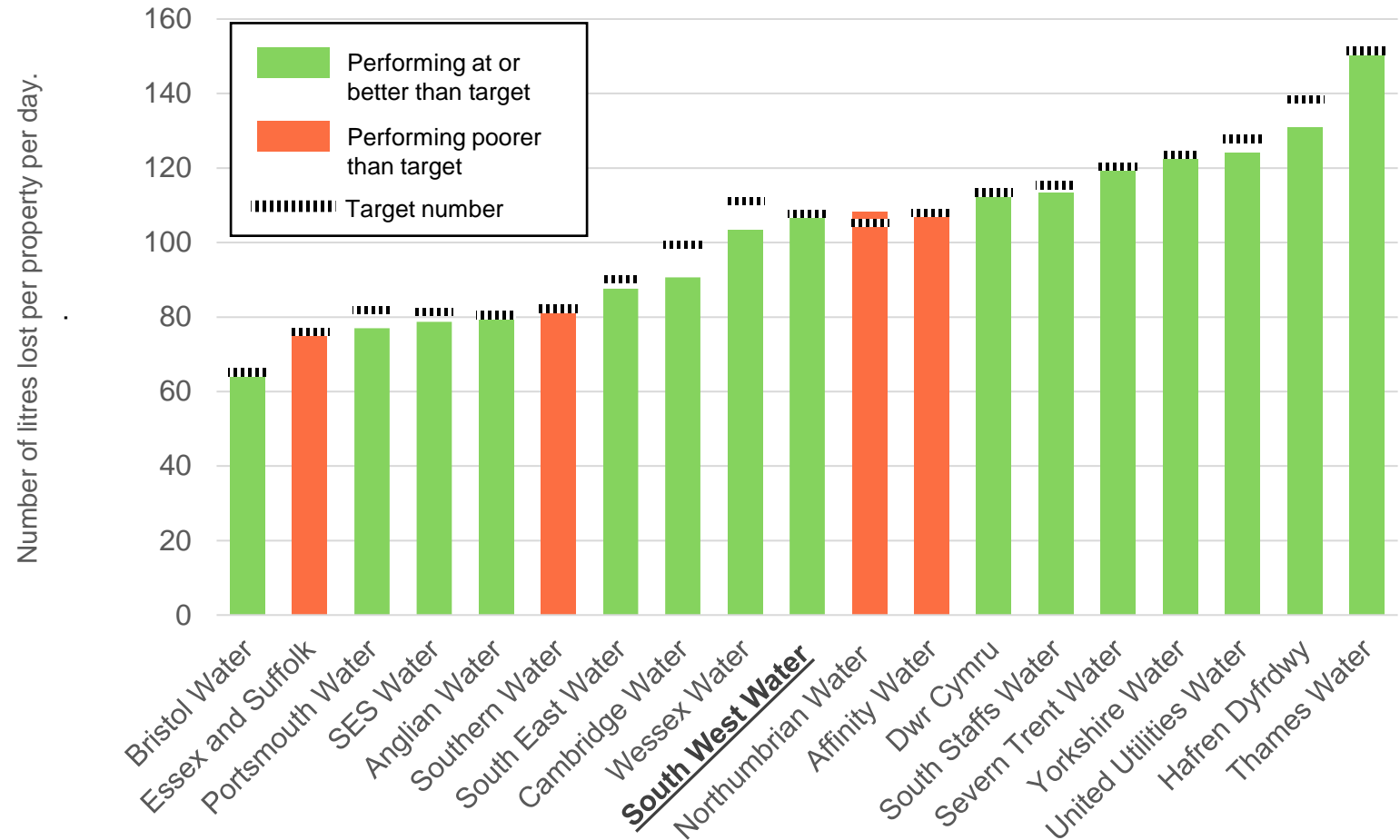
Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.

Number of litres lost per property per day.
(A lower number is better.)



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

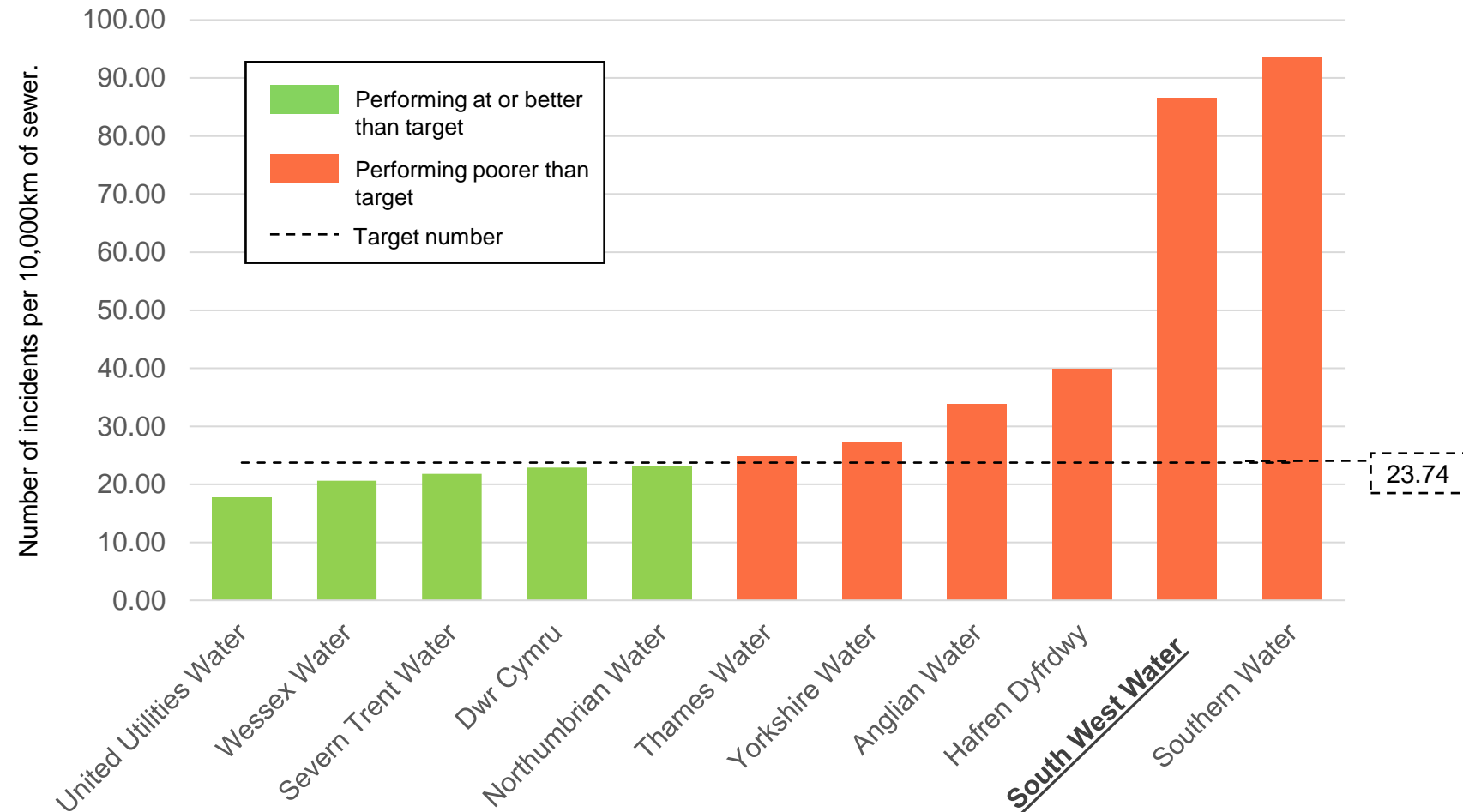
Company performance against target.
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Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

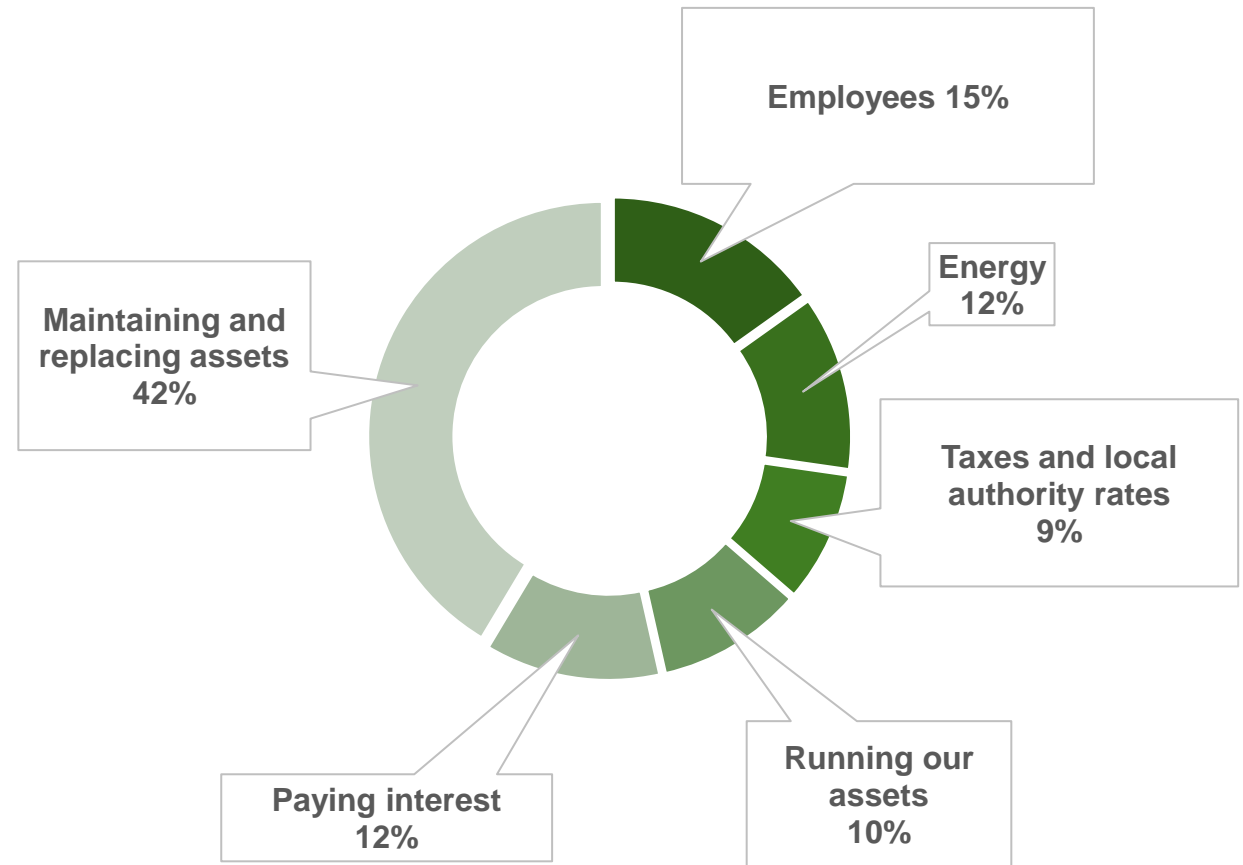
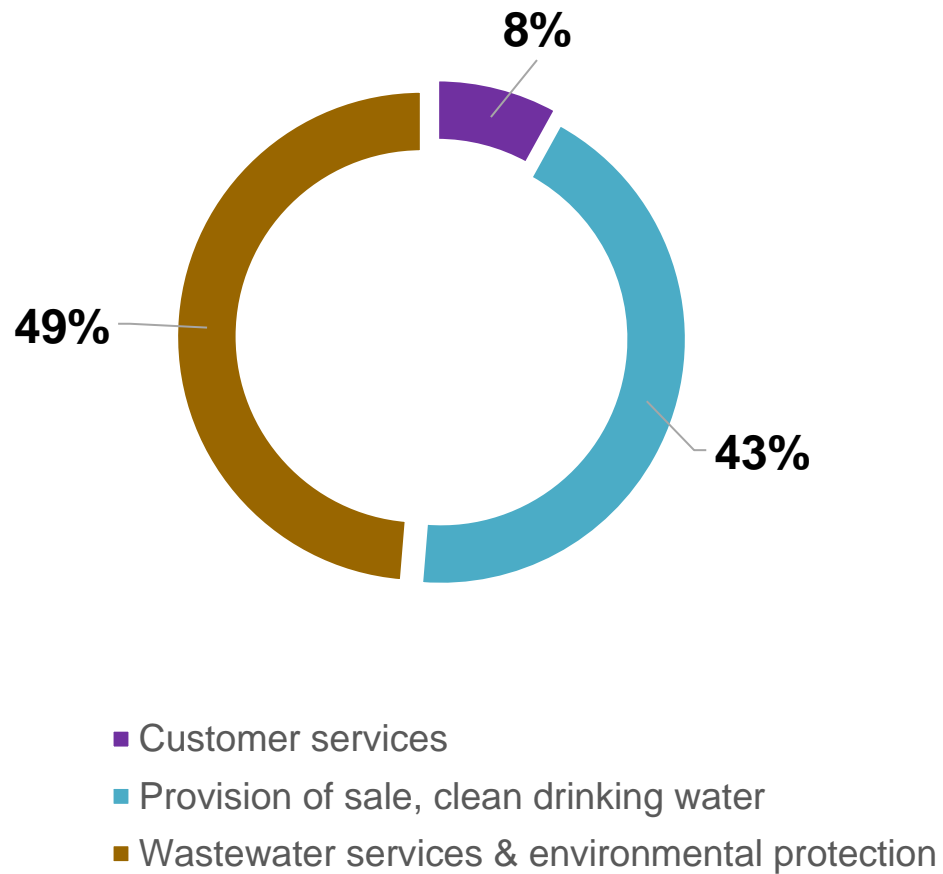


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

What service this money supports



PART THREE

Finally we are showing you a headline summary of Bournemouth Water and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines South West Water's proposed investment plans for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

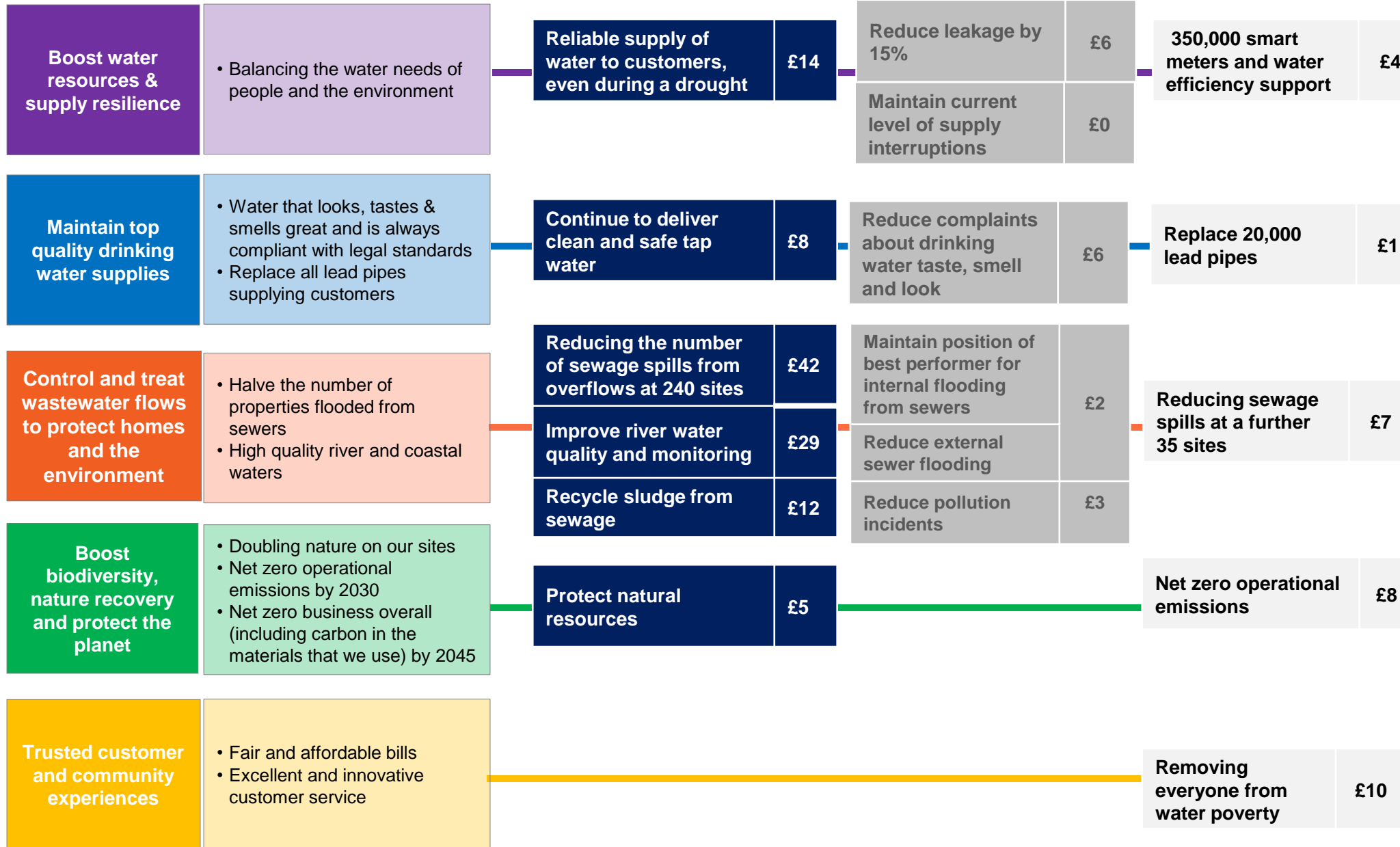
Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when



What will it mean for bills?

This proposed plan will have an impact on customers' bills.



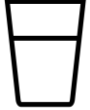









The average bill will increase by **£7/month** by 2030.

This breaks down as:

- **£2.25** to meet the investment required by the regulators (*the blue and grey investments*)
- **£2.08** to meet the investments we propose over and above this (*the white investments*)
- **£2.67** to meet projected inflation

South West Water proposes an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	<u>What this will add</u> <u>to your bill</u>
Supply interruptions		<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£0
Water Quality		<i>Contacts per 1,000 population</i>	1.6	1.33		1	£6
Internal sewer flooding		<i>Incidents per 10,000 connections</i>	1	1.34		1	} £5
External sewer flooding		<i>Incidents per 10,000 connections</i>	18	14		13	
Leakage		<i>Number of litres lost per property per day</i>	83.6	103.1		78	£6
Pollution		<i>Incidents per 10,000km of sewer</i>	22	19.5		16	£5

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/jHiJqV6Qk9>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

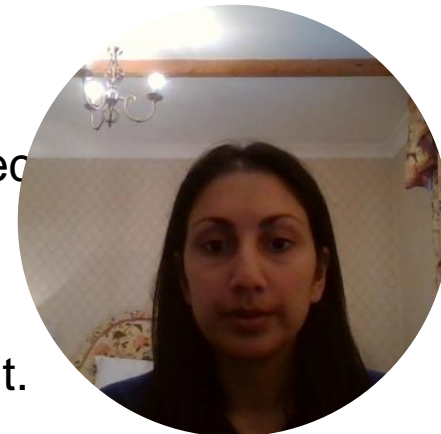
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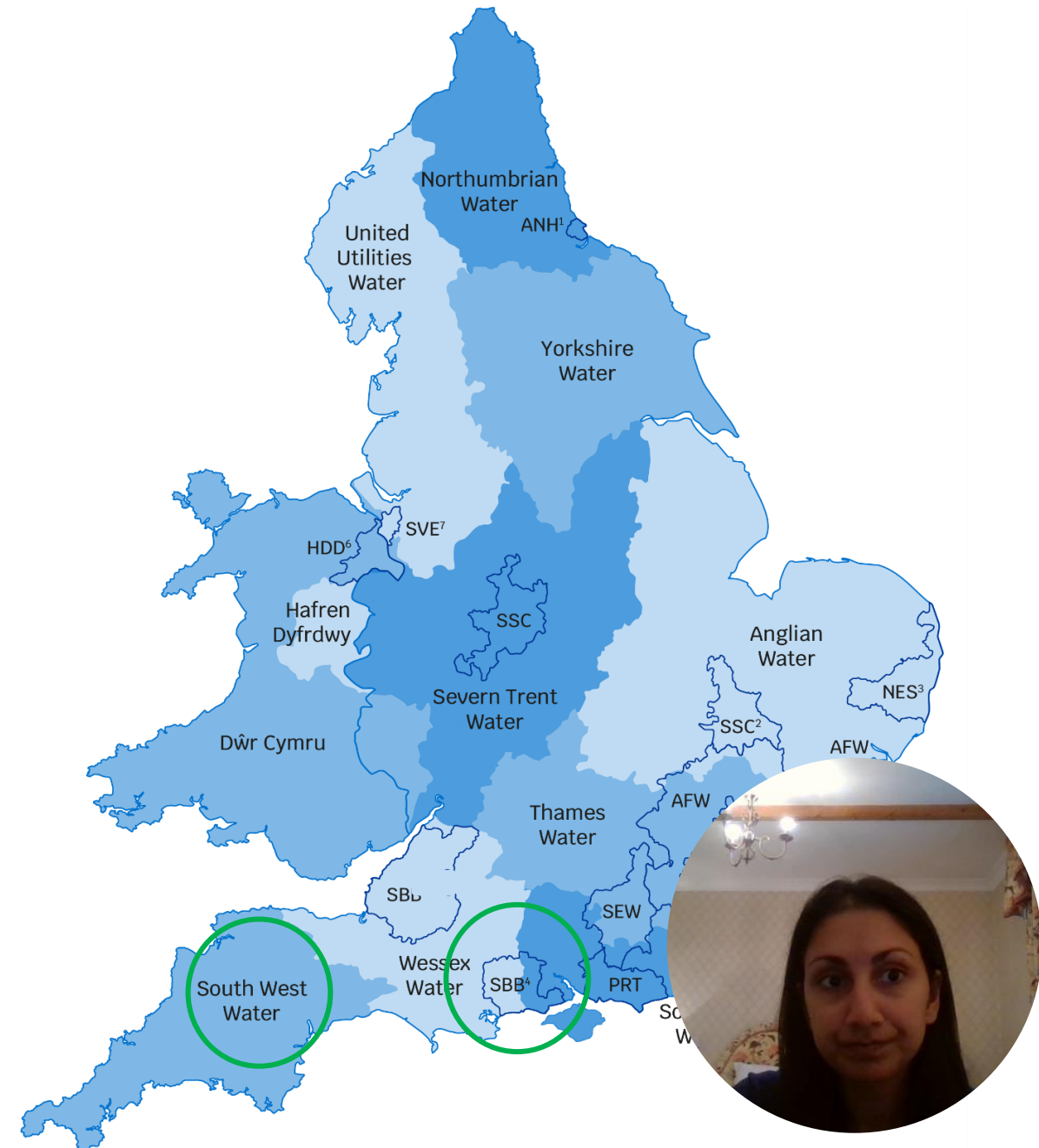
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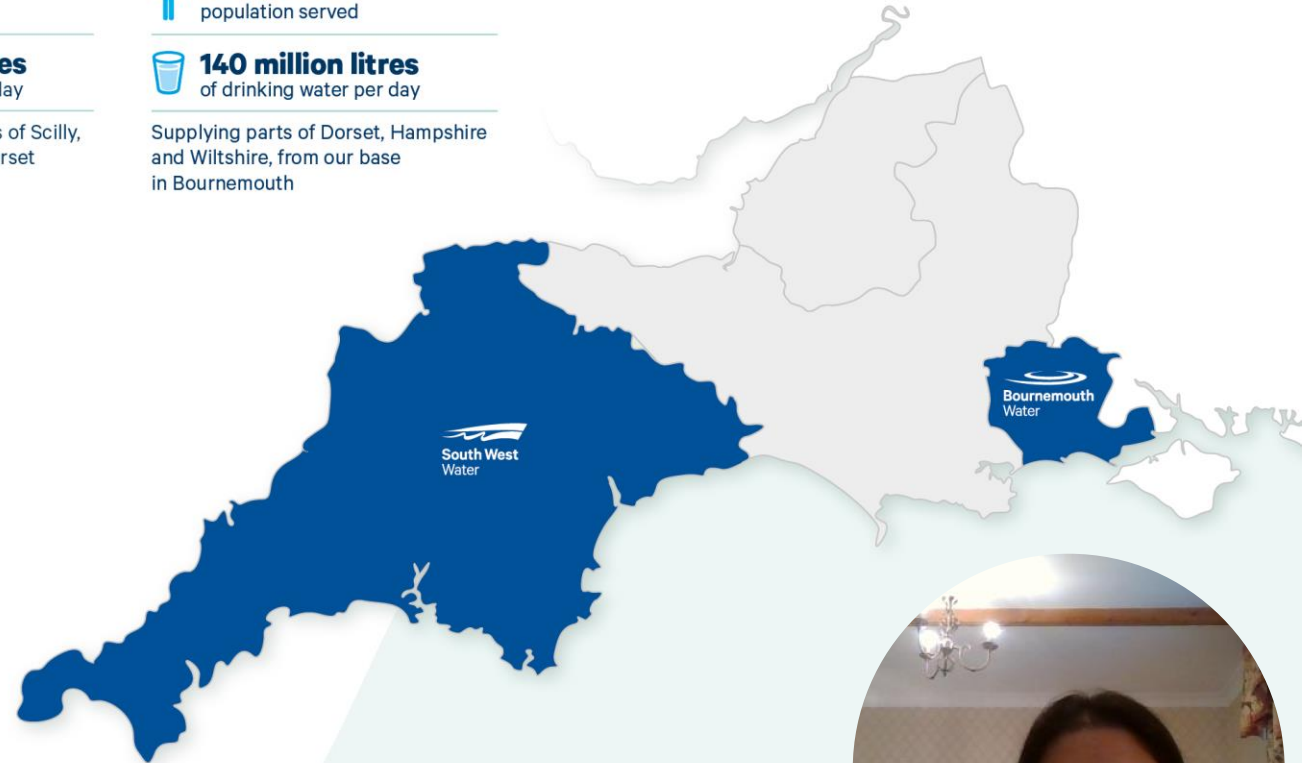
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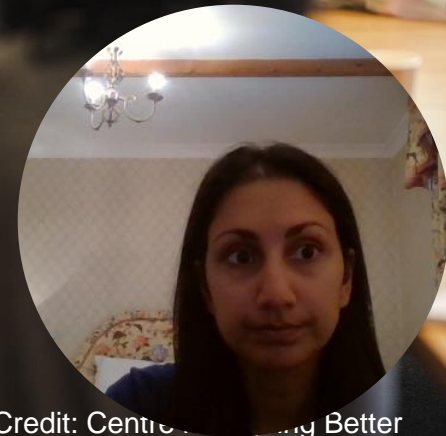
Isles of Scilly



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Water services



Wastewater services



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2. Clean water supplied to customers



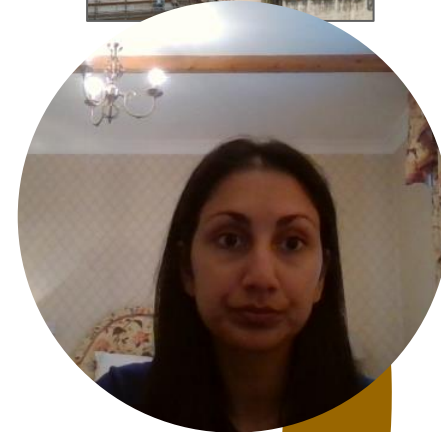
3. Customers receive a safe supply of water



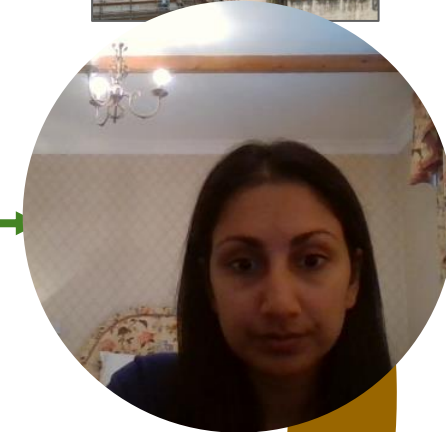
4. Customers flush waste water



5. Wastewater is collected and piped to sewage pumping stations



7. Customer services and billing based locally



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Water quality monitored by Drinking Water Inspectorate

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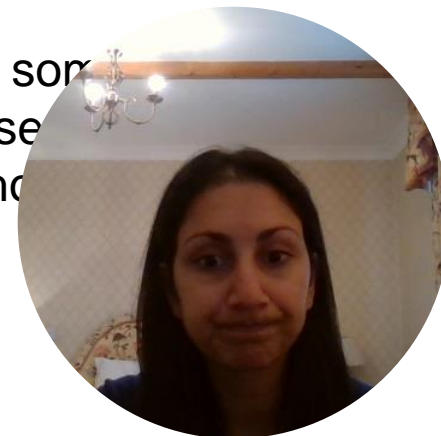


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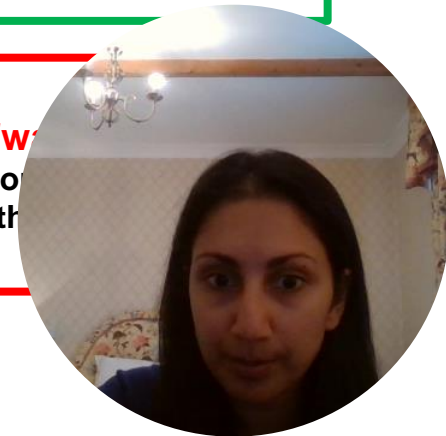
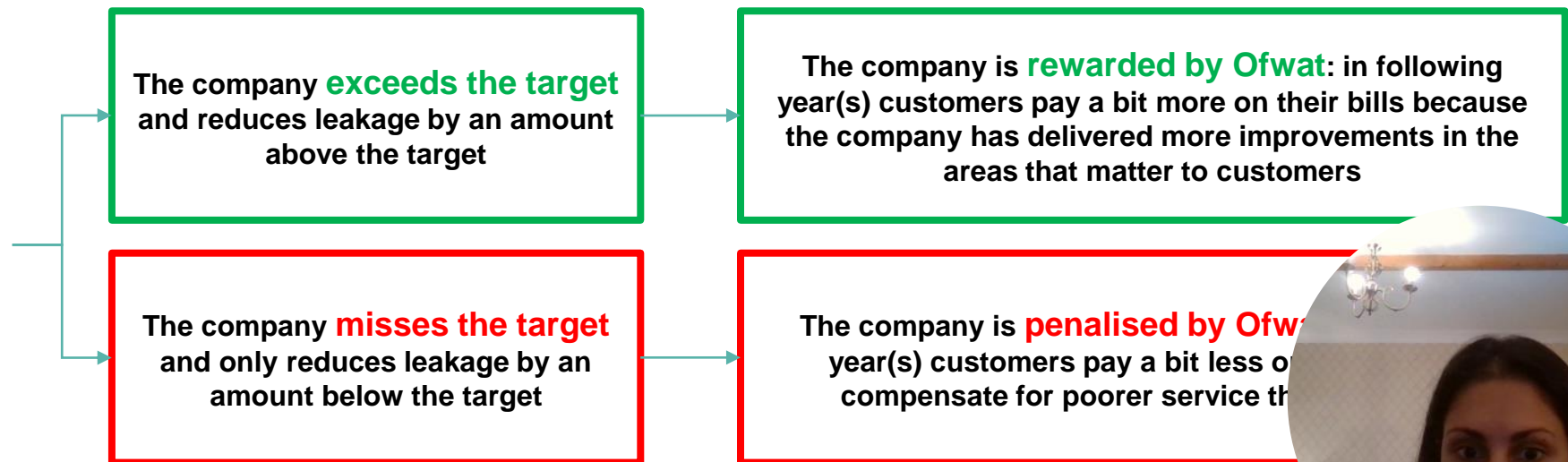
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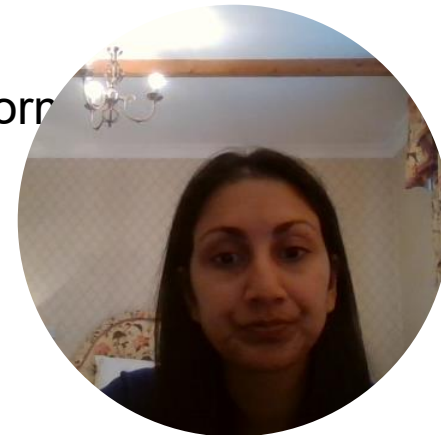
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- Please read the information and consider where you are happy with South West Water's performance and where you would like to see improvements.



If a water supply is interrupted without warning for over 3 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

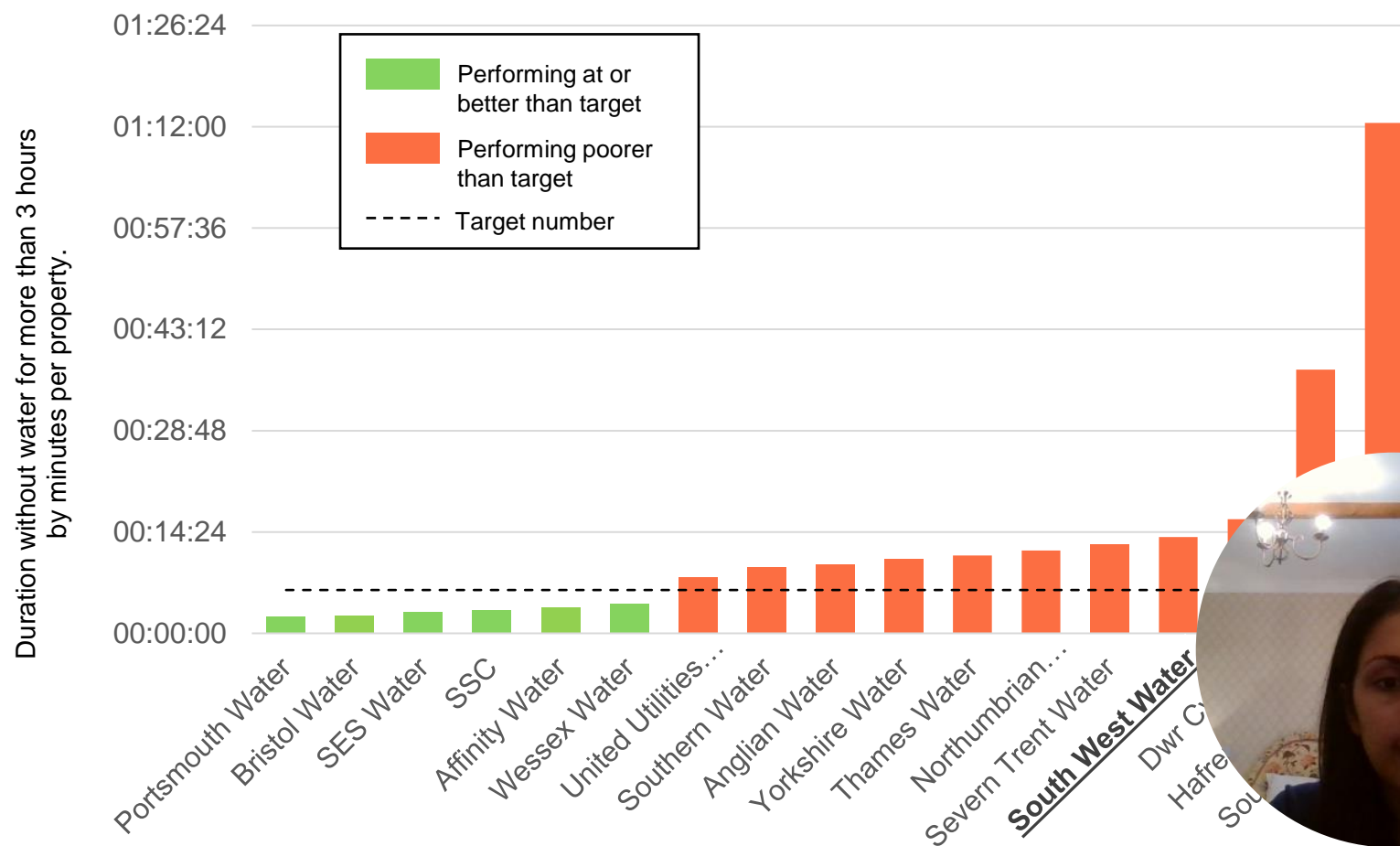
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

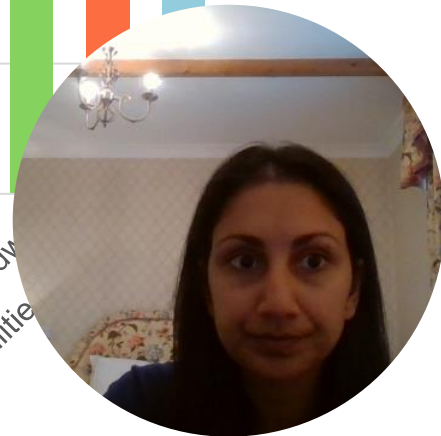
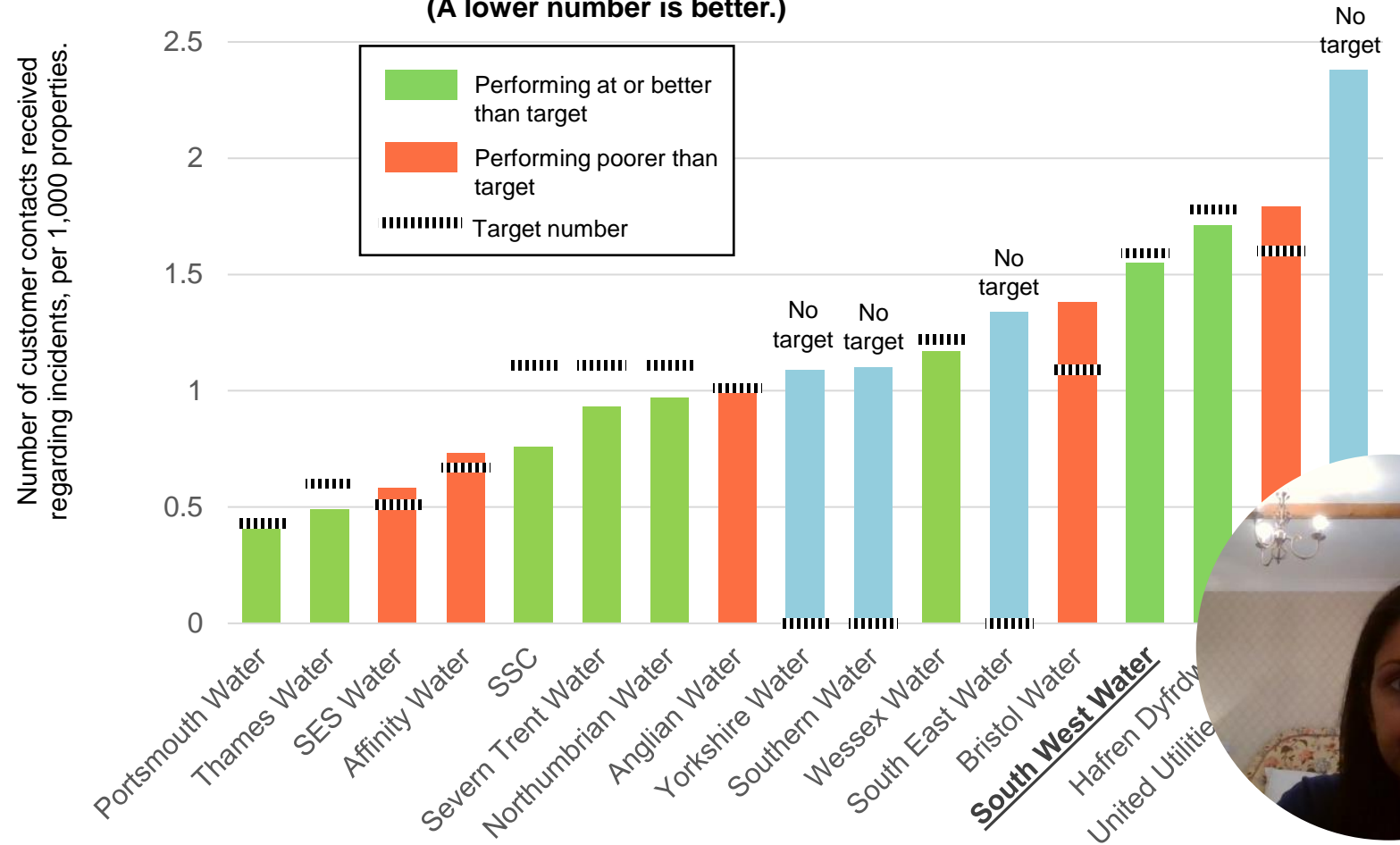
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)



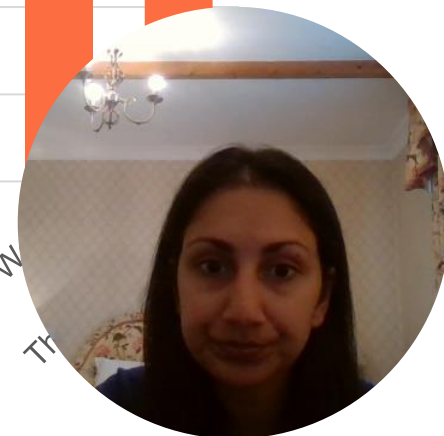
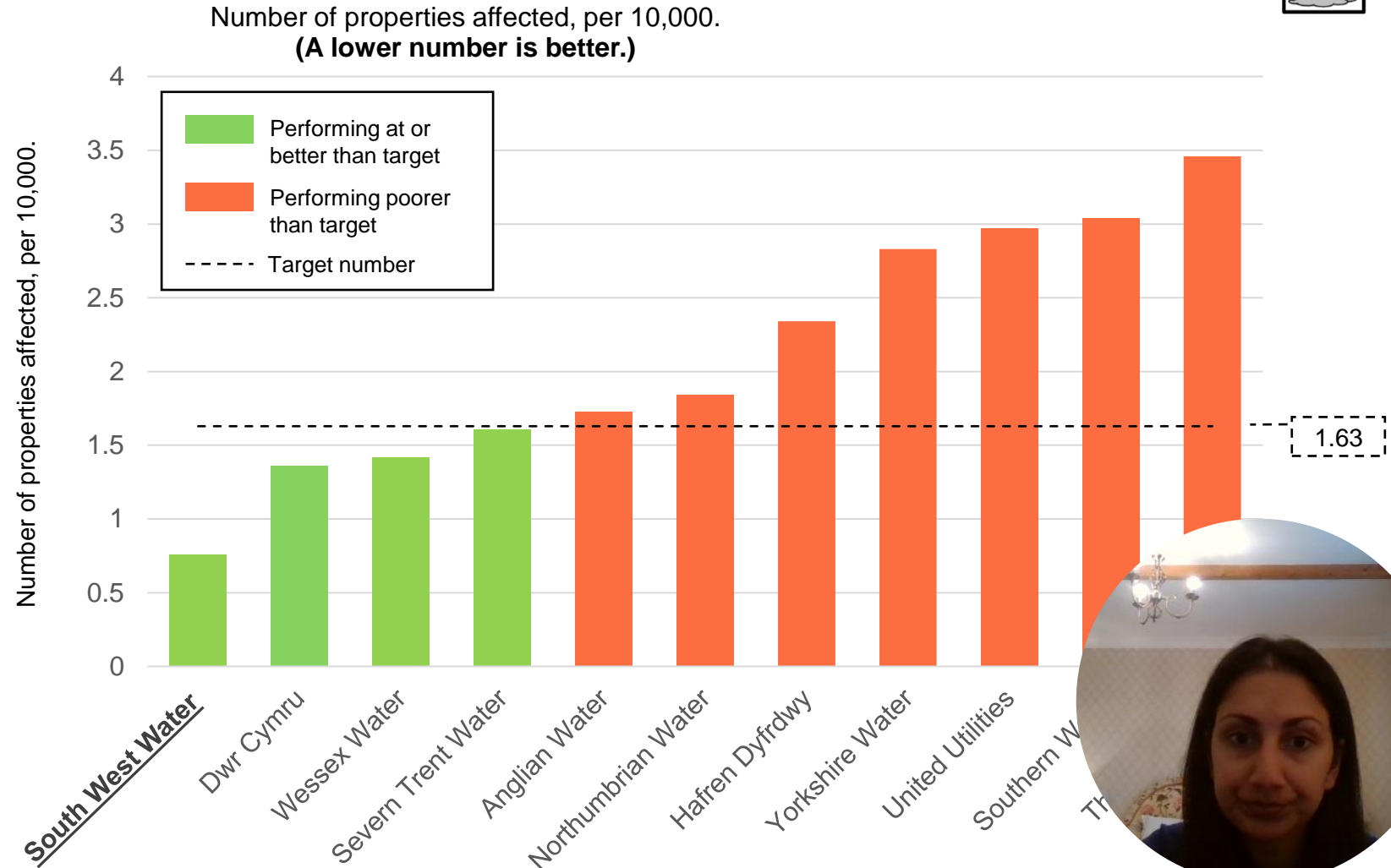
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

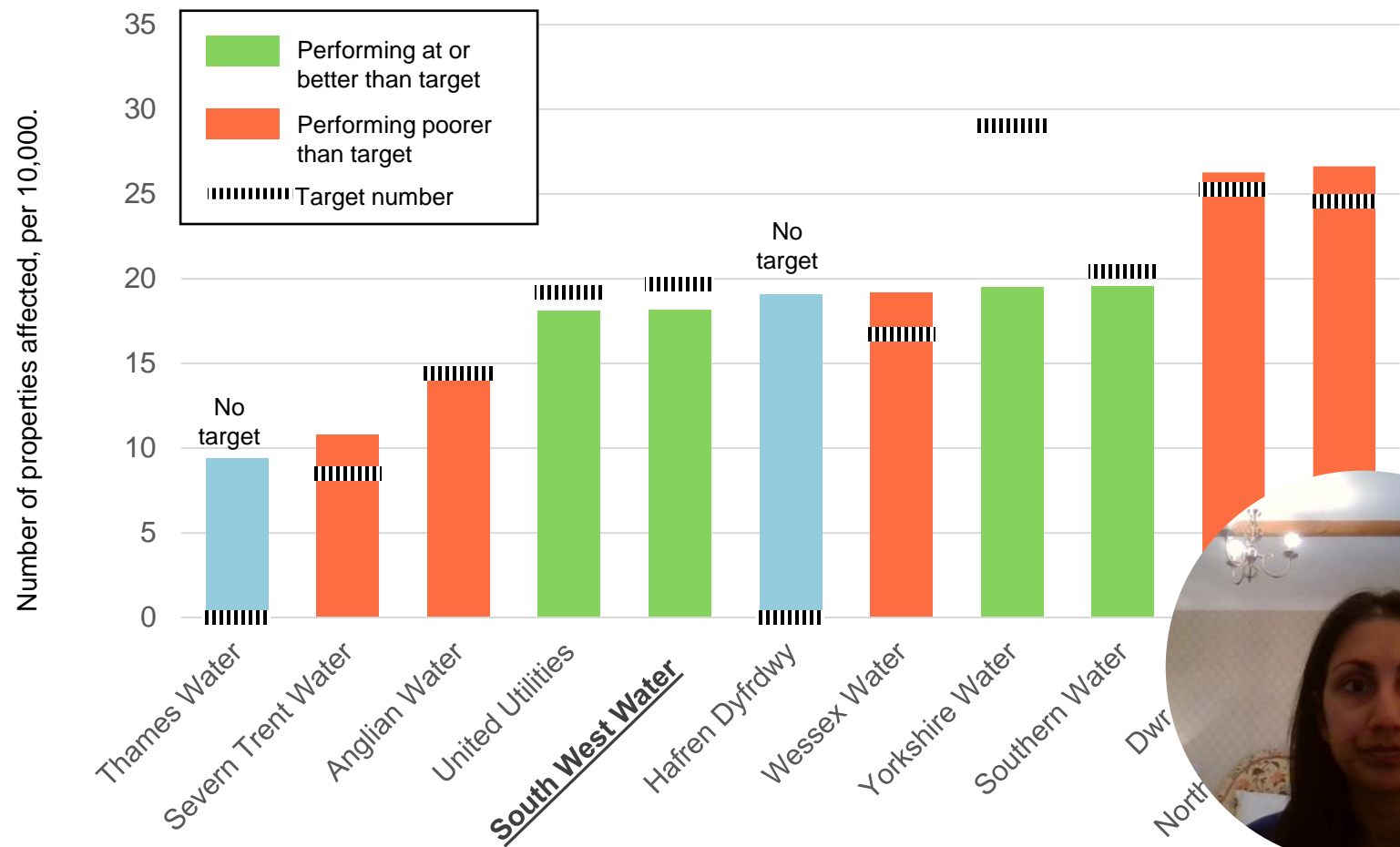
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.



Number of properties affected, per 10,000.
(A lower number is better.)



Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

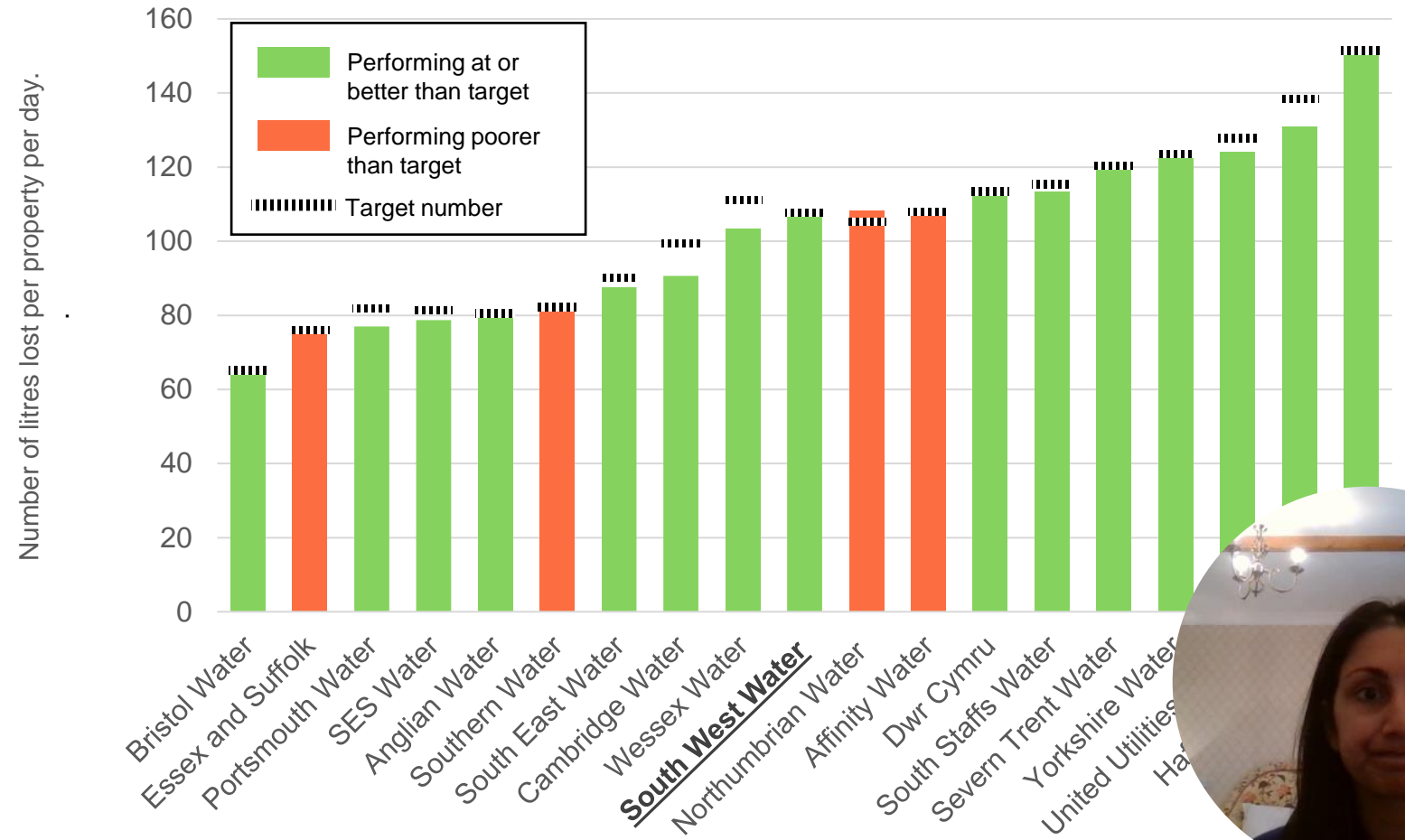
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Number of litres lost per property per day.
(A lower number is better.)



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

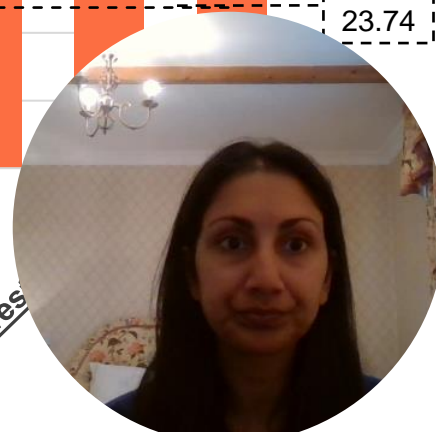
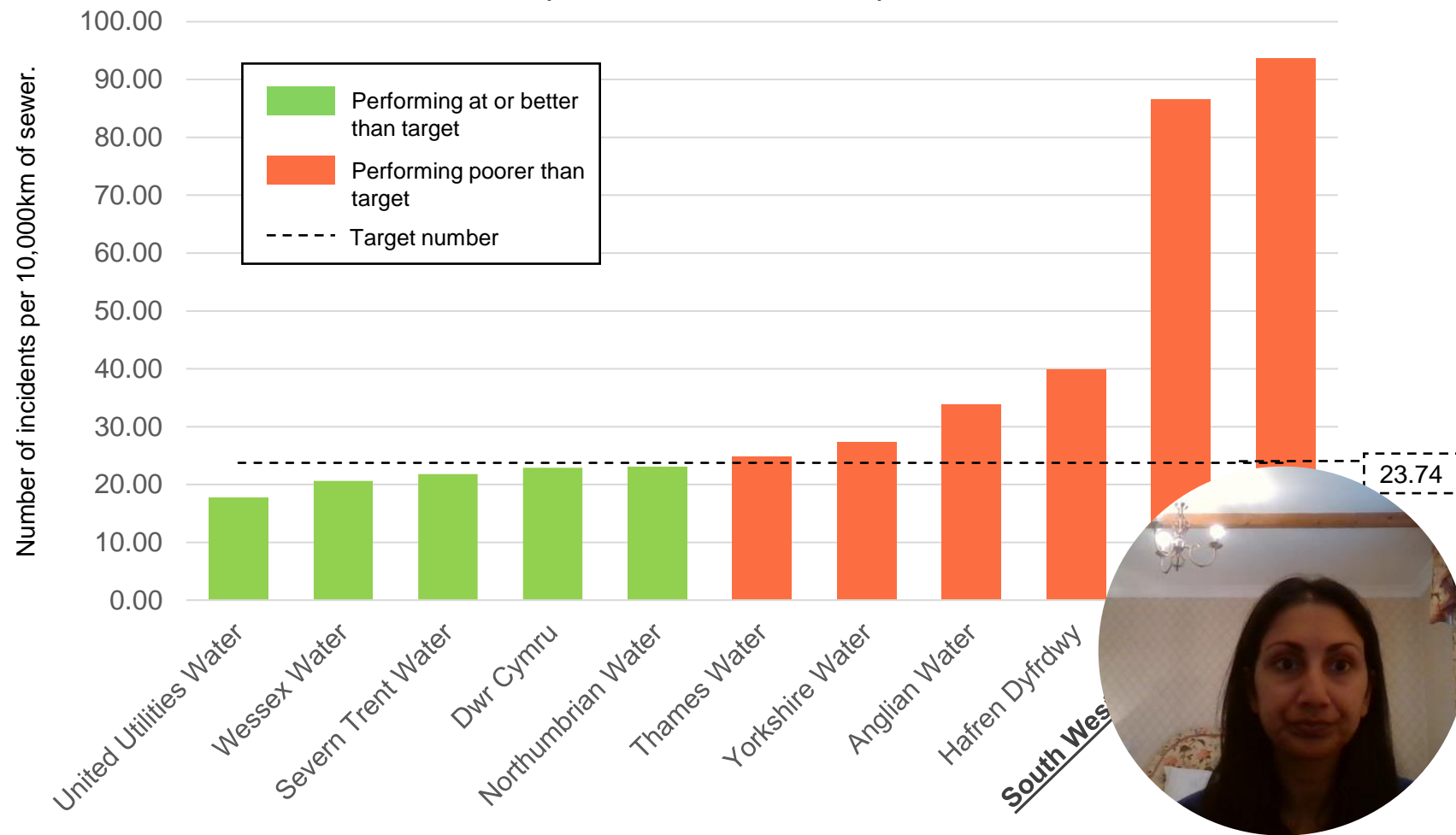
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

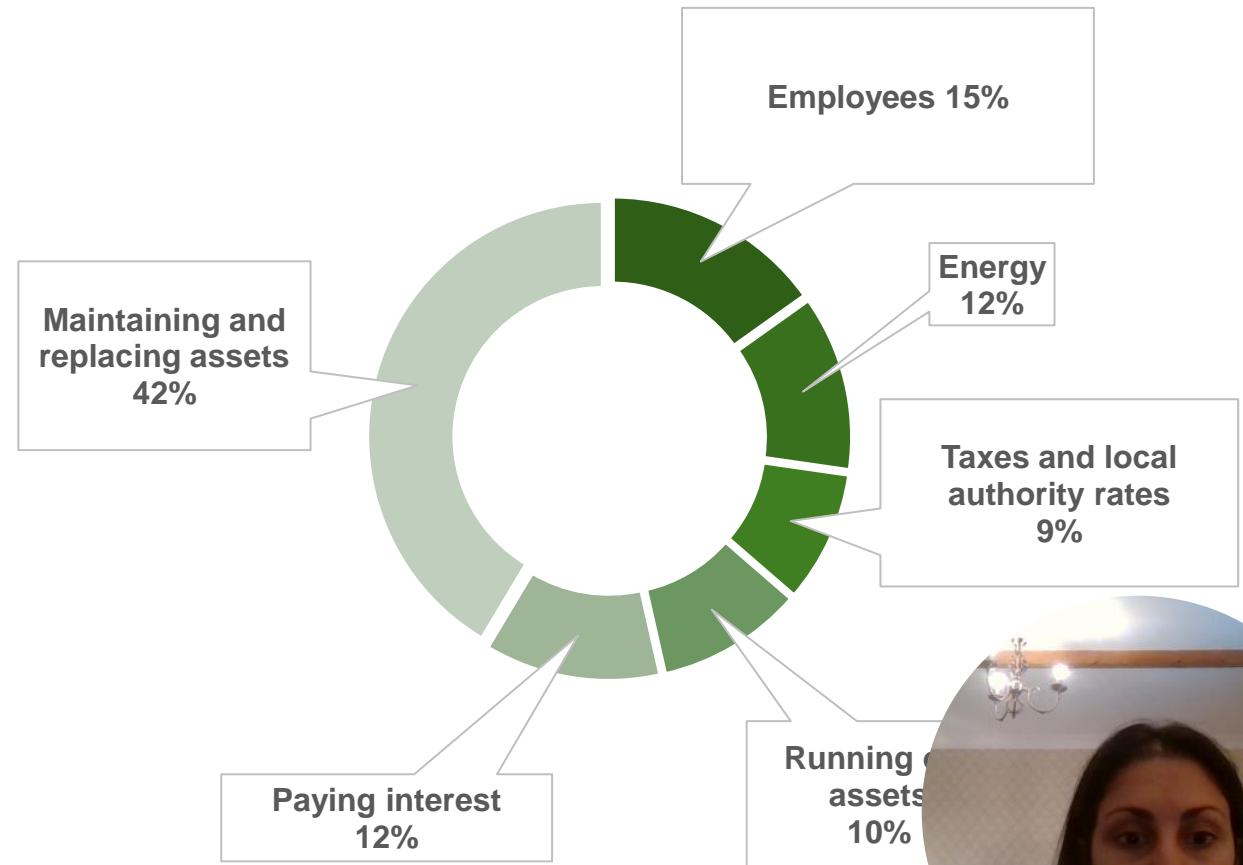
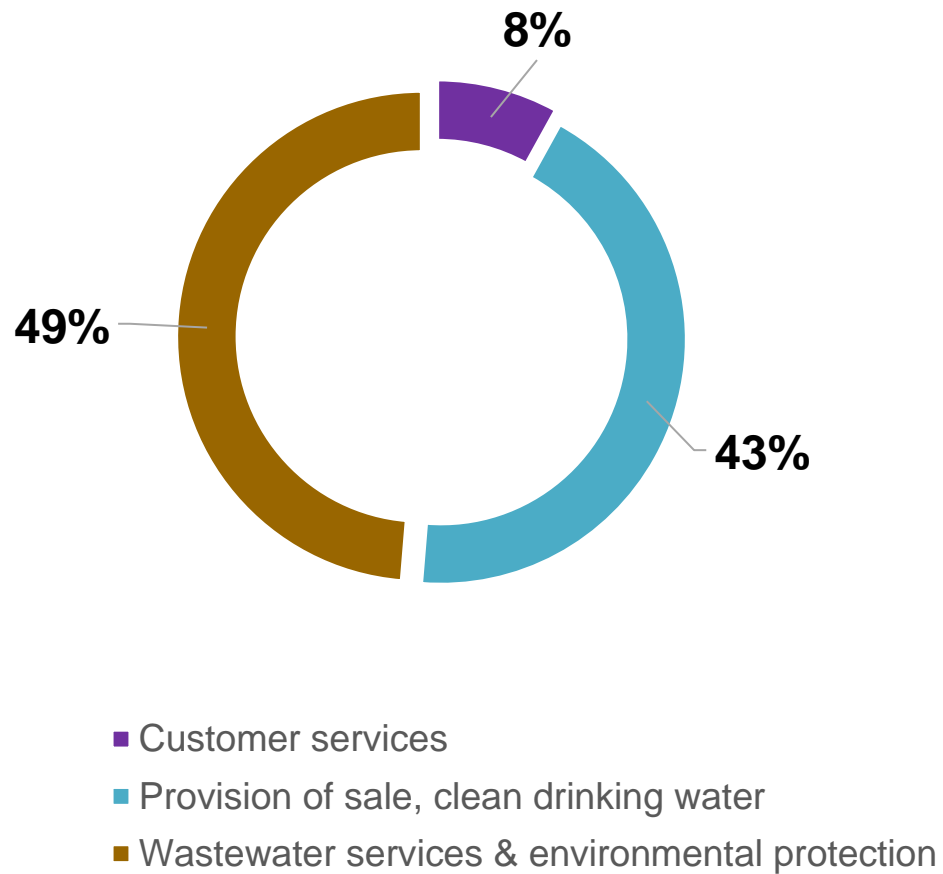


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

What service this money supports



PART THREE

Finally we are showing you a headline summary of Bournemouth Water and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are sent to the regulator.



The following slide outlines South West Water's proposed investment plans for 2025-30

There are 3 different types of investments in the plan:

Legally required investments *No say*

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets *Customer feedback*

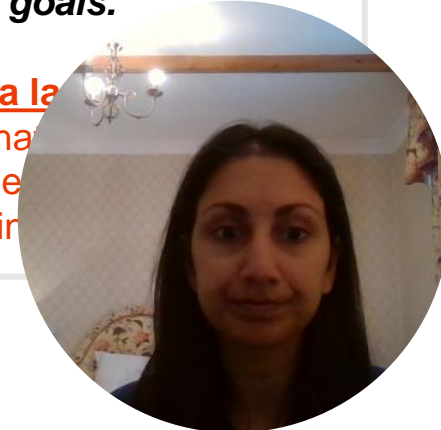
All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments *Customer input on how and when*

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say in giving a view on what is an appropriate scale of additional investment.

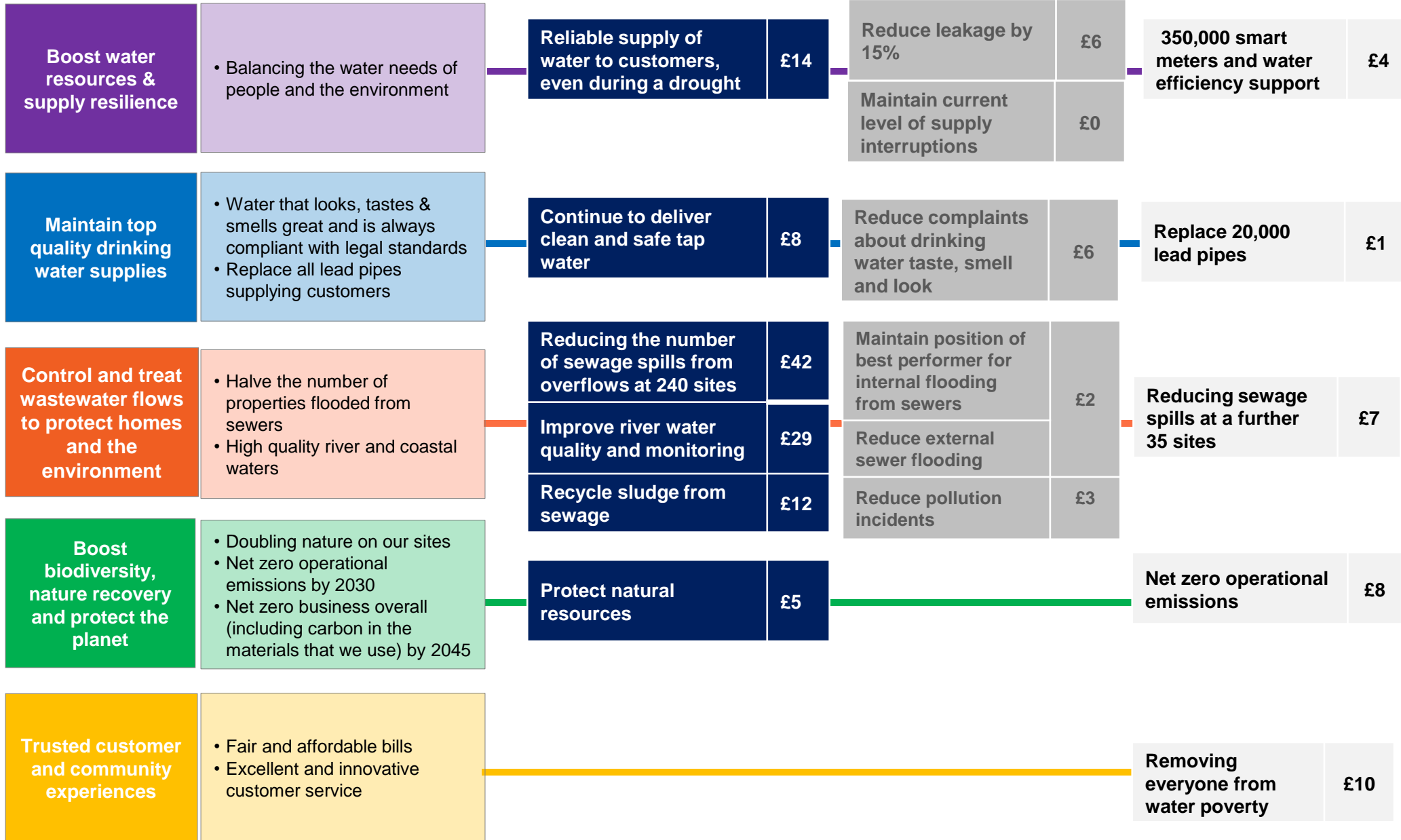


2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when



What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £7/month by 2030.



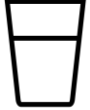







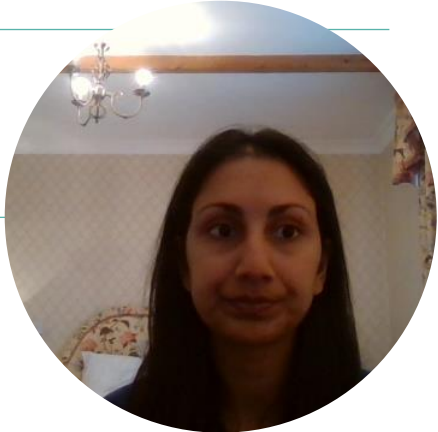


This breaks down as:

- £2.25 to meet the investment required by the regulators (*the blue and grey investments*)
- £2.08 to meet the investments we propose over and above this (*the white investments*)
- £2.67 to meet projected inflation



South West Water proposes an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	<u>What this will add</u> <u>to your bill</u>
Supply interruptions		<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£0
Water Quality		<i>Contacts per 1,000 population</i>	1.6	1.33		1	£6
Internal sewer flooding		<i>Incidents per 10,000 connections</i>	1	1.34		1	} £5
External sewer flooding		<i>Incidents per 10,000 connections</i>	18	14		13	
Leakage		<i>Number of litres lost per property per day</i>	83.6	103.1		78	
Pollution		<i>Incidents per 10,000km of sewer</i>	22	19.5		16	

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/jHiJqV6Qk9>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.





BLUE MARBLE

ACCEPTABILITY & AFFORDABILITY DISCUSSION GUIDE for NHH DEPTHS SOUTH WEST WATER

Overview

1 hour online interview with non-household customers	
5 mins	1. Welcome & Introductions and temperature check
5 mins	2. Reactions to pre-task
5 mins	3. Focus on the long term picture
10 mins	4. Overview of Proposed plan; legally required and performance targets
15 mins	5. Focus on discretionary elements (with phasing)
5 mins	6. Bill impacts
10 mins	7. Alternative shorter-term picture (MUST-DO) & Bill impacts
5 mins	8. Wrap-up, post task & thank you

Introduction & temperature check (5 mins)

Aim: welcome participant to the session, introduce Blue Marble and observers and set out expectations of the event

- Introduce Blue Marble and explain that we are an independent research agency.
- Explain: Confidentiality, GDPR, recording, how data will be used.
- Objective for the session: to help South West Water make important investment decisions.
- Role of respondents: to act as representatives of the business community of the South West Water region;

- Name, nature of business, role
- Size (no of employees)
- Current challenges in operating environment
- Perspective on the economic climate:
 - How impacting your business?
 - Is it getting better or worse?
 - If not improving, when anticipate the financial situation will start to improve?
- Type of water usage (for industrial use, or used for domestic-type purposes)

Pre-task reactions (5 mins)

Check participant has pre-task to hand. Explain we'll mainly be talking about the 'plan on a page' but just want to get their views on the background information provided



- General response (spontaneous reactions) to the pre-read
- Probe for any surprises/new information in the pre-read
- Awareness and engagement with water market (probing for both retailer vs wholesaler mentions)
 - Who do you deal with in terms of your water and waste water supply?
 - Perceptions of the companies you deal with for supply/waste/customer services
 - What contact do you have with your water company(ies) and retailer?
 - Participants' sentiment towards their water company(ies)

CHECK/PROBE:

- Understanding of relationship between wholesaler (South West Water) and retailer (org that sends bills/deals with customer queries)
- Price review regulated by Ofwat
- The regulators (Ofwat, DEFRA, Drinking Water Inspectorate, EA, CCW)

Probe for any specific comments/observations relating to:

- Bill breakdown chart
- The way water companies are rewarded and penalised against performance commitments
- The actual performance commitment examples
- Performance commitments
 - Are there any areas that particularly matter or don't really matter to your business/organisation?
- Where do you think investment and improvement is most needed?
- Thinking about all the water and wastewater services that South West Water provide for your business/organisation and thinking about your bills:
 - What do you think of the value for money of the service you receive from your wholesale water and sewerage services?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?

Focus on the long-term picture to 2050 (5 mins)

Before we get into the detail of the investment plans for the next 5 years (the 1-pager), we need to understand what South West Water is trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SHARE SCREEN – Slide 24 CHALLENGES: *There are some challenges that all water companies have to factor in to their longer term plan (allow respondent a moment to read)*



SHARE SCREEN – Slide 25 2050 AMBITIONS: South West Water outcomes which are its ambitions or goals for 2050.

What do you think about the long-term plans South West Water have set out?

- Which one or two outcomes matter most to your business/organisation – why?
- Which matter least? Why?
- These ambitions sit in the 2050 timeframe (or 2040 in the case of net zero) but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) – 10 mins

SHARE SCREEN – Slide 26/27 2 PLANS: There are 2 plans that we will be showing you. The 'Proposed' plan includes extra work over and above what they are required by law - to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows South West Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.

SHARE SCREEN – Slide 28 one page plan from the pre-read. **MODERATOR:** talk through the slide:

- The key investments relate to the long term outcomes (in colour)
- **Dark blue** are the elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- **In grey** are the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years
- **In white** are the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years

What are your initial reactions to the type and cost of investments that are proposed?

- Initial reactions to the investment areas:
 - How do these fit with expectations?
 - Any surprises? Any concerns?
 - How acceptable does the plan look (if cost isn't in the equation)
- What are your initial thoughts on the proposed bill changes?
 - How acceptable is the plan once you can see the cost impacts?
 - How affordable is this for businesses?
- Specifically, what are your initial thoughts on the **legally required** (dark blue) aspects?
 - How acceptable are these investment areas
 - Any challenges?



SHARE SCREEN – Slide 29 Investment plan 2025-2030: Here we see the 6 key performance targets again and the investment level proposed for the 2025-30 period. They relate to the performance graphs included in the pre-read.

How do you feel about the targets set?

- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Focus on discretionary investments (15 mins)

Now we are moving onto look at the longer term investments where customers have a say in how and when these investments are planned between now and 2050.

SHARE SLIDE – Slide 30 phasing example: one aspect we will be discussing when looking at the long term investments is how they phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- The first scenario is for steady rises which will affect current and future customers similarly.
- In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).
- In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.

- What is best for them as business customers?
- What is fairest for all current and future customers?
- What is best for society?

SHARE SCREEN - 1 PAGE PLAN

We won't be able to discuss all of these in the time but I'd be interested to know which you are most interested in discussing – **discuss 3-4 areas.**

Now I'll read out some background about an additional investment for [xxx].

SLIDE xx Show target summary (big screen)



SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. The least cost approach is option [B/C]

- How do you feel about the proposed target set for this investment?
- Does it feel too ambitious/not ambitious enough/about right?

- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2050** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Bill impact – proposed plan – 5 mins

SLIDE 42 proposed bill change **Show personalised bill**

- Response to overall bill impact
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?

Focus on the shorter-term (MUST-DO business plan) – 10 mins

SCREEN SHARE MUST DO SUMMARY Introduce overview and summary of the 'must-do' business plan

- Talk through the 5 areas that will revise the bill changes down

- How do you feel about the 'least cost/must do' plan
- Which of the areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan impact your business/organisation?

- *SCREEN SHARE BILL COMPARISON* based on personalised bill.

- Response to overall bill impact
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?

Wrap up and post-task – 5 minutes

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today. Explain process.

NHH depth interview

May 2023



BLUE MARBLE

An introduction to water and wastewater services

There are **11** water companies that provide **both water and sewerage services** – **South West Water** is one of them

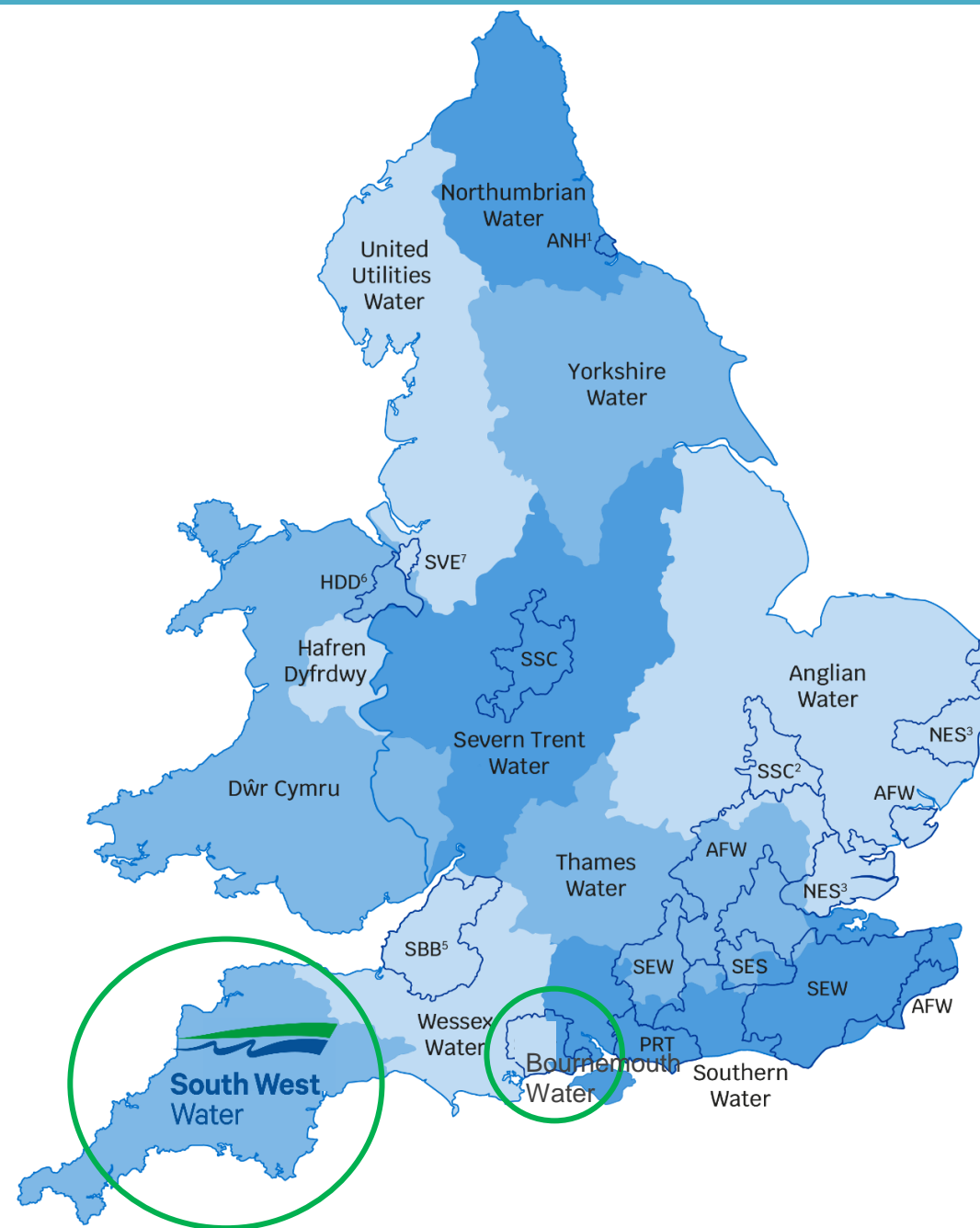
There are also **5** companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**.

Companies often send one joint bill to customers.

Water companies are regional: people have to receive water services from the company that covers where they live



South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions



South West Water



water services



wastewater services



c. 1.8 million
population served



450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



Bournemouth Water



water services



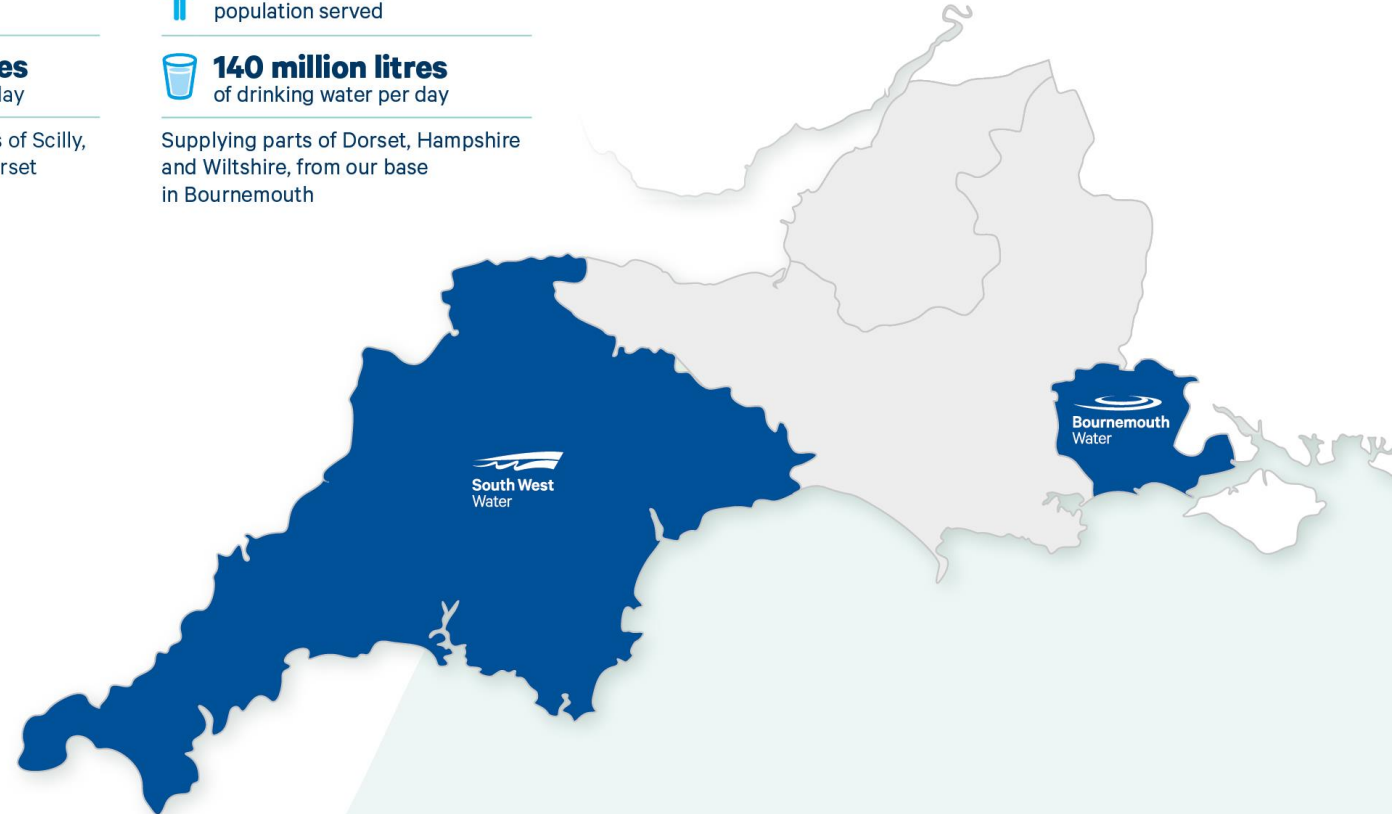
c. 500,000
population served



140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

Isles of Scilly



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



Wastewater services



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



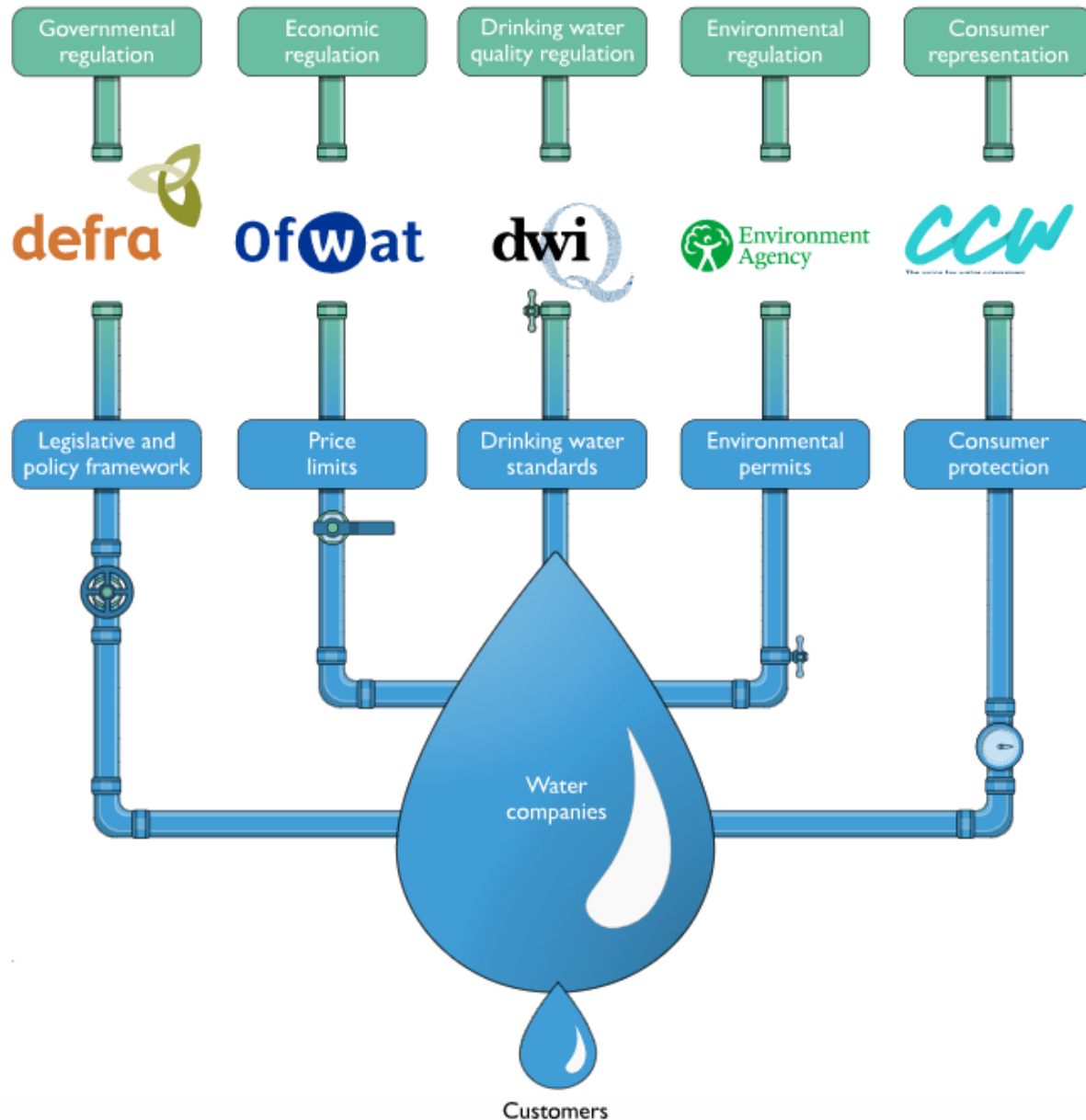
5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

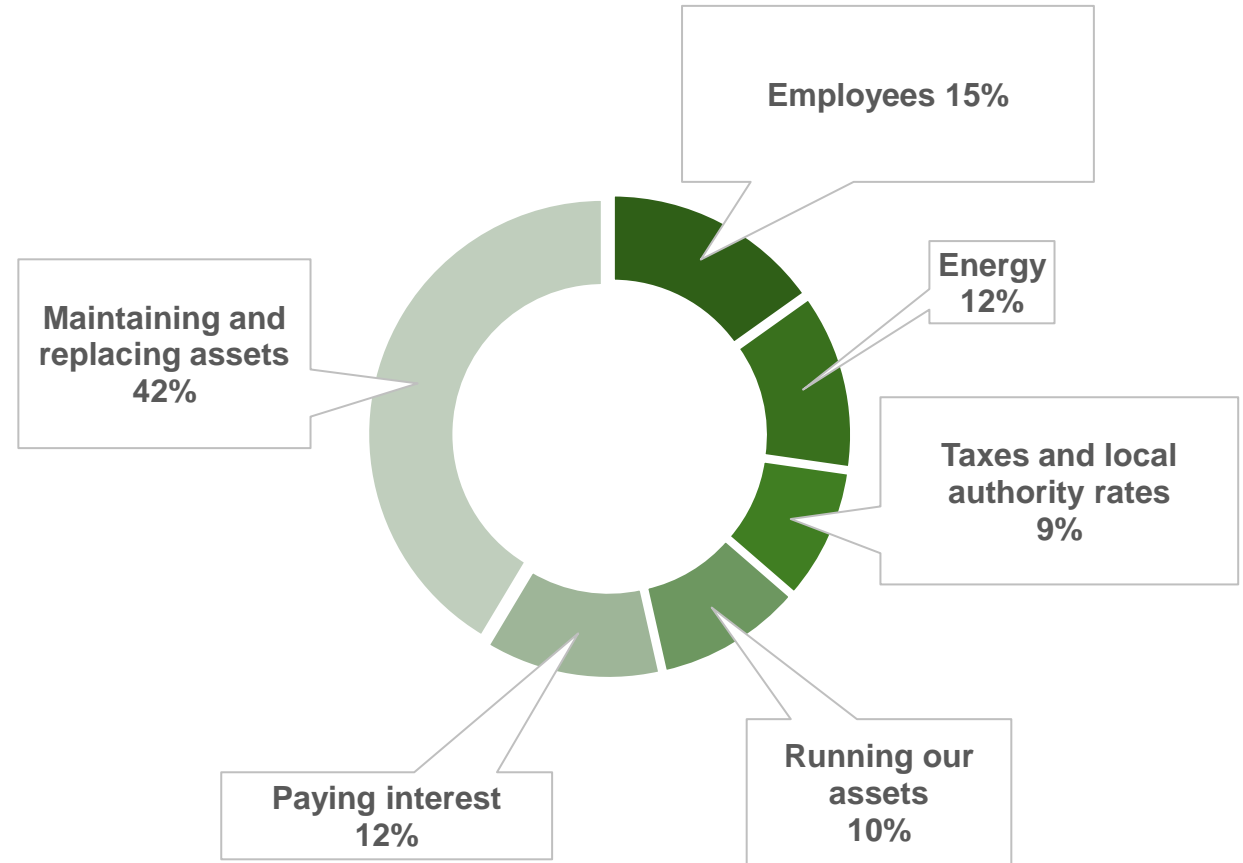
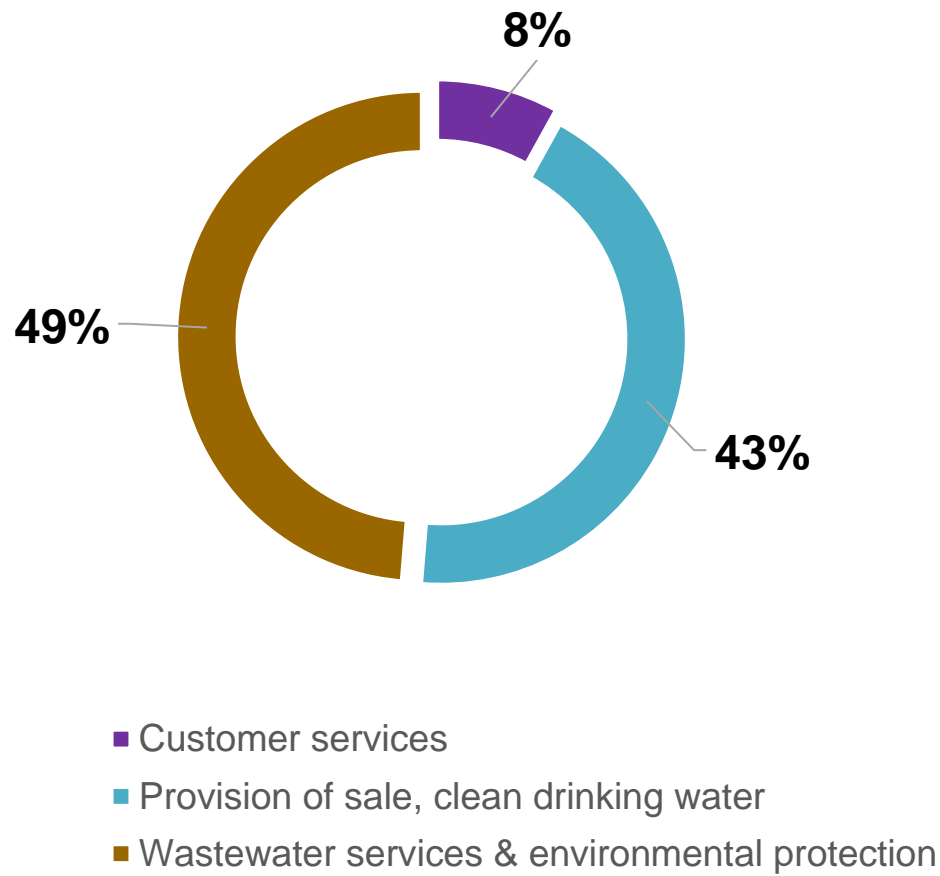
CCW: Consumer Council for Water



What impressions do you have
of your water company?

Household bill breakdown

What service this money supports



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of out of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

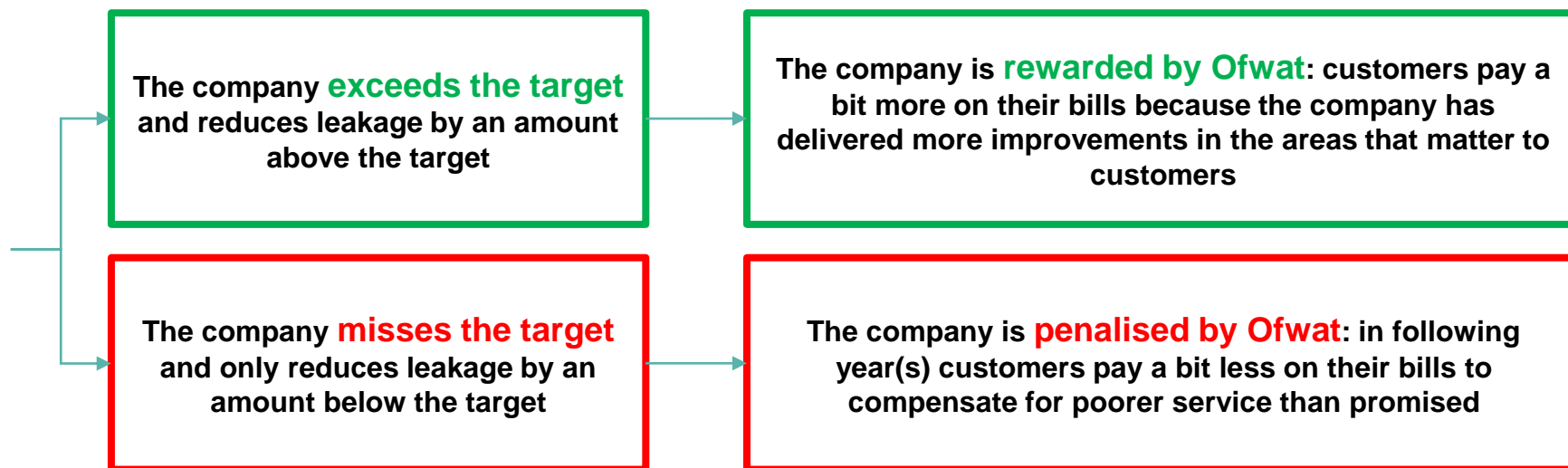
Companies can **miss** or **exceed** **performance commitment targets** for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?

Last year South West Water **passed 43** and **failed 10** performance commitment targets earning them an overall penalty of **£10m** which is returned through a customers bill reduction (which would equate to a £1 decrease to an average household annual bill).

PART TWO

Next we are showing you how South West Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes properties are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all properties in the region
- Please read the information and consider where you are happy with South West Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for over 3 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

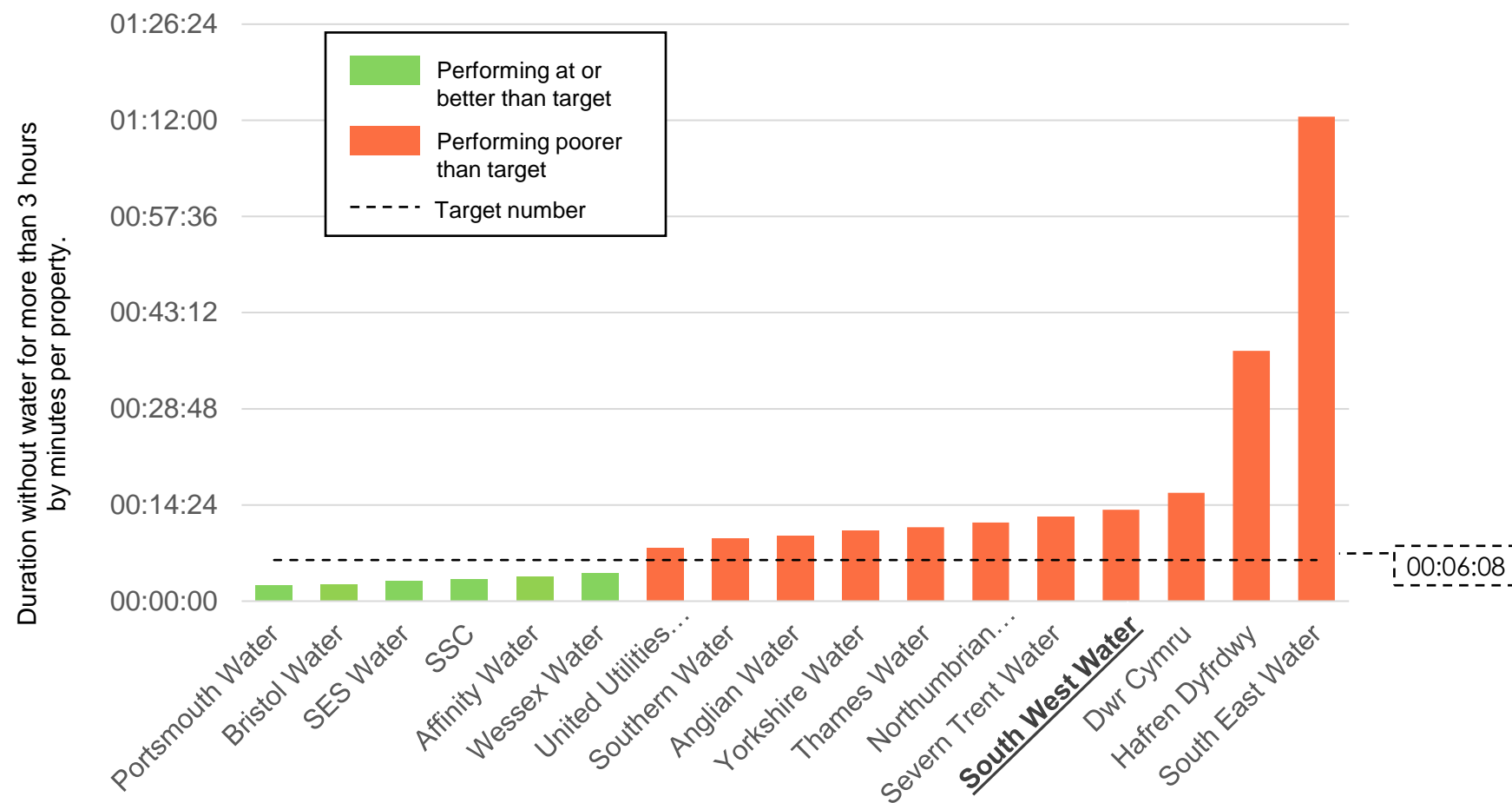
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

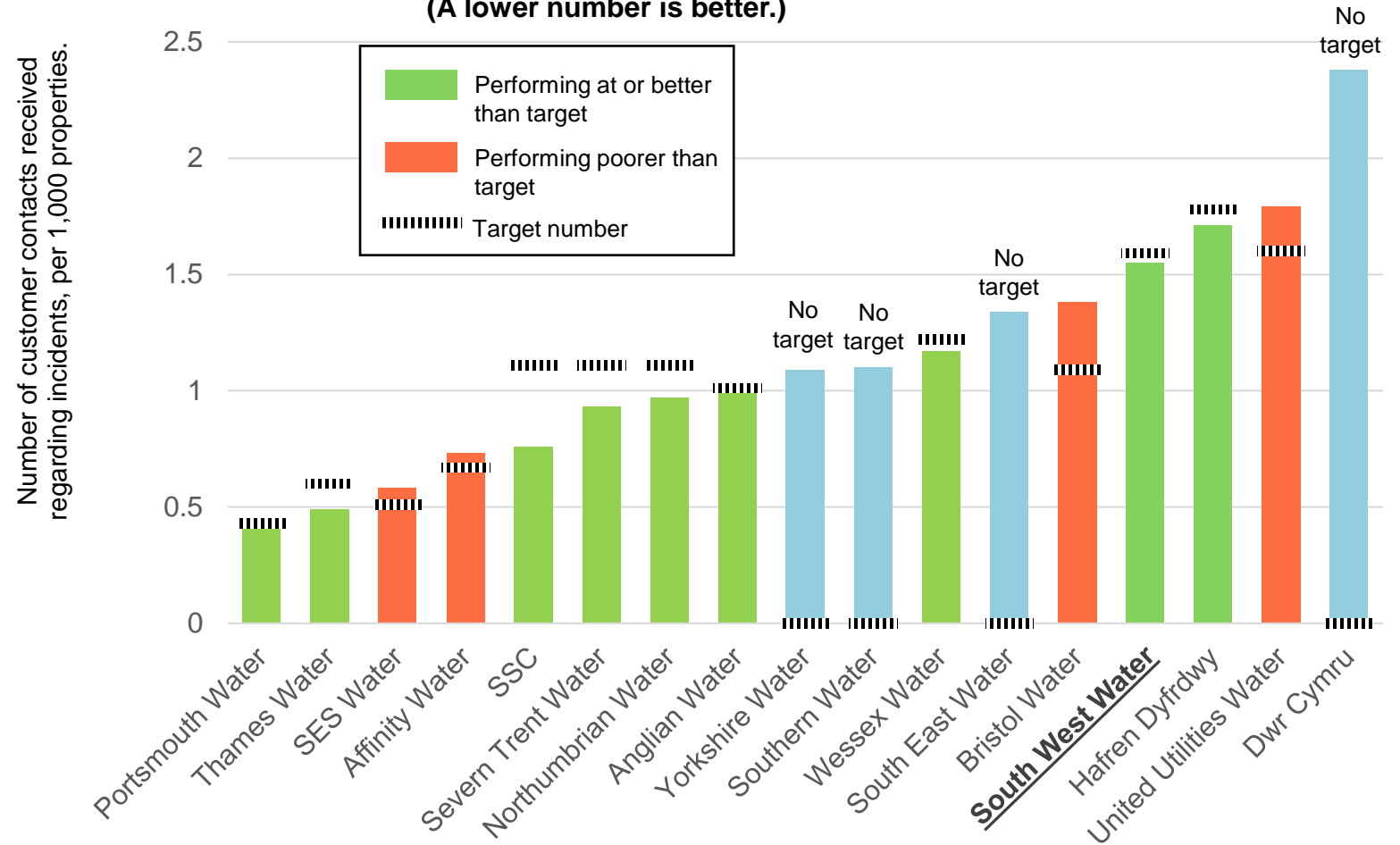
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)



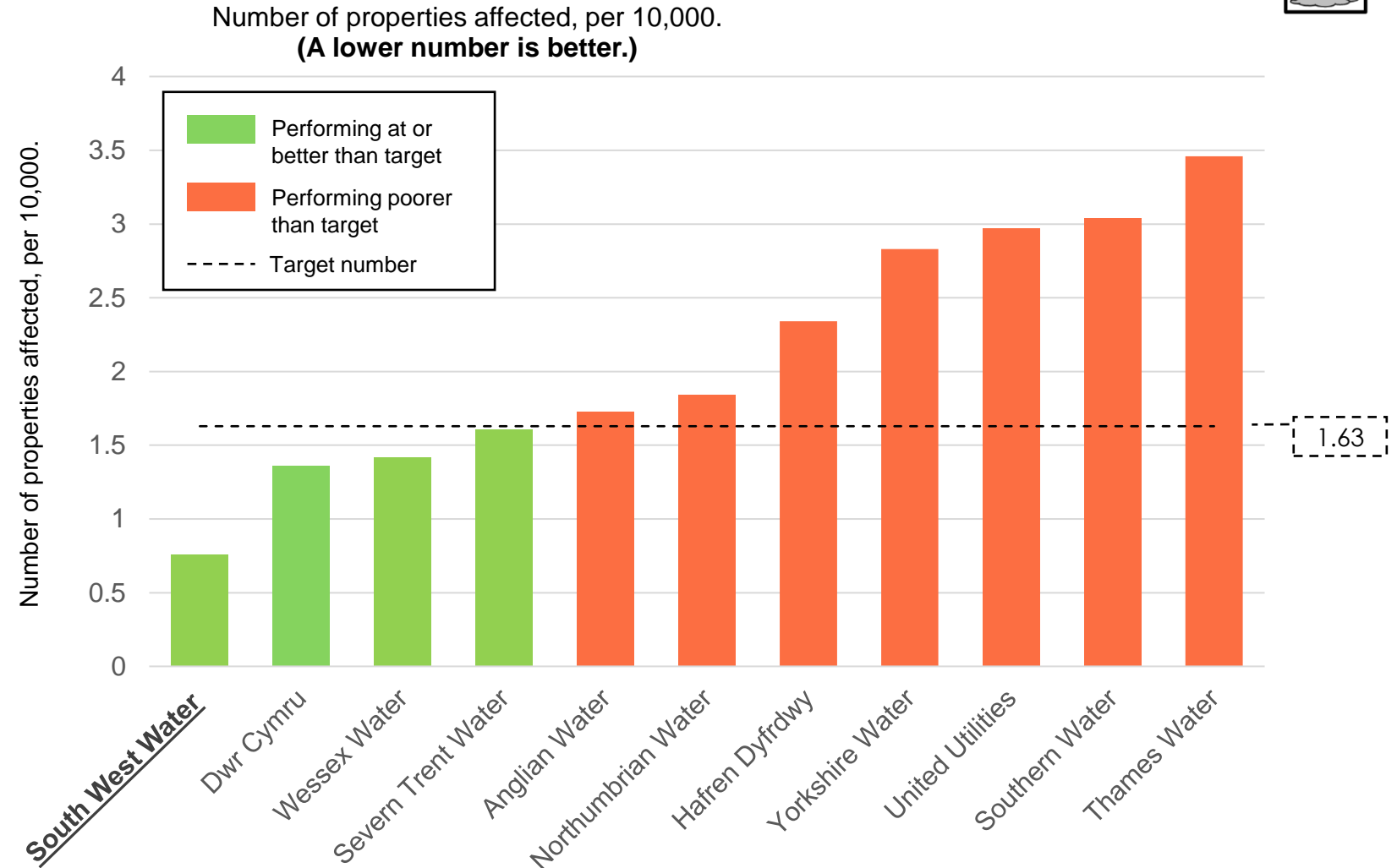
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

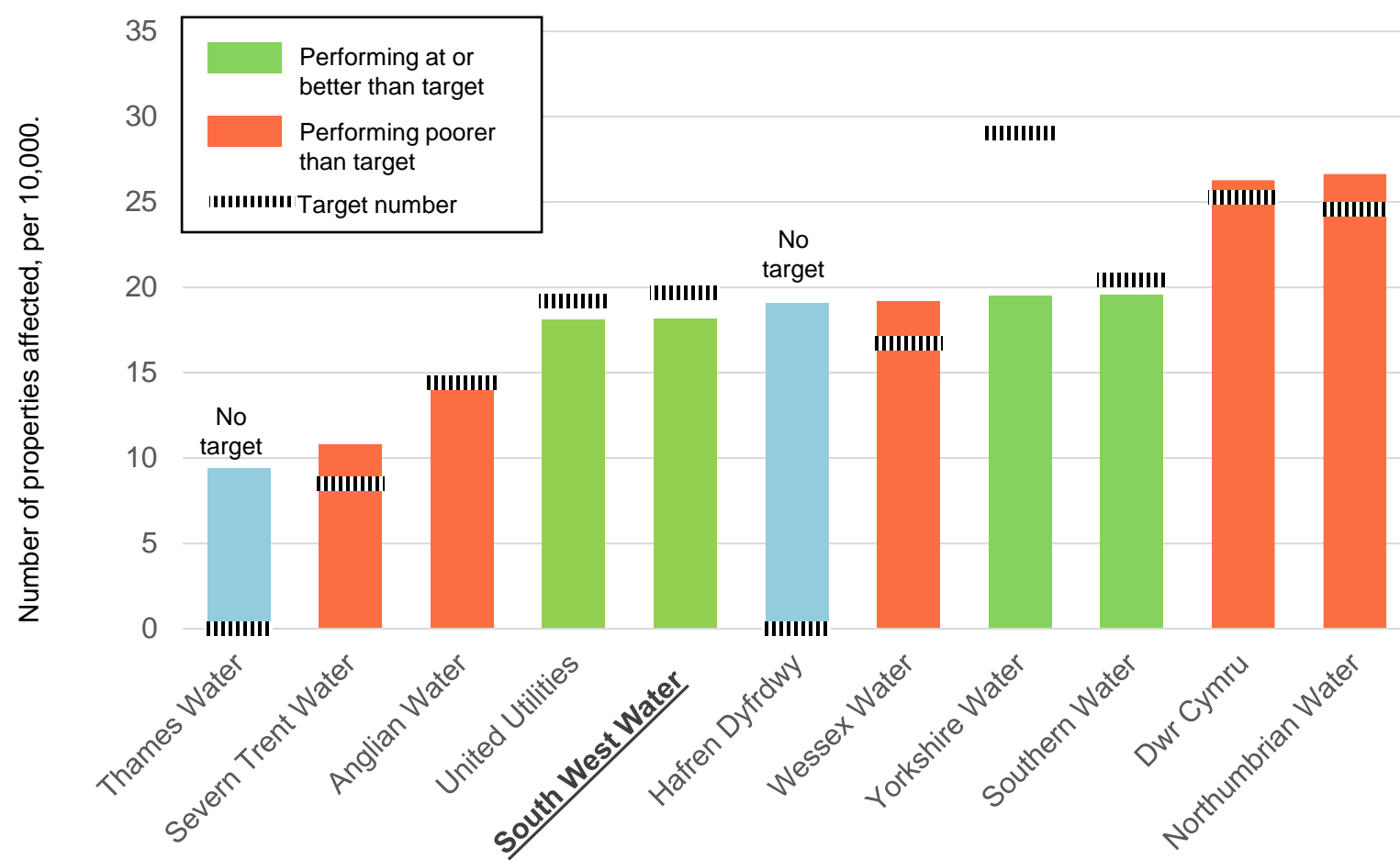
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.



Number of properties affected, per 10,000.
(A lower number is better.)



Reducing leaks



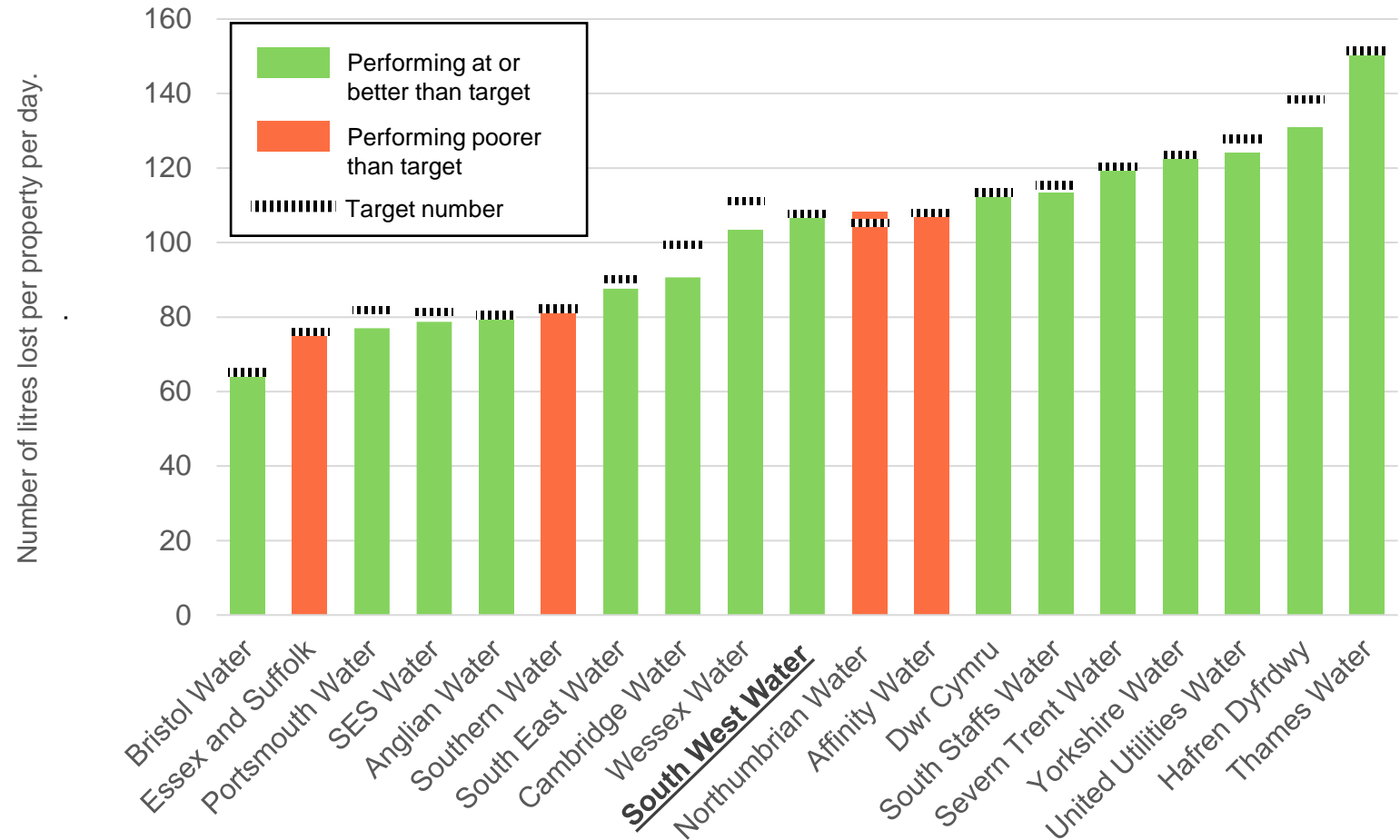
Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.

Number of litres lost per property per day.
(A lower number is better.)



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

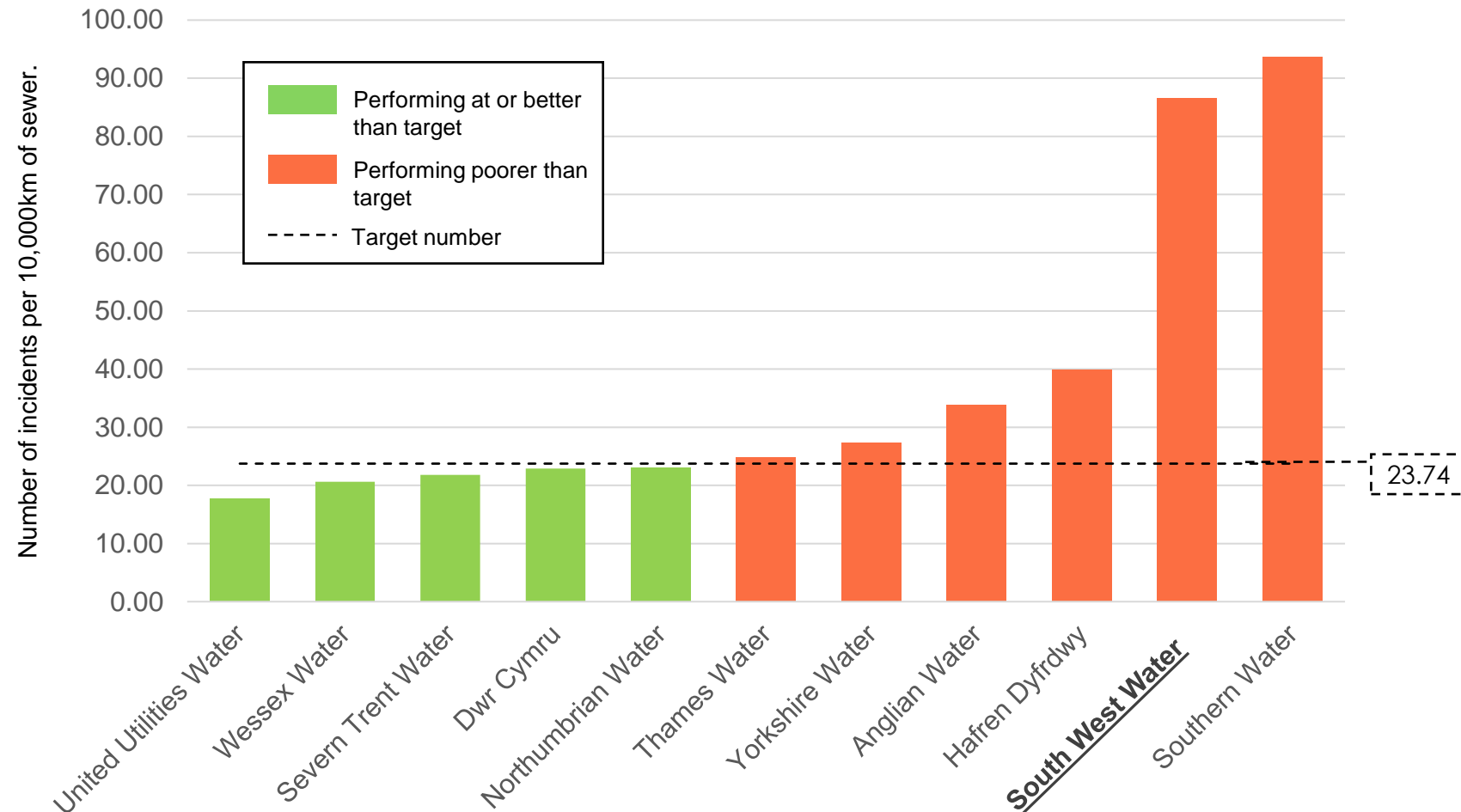
Company performance against target.
(A lower percentage is better.)

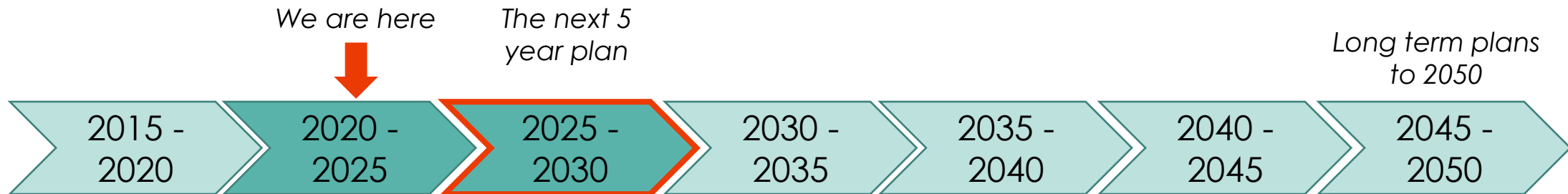
Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.



Number of incidents per 10,000km of sewer.
(A lower number is better.)





- The 5 year plan is designed to be the first step to achieving longer term ambitions
- The longer term timeframe is 25 years – to 2050

The context for the 2025-30 business plan: the challenges South West Water faces

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Net zero

Population changes



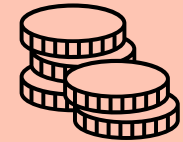
- Meeting infrastructure needs for new housing in the area
- Population swell during holiday periods from tourists visiting our beautiful area

New statutory requirements



- Reducing the use of storm overflows
- Reducing water used per head
- River water quality monitoring
- Improving drought resilience
- Nutrient removal

Economic factors



- Cost of living crisis
- Affordability of bills
- Inflation

South West Water has five long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boost water resources and supply resilience

- We will balance the needs of customers/communities & the environment.
- We will reduce the amount of water we take from rivers & groundwater by reducing leaks from pipes & helping customers to reduce their own usage.
- We will also develop new supplies of water such as reservoirs.

Control and treat wastewater flows to protect homes and the environment

We will improve the water quality in rivers and seas by ensuring that all wastewater is safely recycled so that there is no harm to the environment. This will protect bathing waters and wildlife.

Maintain top quality drinking water supplies

High quality water is delivered to homes and business through improved, higher technology water networks - making it very rare for customers to experience any issues with their water supply.

Trusted customer and community experiences

We want customers and communities to have a great experience every time they interact with us. By improving our performance and being transparent and open, we will increase the level of trust which everyone has in us.

Boost biodiversity, nature recovery and protect the planet

We will work together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Our business is net zero.

1

Proposed plan

This is South West Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows South West Water to carry out the work that they are required to do by law

Also the **least cost** plan

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
---	--

Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
--	---

Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
---	---

Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

Legally required *No say*

Reliable supply of water to customers, even during a drought	£29
---	------------

Continue to deliver clean and safe tap water	£17
---	------------

Reducing the number of sewage spills from overflows at 240 sites	£99
---	------------

Improve river water quality and monitoring	£61
---	------------

Recycle sludge from sewage	£25
-----------------------------------	------------

Protect natural resources	£11
----------------------------------	------------

5 year targets: *customer feedback*

Reduce leakage by 15%	£13
Maintain current level of supply interruptions	£0

Reduce complaints about drinking water taste, smell and look	£13
--	------------

Maintain position of best performer for internal flooding from sewers	£4
---	-----------

Reduce external sewer flooding	£6
--------------------------------	-----------

Reduce pollution incidents	£6
----------------------------	-----------

Longer term investments: *your input on how & when*

350,000 smart meters and water efficiency support	£8
--	-----------

Replace 20,000 lead pipes	£2
----------------------------------	-----------

Reducing sewage spills at a further 35 sites	£15
---	------------

Net zero operational emissions	£17
---------------------------------------	------------

Removing everyone from water poverty	£21
---	------------

What will it mean for bills?



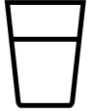









It is estimated that the average bill will increase by £397 by 2030.

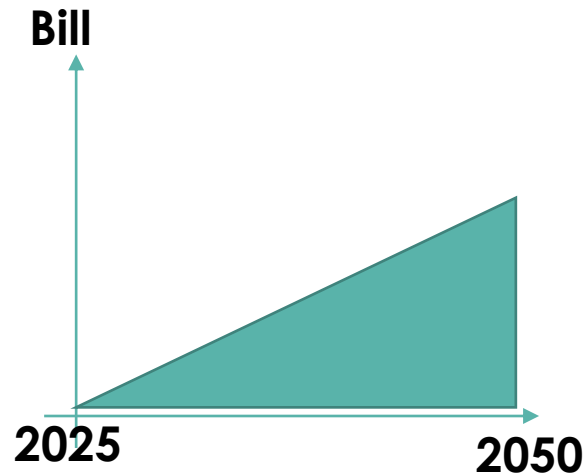
This breaks down as:

- **£65 of underlying changes** due to increased costs
- **£242 to meet the investment required** by the regulators
- **£90 to meet the investments proposed** over and above this

In addition, it is estimated that an additional **£237** would be included in the bill due to the **impact of inflation**

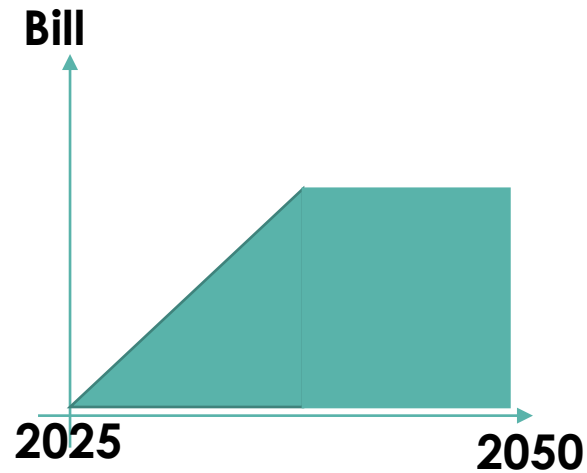
The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	<u>What this will add</u> <u>to your bill</u>
Supply interruptions		Average time without water per household	13.7 mins	5 mins		5 mins	£0
Water Quality		Contacts per 1,000 population	1.6	1.33		1	£13
Internal sewer flooding		Incidents per 10,000 connections	1	1.34		1	} £11
External sewer flooding		Incidents per 10,000 connections	18	14		13	
Leakage		Number of litres lost per property per day	83.6	103.1		78	£13
Pollution		Incidents per 10,000km of sewer	22	19.5		16	£11



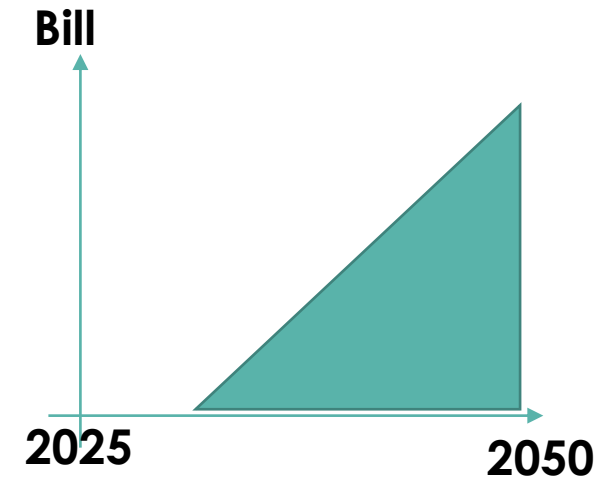
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*

2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
---	--

Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
--	---

Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
---	---

Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

Legally required *No say*

Reliable supply of water to customers, even during a drought	£29
---	------------

Continue to deliver clean and safe tap water	£17
---	------------

Reducing the number of sewage spills from overflows at 240 sites	£99
---	------------

Improve river water quality and monitoring	£61
---	------------

Recycle sludge from sewage	£25
-----------------------------------	------------

Protect natural resources	£11
----------------------------------	------------

5 year targets: *customer feedback*

Reduce leakage by 15%	£13
Maintain current level of supply interruptions	£0

Reduce complaints about drinking water taste, smell and look	£13
--	------------

Maintain position of best performer for internal flooding from sewers	£4
---	-----------

Reduce external sewer flooding	£6
--------------------------------	-----------

Reduce pollution incidents	£6
----------------------------	-----------

Longer term investments: *your input on how & when*

350,000 smart meters and water efficiency support	£8
--	-----------

Replace 20,000 lead pipes	£2
----------------------------------	-----------

Reducing sewage spills at a further 35 sites	£15
---	------------

Net zero operational emissions	£17
---------------------------------------	------------

Removing everyone from water poverty	£21
---	------------

What will it mean for bills?

It is estimated that the average bill will increase by £397 by 2030.

This breaks down as:

- £65 of underlying changes due to increased costs
- £242 to meet the investment required by the regulators
- £90 to meet the investments proposed over and above this

In addition, it is estimated that an additional £237 would be included in the bill due to the **impact of inflation**



2035 target: Installing 1,000,000 smart meters by 2035 so that every customer has a smart meter.

Longer term investments
You decide

Installing smart meters

£8

Proposal for installing smart meters

- Install 350,000 smart meters between 2025 and 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

South West Water plans to spend £56 million to install 350,000 smart meters by 2030. This would add £8 to a £1,000 water bill.

Boosting water resources & supply resilience

The long term ambition is to install 1,000,000 smart meters by 2035 so that every household has a smart meter

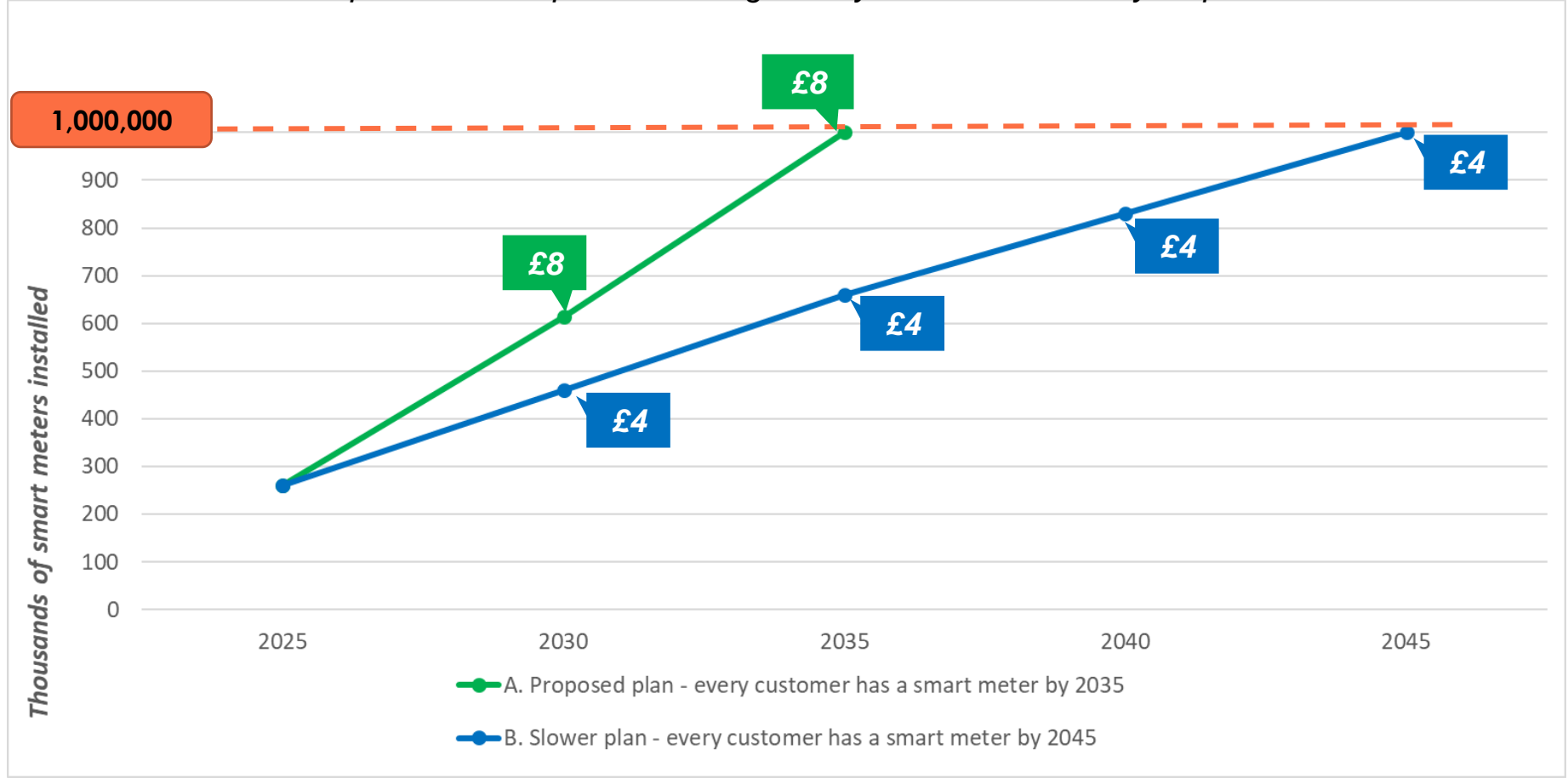
How would you like South West Water to pace this investment?

Longer term investments
You decide

Installing smart meters

£8 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the slower plan



2050 goal: Replace 90,000 lead pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£2.50 by 2030

Proposal for replacing lead pipes

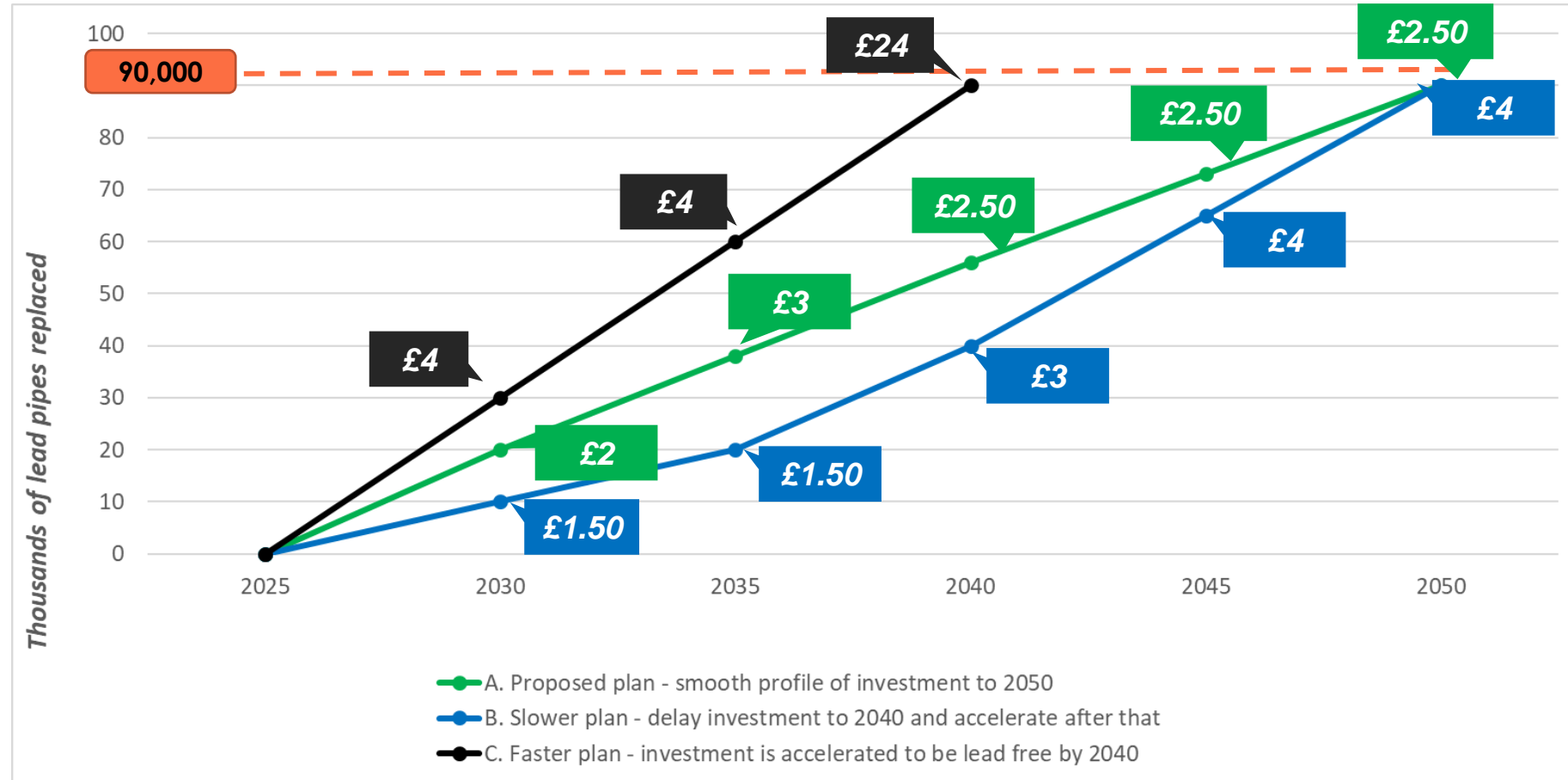
- Replace 20,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

South West Water plans to spend £20 million to replace 20,000 lead pipes by 2030. This would add £2.50 to a £1,000 water bill.

The long term ambition is to replace 90,000 lead pipes by 2050

How would you like South West Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Replacing lead pipes

£2.50 by 2030

A is the proposed plan

B is the slower plan

C is the faster plan



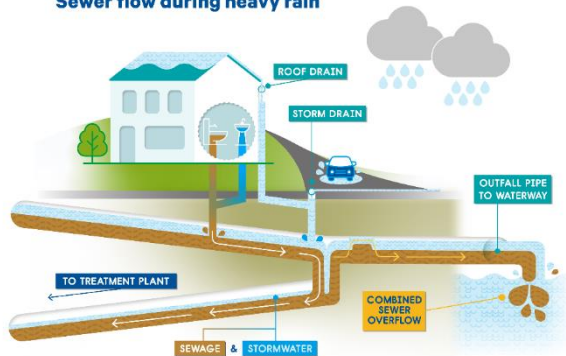
2050 goal: No more than 10 spills from each storm overflow site

Longer term investments
You decide

Reducing the use of storm overflows in a further 35 locations

£113 by 2030

Sewer flow during heavy rain



Proposal for addressing storm overflows

- Build on existing 'Water Fit' programme which is investing £330m to reduce storm overflows by 2025
- Go beyond the legal minimum by addressing an additional 35 sites by 2030
- Use a mix of solutions such as larger sewers, sustainable drainage systems to slow down rainwater including natural solutions such as ponds, extra storage tanks and disconnecting rainwater flows into some sewers.

South West Water proposes to spend £100m on tackling storm overflows at a further 35 locations and this would add £113 to a £1,000 water bill.

Control and treat wastewater flows to protect homes and the environment

Longer term investments
You decide

Reducing the use of storm overflows

£113 by 2030

A is the proposed plan: 275 sites by 2030

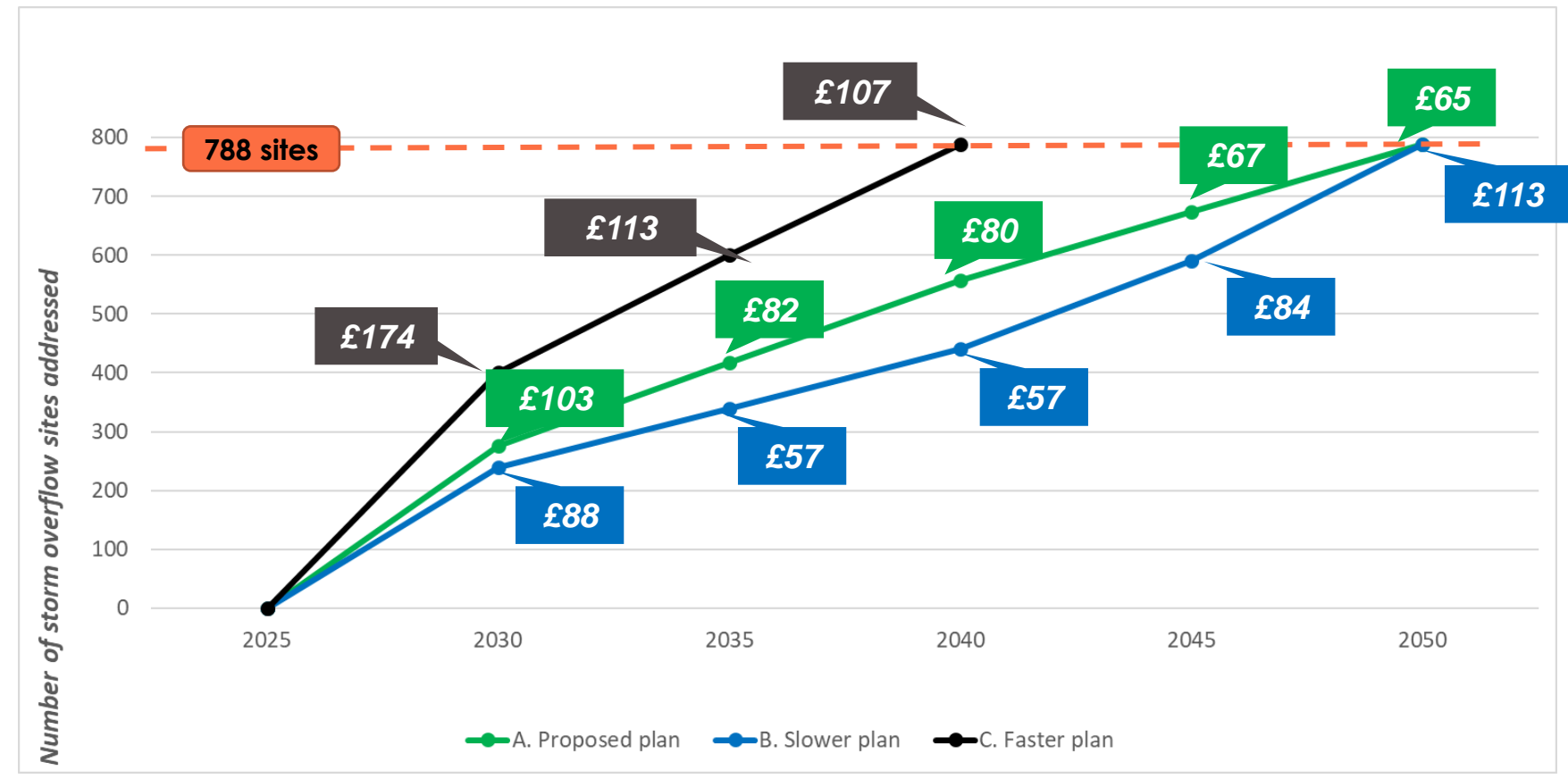
B is the slower plan: 240 sites by 2030

C is the faster plan: 400 sites by 2030

The long term ambition is ensure that there are no more than 10 spills from each storm overflow site which means addressing 788 sites by 2050

How would you like South West Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

**Net zero operational
emissions**

£17 by 2030



2050 goal: The long term ambition is to reach net zero operational emissions by 2030 and net zero including carbon in materials used by 2045

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by South West Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until South West Water can further reduce its own emissions

South West Water proposes to spend £195m on making all operations net zero, and this This would add £17 to a £1,000 water bill.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

How would you like South West Water to pace this investment?

Longer term investments
You decide

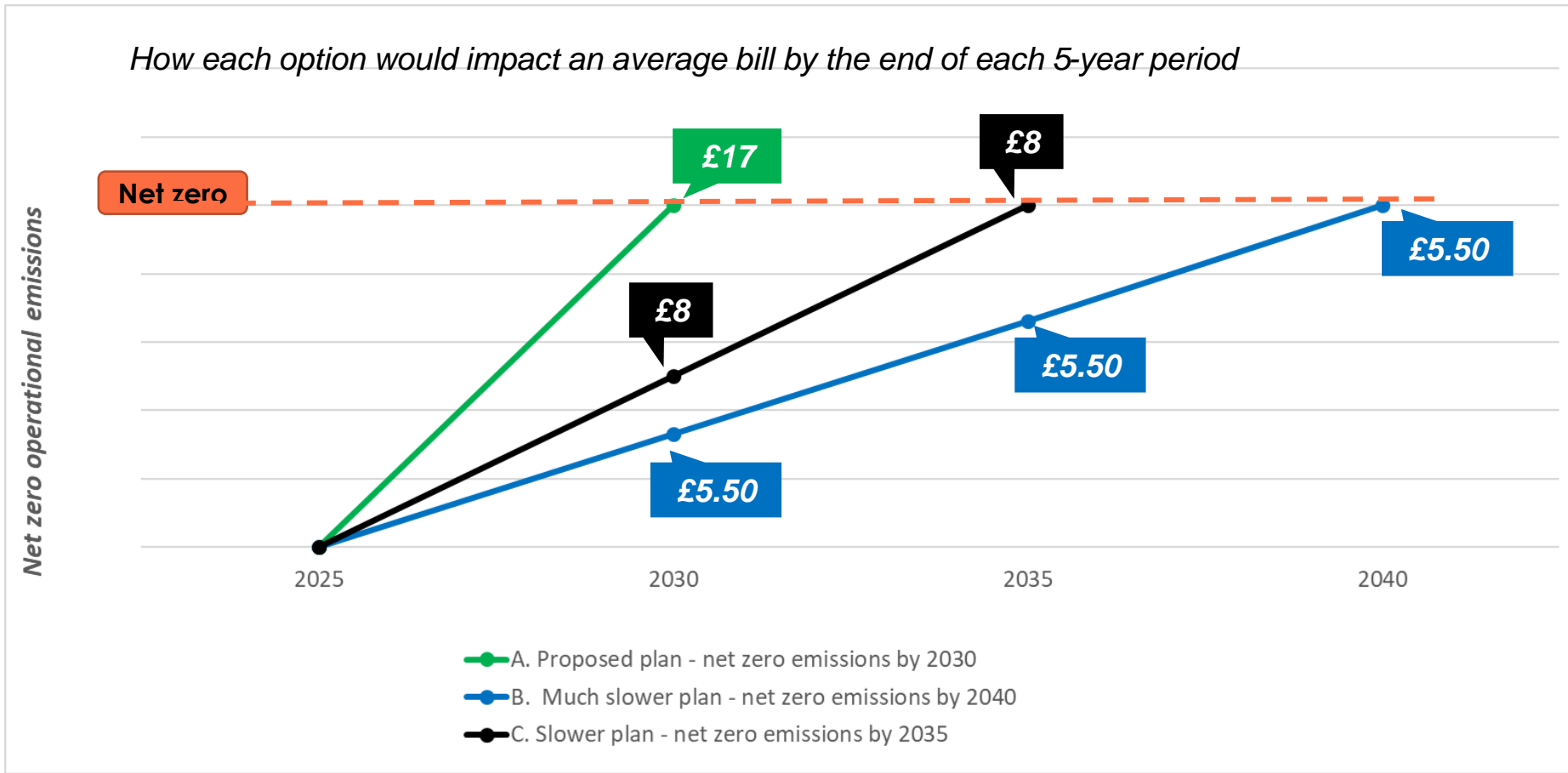
Net zero operational emissions

£17 by 2030

A is the proposed plan: net zero by 2030

B is the much slower plan: net zero by 2035

C achieves net zero by 2040



Discretionary investments
You decide

Removing everyone
from water poverty

£21 by 2030



2050 goal: Zero water poverty – no one spending more than 5% of their disposable income on their combined water and sewerage bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 additional households

- Doubling the number of households supported by social tariffs

This will increase a £1,000 water bill by £21 as a cross subsidy to customers less able to pay.

In additional, South West Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy
- Sponsoring community projects

Trusted customer and community experiences

Discretionary investments
You decide

Removing everyone
from water poverty

£21 by 2030

A is the proposed plan

B is the low cost plan

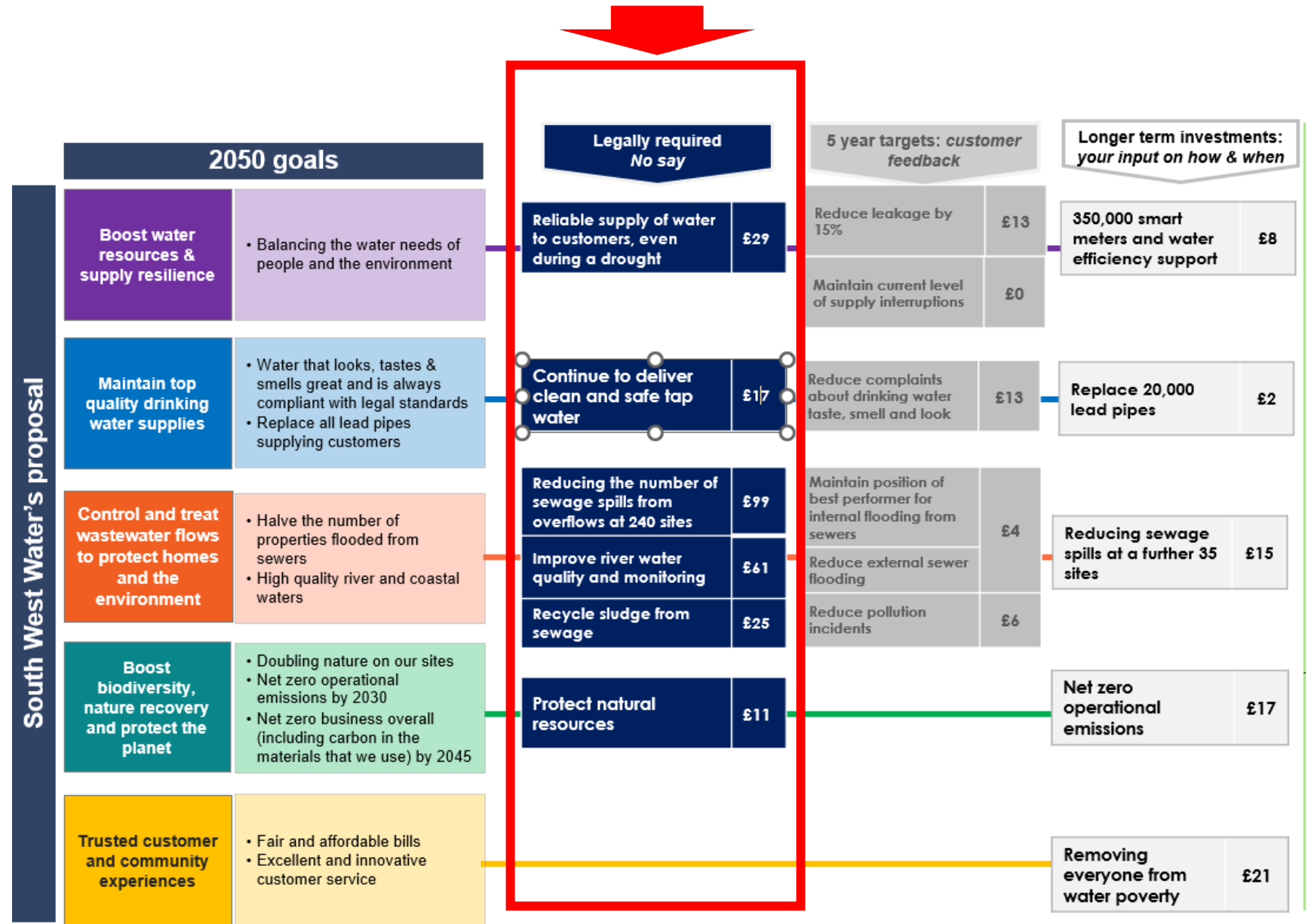
C would include the 'just about managing'

With rising bills, 100,000 additional households will be in water poverty. SouthWest Water plans to support all these additional households.

How would you like South West Water to pace this investment?



What South West Water is legally required to do



1**Proposed plan includes**

- ✓ 350k smart meters by 2035
- ✓ 20k lead pipes replaced by 2030
- ✓ 275 sites protected from sewage spills by 2030
- ✓ Net zero by 2030
- ✓ Ending water poverty by 2030

2**Must do' plan includes**

- ✓ 350k smart meters by 2045
- ✓ 10k lead pipes replaced by 2030
- ✓ 240 sites protected from sewage spills by 2030
- ✓ Net zero by 2040
- ✓ 100k households remain in water poverty until 2030

NB: we will show NHH depth participants the impact to their own specific bill.



Summarise your views in the
post-group survey.

Thank you!



BLUE MARBLE

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ACCEPTABILITY & AFFORDABILITY DISCUSSION GUIDE MODERATOR GUIDE

Overview

<ul style="list-style-type: none"> • 2 x 1.5 hours online focus groups with non-household customers • Company/CCG representatives to attend – primarily in observation role
--

SESSION 1 – 90 mins		
	15 mins	Welcome & Introductions
	15 mins	An introduction to the water company i
	20 mins	An introduction to the water company ii
	15 mins	Focus on the long term picture
	20 mins	Overview of Proposed plan
	5 mins	Wrap up
SESSION 2 – 90 mins		
	10 mins	Welcome and recap on previous session
	20 mins	Focus on legally required investments (PROPOSED)
	25 mins	Focus on discretionary elements (with phasing)
	5 mins	Bill impacts
	15 mins	Alternative shorter-term picture (MUST-DO)
	5 mins	Bill impacts
	10 mins	Wrap-up, post task & thank you

Welcome & Introductions (15 mins)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

- Ensure participants have turned on cameras and microphones, and troubleshoot any tech issues
- Welcome everyone to the event.
- Introduce Blue Marble and explain that we are an independent research agency.
- Explain: Confidentiality, GDPR, recording, how data will be used.
- Objective for the session: to help South West Water make important investment decisions.
- Role of respondents:
 - Asking people to act as representatives of the business community of the South West Water region;
 - There are no right or wrong answers we just want to hear people's open and honest views;
 - We will provide lots of information and expect much of it will be new to them – encourage people to ask questions.

~~**Observers/South West Water representatives (CCG):** each to briefly introduce self – name, job title and 1 sentence summary of role/responsibilities – then turn cameras off.~~



Discussions

Introductions

Each respondent to introduce self:

- Name, nature of business,
- Current challenges in operating environment
- Perspective on the economic climate: is it getting better or worse?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?

An introduction to the water company i (15 mins)

Moderator: to very briefly recap pre-task *SLIDES xxx*

SLIDE 3: This first slide shows us all the water companies that operate across England and Wales. It is important to note that water companies operate regionally. This is why it is a chance for customers to have their say. Some companies provide just water supplies, others provide both water and sewerage services. While households don't choose their water provider – businesses can choose their water and waste water retailer but are still supplied by the water company (otherwise known as the wholesaler) in the region.

SLIDE 4: This is a close up of the South West Water region – and it gives us a sense of the scale of the operation. South West is one of the companies that provides both sewerage and water supply. It provides sewerage services to the whole of the region, that's about 1.8m people - shown in blue. It's important to note that while businesses in the region are supplied by South West Water, the retailer bills and provides customer service to businesses.

SLIDE 5: This slide explains why the research is happening. It is all to do with the way water companies plan ahead in a process called the Price Review.

Every five years, water companies develop a 'business plan' that sets out how they want to develop their services, and the proposed cost to customers. As we've seen, customers are not able to choose their water provider, so water companies must give them a say about what they want from their services and the price they pay. Talking to customers through research also helps water companies prioritise what to do first or what to do most of. In this session we'll be looking at some of the choices they face – and where they want your input.

SLIDE 6: Water companies are regulated. This research is part of the regulatory process. The business plan we'll be looking at - and the cost of the investments which impact on customer bills - are **finalised by Ofwat**. One of the ways that people have their say is through research like this. We'll be asking what you think about the plans: are they '**acceptable**' to you and are they **affordable**. The plans we show you will be refined following this research based on what customers have to say.

SLIDE 7: Here we see all the things a water company like South West Water does. We are showing you this because the plans relate to all of the aspects of their work.



SLIDE 8: All of these aspects are overseen by regulators. We have mentioned Ofwat already who oversee the financial operation of water companies and measure customer satisfaction. The Environment Agency monitors all the areas that could have a detrimental impact on the environment if not conducted properly.

The Drinking Water Inspectorate monitors water quality.

Discussions:

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company and retailer?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
- Participants' sentiment towards their water company
 - What kind of relationship do you have with your water company?

An introduction to the water company ii (20 mins)

SLIDE 10: This slide shows us what your bill pays for.

- Any comments

SLIDE 11: The next information is about the way water companies are monitored, specifically by Ofwat.

We are told about the service level targets, called 'performance commitments', which are set for every five-year business plan. Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

SLIDE 12: Companies can miss or exceed performance commitment targets and this has a direct impact on customer bills because of the way Ofwat rewards or penalises companies

SLIDE 13 Last year South West Water passed 43 and failed 10 performance commitment targets and were penalised £10m. Which led to a reduction of £1 from customer bills. Hopefully now you have a sense of how the water market works, that it is regulated – and that its performance is closely monitored by the various regulators.

SLIDE 14 The remaining information is the performance of South West Water against all the other water companies. As I show you each slide, consider where you would want – or not want - to see further investment in future plans

- **SLIDE 15:** In terms of supply interruptions, SouthWest Water performed worse than the target set by 123%
- **SLIDE 16:** In terms of water quality, its appearance, taste and smell, SouthWest water just above the target
- **SLIDE 17:** For the target about sewage flooding in properties, SouthWest Water is exceeding its target
- **SLIDE 18:** For sewage flooding outside the home in gardens or outbuildings, SWW is exceeding its target
- **SLIDE 19:** For reducing leaks, it has met its target



- **SLIDE 20:** *And in terms of pollution of rivers and bathing areas, it has missed its target by 265%*

Discussions:

- Thinking about what was just presented, which areas matter most to your business/organisation?
 - Why?
 - Are there any areas that don't really matter to your business/organisation at all?
- Where do you think investment and improvement is most needed?
- Thinking about all the water and wastewater services that South West Water provide for your business/organisation and thinking about your bills:
 - What do you think of the value for money of the service you receive from your wholesale water and sewerage services?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?

SLIDE 22 *Here we see the 6 key performance targets again and the investment level proposed for the 2025-30 period*

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed **bill** changes?
- Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Focus on the long-term picture to 2050 (15 mins)

Before we get into the detail of the investment plans for the next 5 years, we need to understand what South West Water is trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SLIDE 23/24: *There are some challenges that all water companies have to factor in to their longer term plan:*

- *The impact of a changing climate: more extreme weather predictions mean that water companies will need to manage more frequent drought periods and the risk of more intense rain and flooding. Their plans include ways to adapt to climate change and become a net zero business.*
- *The pressures that come with a growing population: this means increasing the water and wastewater networks to accommodate new housing developments and building new sustainable ways to capture storm water to prevent it overwhelming the drains and sewers – especially necessary in built up areas.*



BLUE MARBLE

- Some new laws and regulations: all water companies have to comply with environmental laws in England. They also have to consider how climate change and population growth affect current and future capacity of sewage and rainwater drainage networks. These cover a range of areas including:
 - Reducing pollution of seas and rivers from sewage overflows.
 - Not taking too much water from rivers and from underground to protect the ecology.
 - Making sure there is enough water available to protect the natural environment as well as providing a public water supply.
 - Treating water and wastewater to a standard that does not harm the natural environment.
 - Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.
- And then there's the economic situation – the cost of living crisis and high inflation.

SLIDE 25: South West Water has 5 outcomes which are its ambitions or goals for 2050.

Discussion

- What do you think about the long-term plans South West Water have set out?
- Which one or two outcomes matter most to your business/organisation – probe why
- Which matter least? Why?
- These ambitions sit in the 2050 timeframe (or 2040 in the case of net zero) but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) – 20 mins

SLIDE 26 There are 2 plans that we will be showing you. The 'Proposed' plan includes extra work over and above what they are required by law - to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows South West Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.

I'm just going to clarify the 3 types of investment for you to consider... **SLIDE 27** These are:

SLIDE 28 This is the one page plan you saw in the pre-read. **MODERATOR:** talk through the slide:

- The key investments relate to the long term outcomes (in colour)
- **Dark blue** are the elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- **In grey** are the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years



- **In white** are the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years
- **In green** is the impact this will have on business customer bills – using a £1,000 bill as an example

Discussion

What are your initial reactions to the type and cost of investments that are proposed?

- Initial reactions to the investment areas:
 - How do these fit with expectations?
 - Any surprises?
 - Any concerns?
 - How acceptable does the plan look (if cost isn't in the equation)
- What are your initial thoughts on the proposed bill changes?
 - How acceptable is the plan once you can see the cost impacts?
 - How affordable is this for businesses?

Wrap up session 1 – 5 mins

Thank you very much for all of your input so far. We really appreciate your time and engagement. We look forward to seeing you next week at the same time. You will have received an invitation for next week's session.



PART 2

Welcome & Introductions plus brief recap on previous session (10 mins)

Welcome everyone to the session, introduce observers and set out expectations of the event

- Ensure participants have turned on cameras and microphones, and troubleshoot any tech issues
- Recap briefly
 - The long term picture to 2050 (Slide 30)
 - Introduction to proposed business plan (Slide 31)
- Explain that we are going to share more detail behind the investments so that they can consider the proposals in more detail

Focus on legally required investments (20 mins)

We'll start by showing you the legally required investments:

Moderator refer to **SLIDE 32**: the first investment relates to **Balancing the water needs of people and the environment**

Water companies are required to publish a Water Resources Management plan, which sets out how they plan to balance demand for water with supply, even during an extreme drought.

A mix of solutions are used to both reduce demand (from leakage and from customers) and to increase available supply. Here we are asking about the must do component of the plan – where this is little opportunity for alternatives. This covers:

- New supplies – such as utilising old quarry pits
- Connecting new customers and making sure there is the infrastructure to supply them
- Connecting resources across geographical areas so that there is flexibility in how people are supplied

Moderator refer to **SLIDE 33**: the first investment relates to **to deliver clean and safe tap water**
SWW propose to Invest £120 million between 2025 and 2030 to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

They will be investing in:

- 'Catchment management' to improve water quality issues at source
- Major upgrades to 13 treatment works

Moderator refer to **SLIDE 34**: the first investment relates to **Reducing the number of sewage spills from overflows at 240 locations**

Storm overflows: When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,600 for South West Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:



BLUE MARBLE

By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites

By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Moderator refer to **SLIDE 35**: this investment relates to **River water quality and monitoring**

Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there

- *As a result, South West Water needs to help prevent nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country*

There are also a number of additional targets set by government for other harmful chemicals which need to be removed during the sewage treatment process. Investment is needed to meet higher standards set by law.

South West Water will install water quality monitors to help to target investment effectively and measure the impact of this work.

Moderator refer to **SLIDE 36**: this investment relates to **Protecting natural resources**

*Invest **£72 million** to protect and enhance wildlife, for example by:*

- *Working with partners and landowners to remove weirs or ensure that fish and eels can reach upstream habitats*
- *Habitat creation through creating ponds, tree planting and restoration*
- *Controlling non-native invasive species to ensure that native varieties can thrive*

Investment to protect river flows during times of drought

Discussions PROBE ON EACH INVESTMENT (10 mins)

SLIDE 37/38 – refer to summary on screen

How do you feel about the mandatory targets set?

- Do they feel too ambitious/not ambitious enough/about right?
- What are your initial thoughts on the proposed bill changes?
 - Does this seem reasonable?
 - Is it affordable?
- Do you feel this will support the longer term 2050 targets?
- Generally, do you challenge these investments, or do you accept them?
 - If challenge: what would you like to see changed?



Focus on discretionary investments (30 mins)

SLIDE 39/40 now we are moving onto look at the 5 longer term investments where customers have a say in how and when these investments are planned between now and 2050.

SLIDE 41: one aspect we will be discussing when looking at the long term investments is how they phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- The first scenario is for steady rises which will affect current and future customers similarly.
- In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).
- In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.

Discussions

- What is best for them as business customers?
- What is fairest for all current and future customers?
- What is best for society?

SLIDE 42/43 Installing smart meters. (2 mins)

Now I'll read out some background about an additional investment for smart meters

Like leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment. Today, many households have a basic water meter used to generate the water bill every 6 months – none have smart meters. Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage. Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits.

Summarise proposal and phasing options



Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A B or C) do you think is best and why?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE 44/45 Now I'll read out some background about an additional investment for lead pipe replacement

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies dose water supplied through lead pipes with low levels of phosphates to keep customers safe.

Summarise proposal and phasing options

Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A B or C) do you think is best and why?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE 46/47 net zero operation. (2 mins)

Summarise proposal and phasing options

Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A B or C) do you think is best and why?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE 48/49 storm overflows (2 mins)



Now I'll read out some background about an additional investment for reducing storm overflows

Storm overflows are a design legacy of the past, used to prevent flooding of properties after periods of heavy rainfall, as most sewers carry both sewage and rainwater. A change in the law requires storm overflows to be used less frequently.

South West Water currently has 788 (out of a total of 1,300 overflows) which spill more than 10 times per year. The new legal requirement is for no overflow to spill more than 10 times per year by 2050. The law requires some to be addressed faster than others, which means that at least 240 sites must be addressed by 2030.

Summarise proposal and phasing options

Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A B or C) do you think is best and why?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE 49/50 removing everyone from water poverty (2 mins)

Summarise proposal and phasing options

Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A B or C) do you think is best and why?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

- **SLIDE 52 proposed bill change based on an average non household bill of £1,000** (explaining that they will see a personal bill prediction later on for them to respond to)

Discussions

- Response to overall bill impact
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?

Focus on the shorter-term (MUST-DO business plan) – 20 minutes



SLIDE 54 & 55 Introduce overview and summary of the 'must-do' business plan

- Talk through the 5 areas that will revise the bill changes down (*STIMULUS least cost alternative*)
- **SLIDE 55 proposed bill change** based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)

Discussions

- How do you feel about the 'least cost/must do' plan
- Which of the 5 areas are you least willing to compromise
- Which are you most willing to forego?

How does this plan impact your business/organisation?

- **SLIDE 55 proposed bill change based on an average non household bill of £1,000** (explaining that they will see a personal bill prediction later on for them to respond to)

Discussions

- Response to overall bill impact
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?

Wrap up and post-task – 10 minutes

Thank you very much for all of your input so far. We really appreciate your time and engagement.

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today.

Explain process.

NHH FOCUS GROUP
Online – part 1
May 2023



An introduction to water and wastewater services

There are **11** water companies that provide **both water and sewerage services** – **South West Water is one of them**

There are also **5** companies that provide **water services only**

Water companies are regional: people have to receive water services from the company that covers where they live

Business customers can choose their water and sewerage retailer. While this retailer is the first point of contact for business customers, water companies (also known as the ‘wholesaler’) still provide water and sewerage services to business customers on behalf of the retailer.



South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions

Businesses in the region receive water from South West Water, but primarily deal with their retailer who bills them and provides customer services.



South West Water



water services



wastewater services



c. 1.8 million
population served



450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



Bournemouth Water



water services



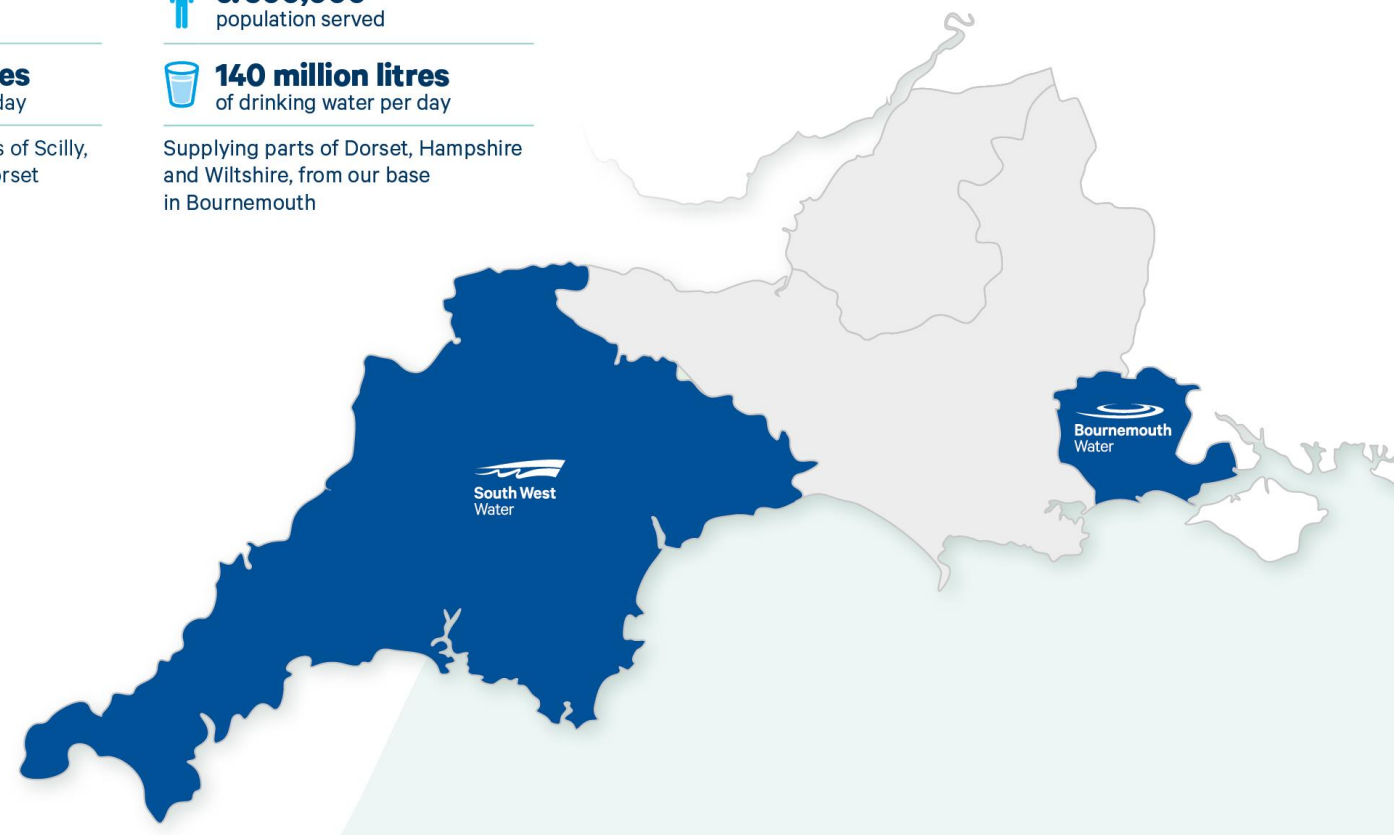
c. 500,000
population served



140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

Isles of Scilly



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



Wastewater services



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



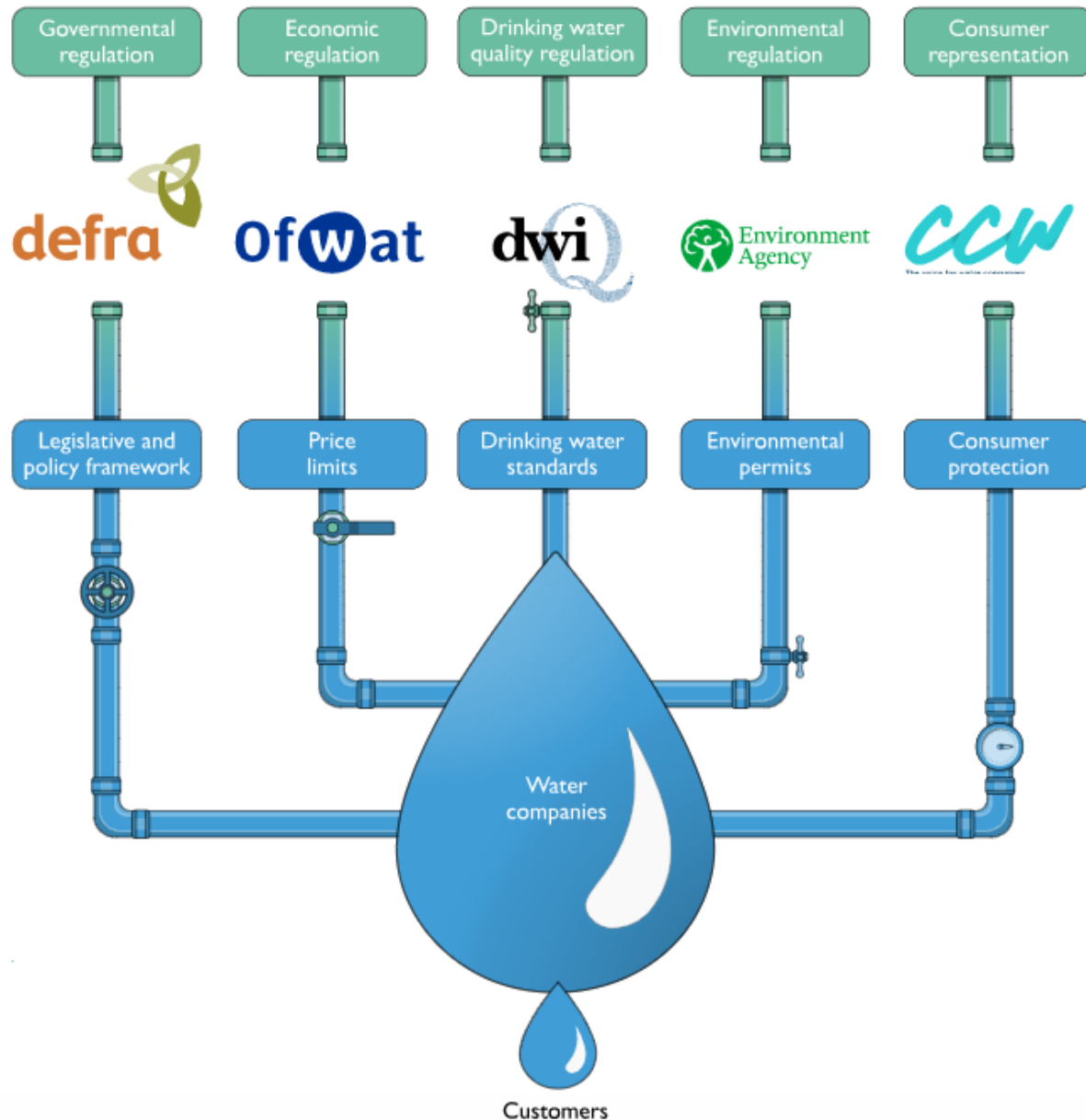
5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

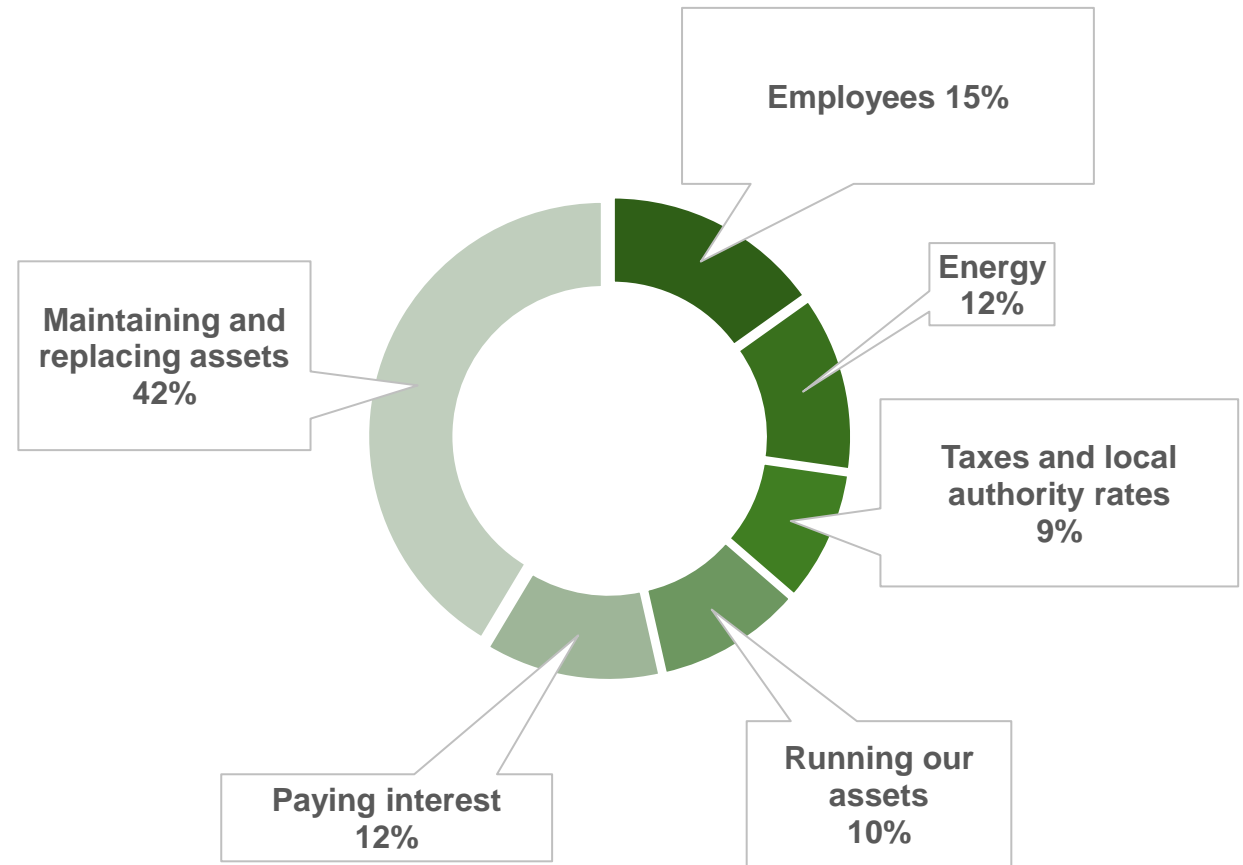
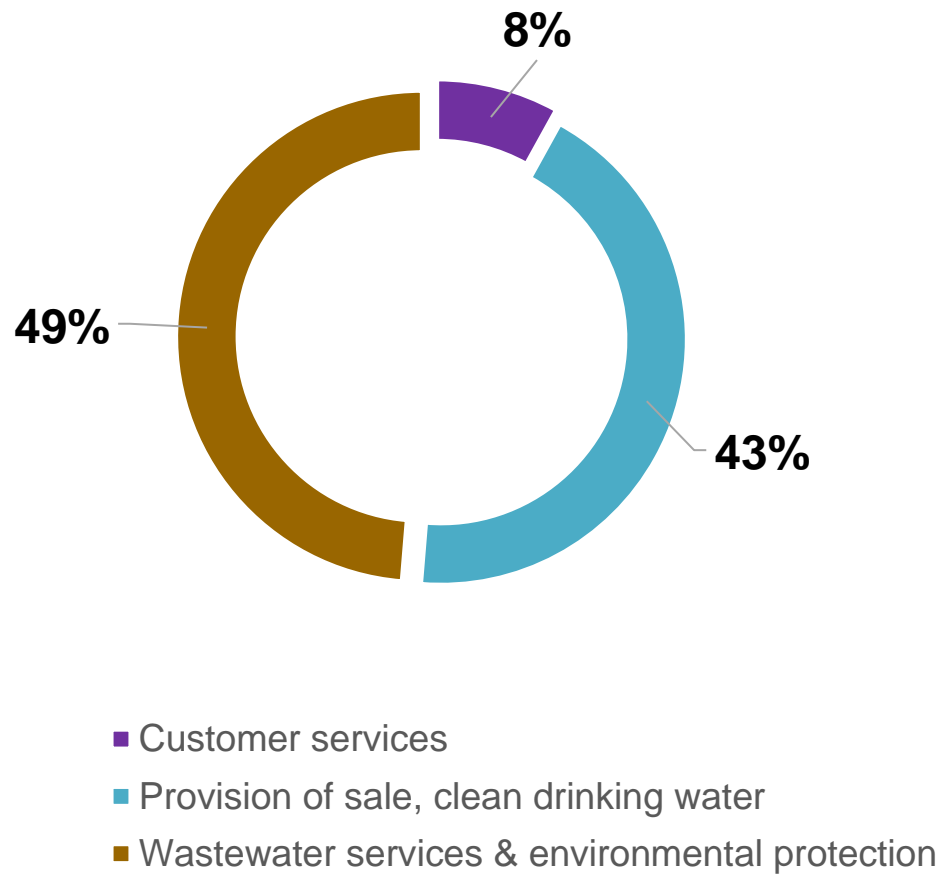
CCW: Consumer Council for Water



What impressions do you have
of your water company?

Household bill breakdown

What service this money supports



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called ‘performance commitments’**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat’s assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of out of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

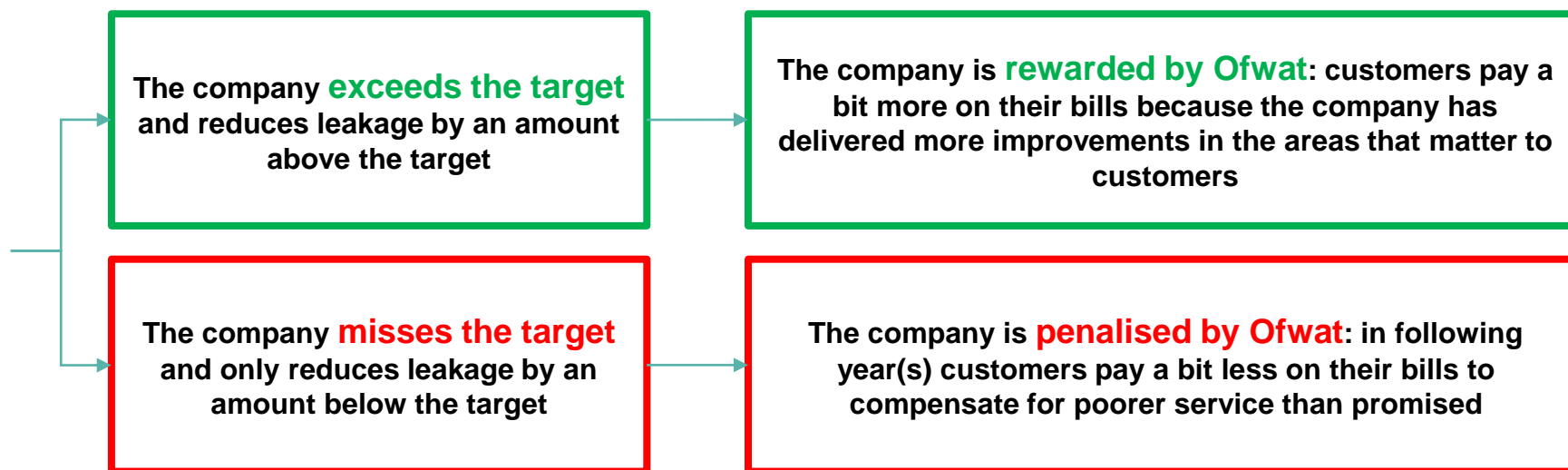
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?

Last year South West Water **passed 43** and **failed 10** performance commitment targets earning them an overall penalty of **£10m** which is returned through a customers bill reduction (which would equate to a £1 decrease to an average household annual bill).

PART TWO

Next we are showing you how South West Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes properties are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all properties in the region
- Please read the information and consider where you are happy with South West Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for over 3 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

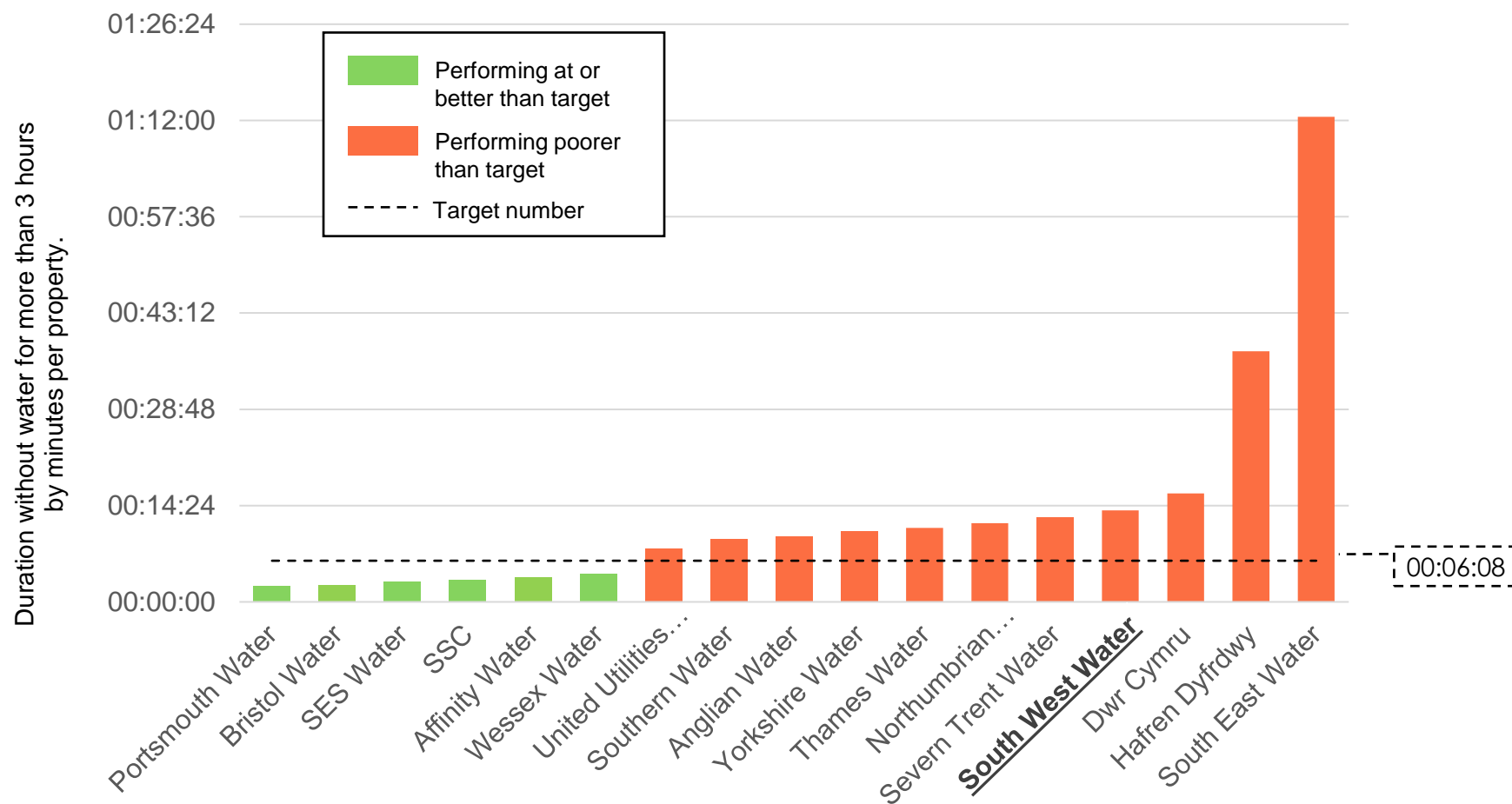
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



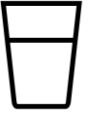
The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

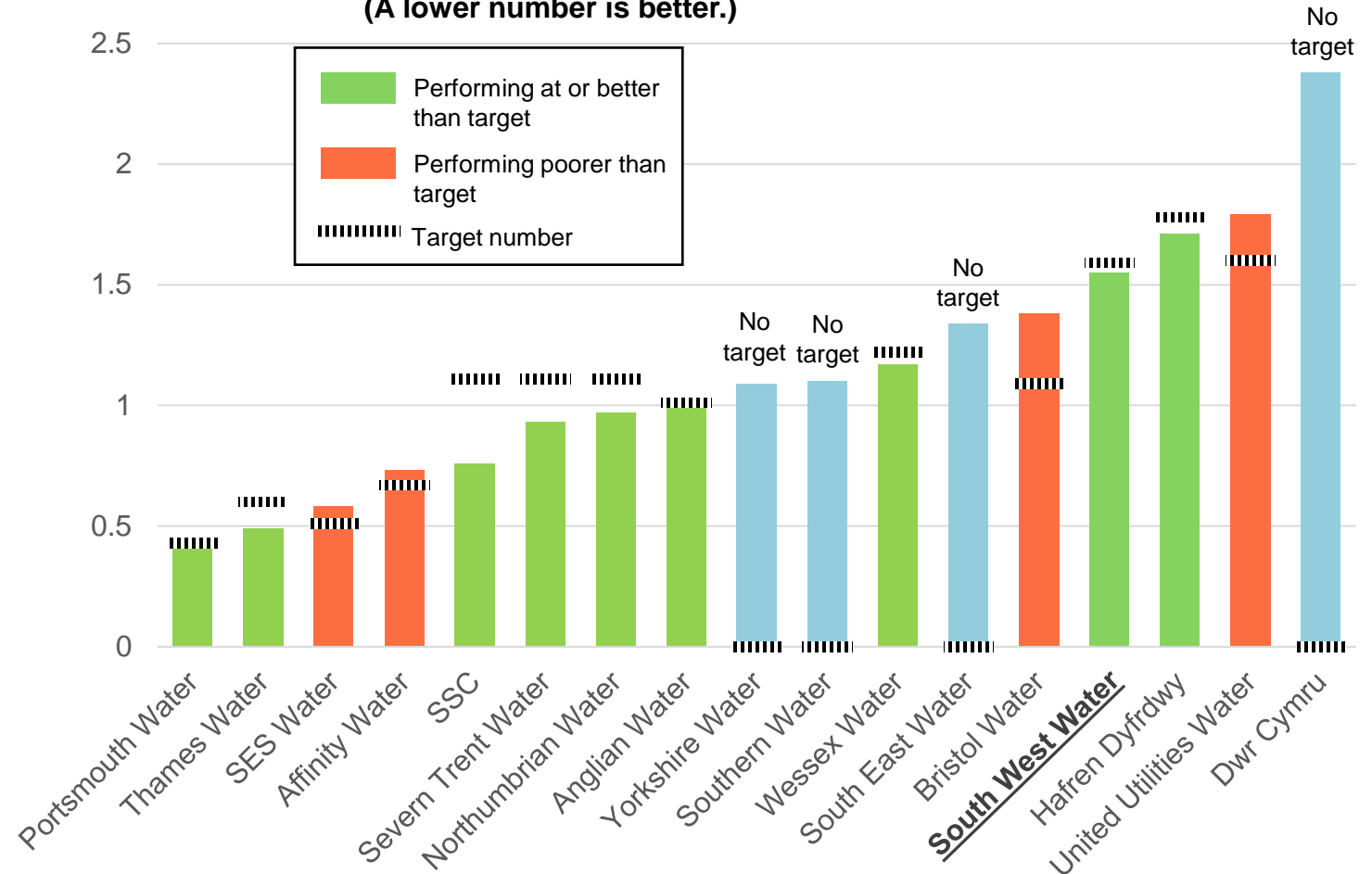
Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

Number of customer contacts received regarding incidents, per 1,000 properties.



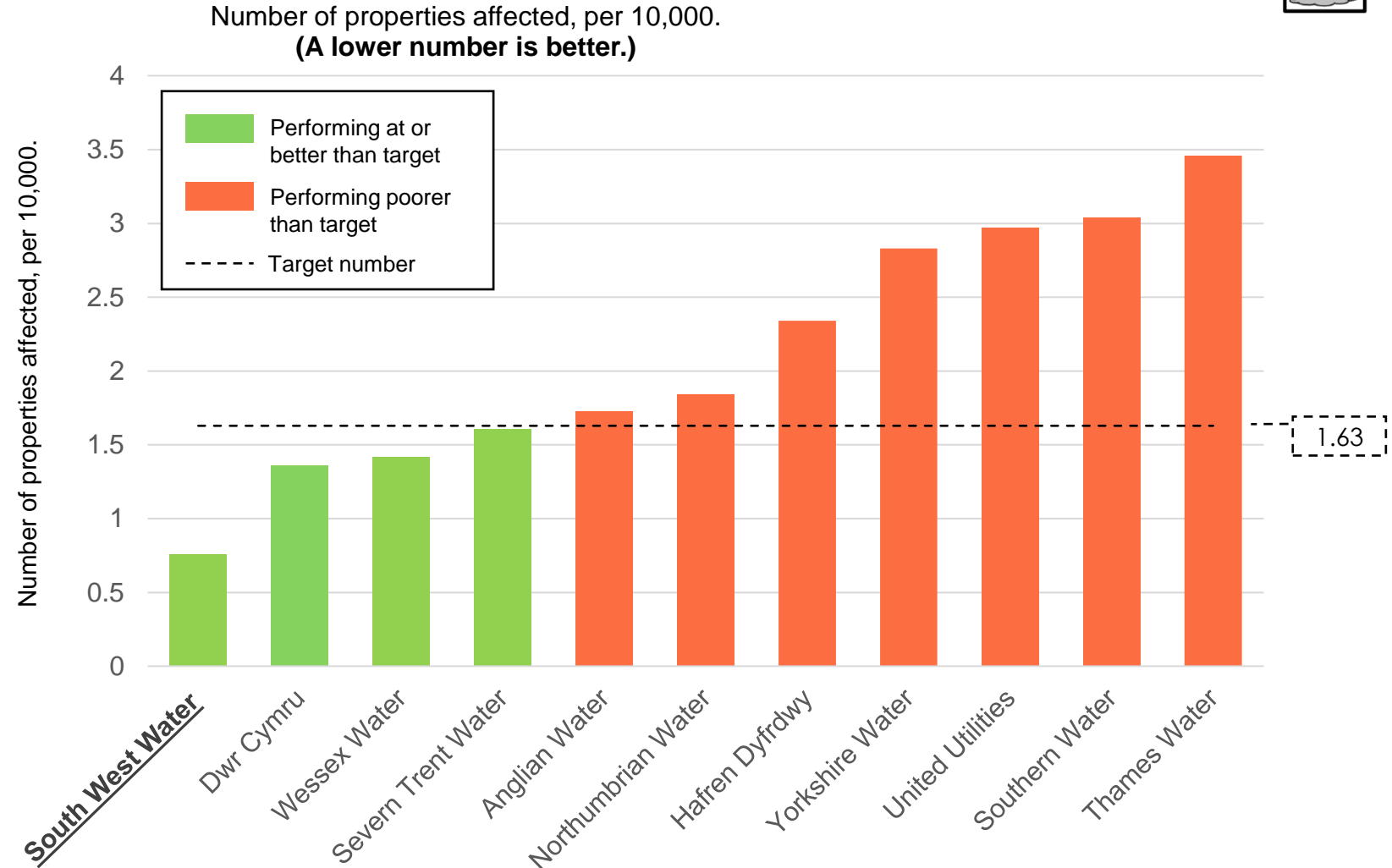
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

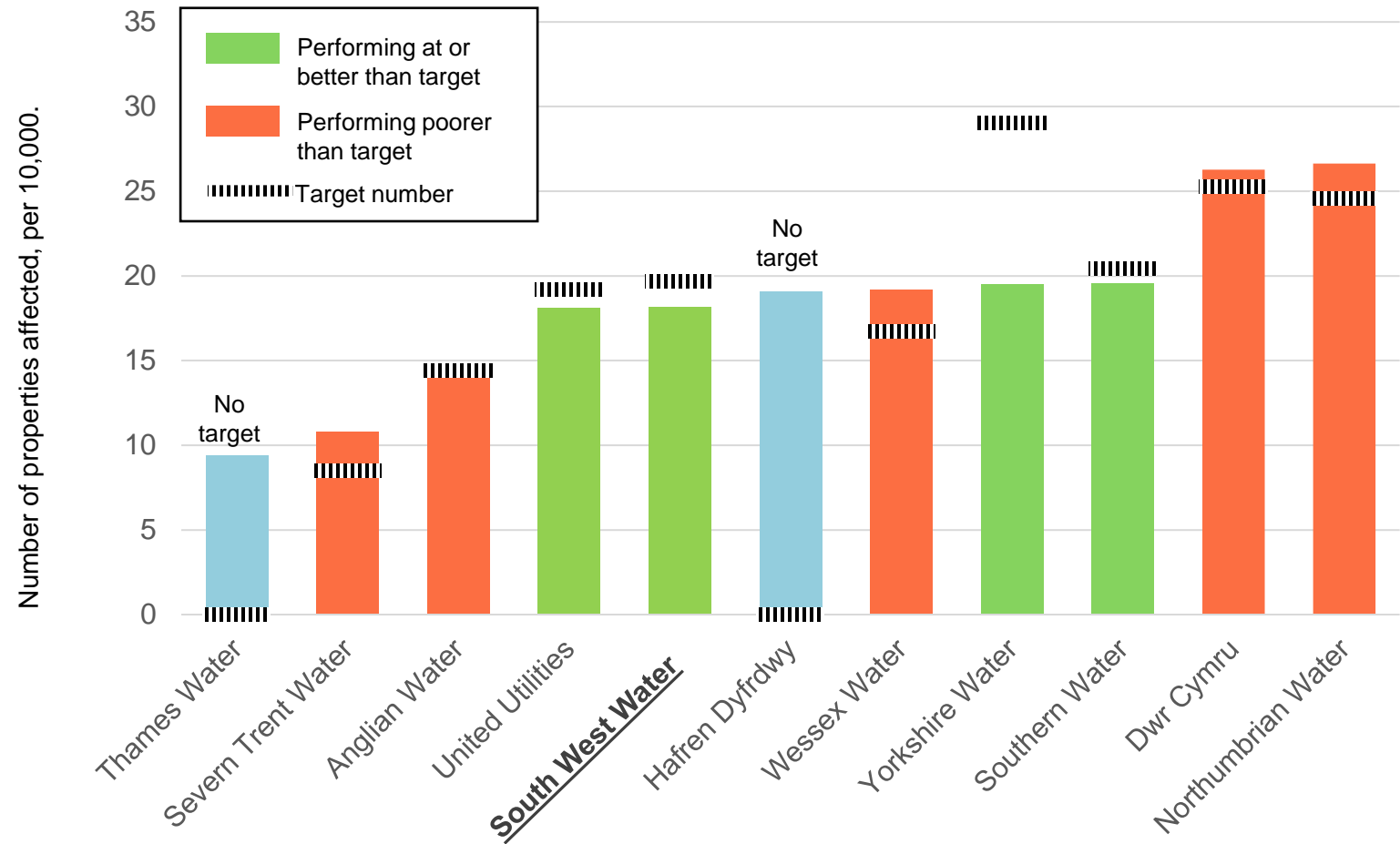
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.



Number of properties affected, per 10,000.
(A lower number is better.)



Reducing leaks

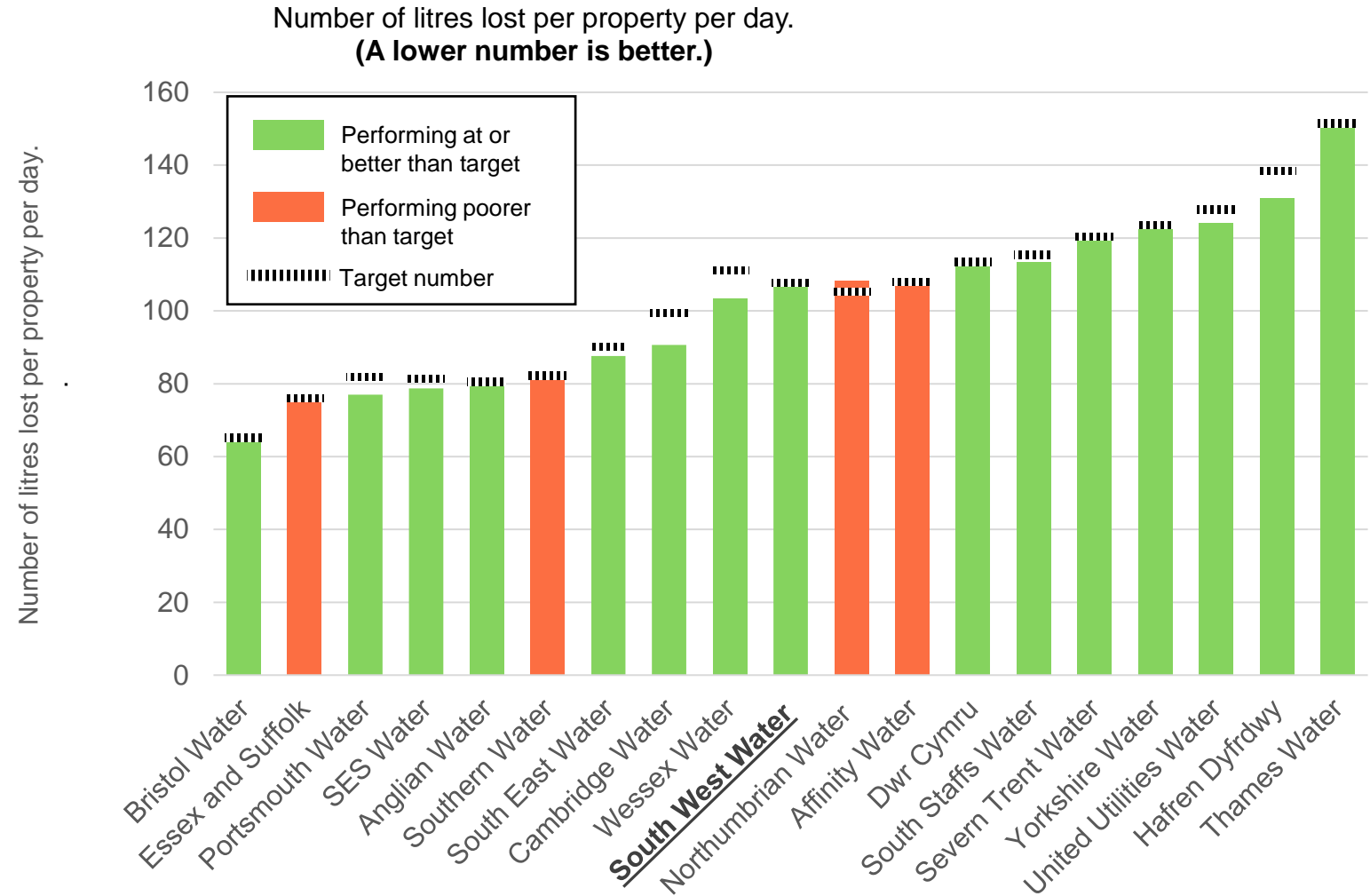


Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

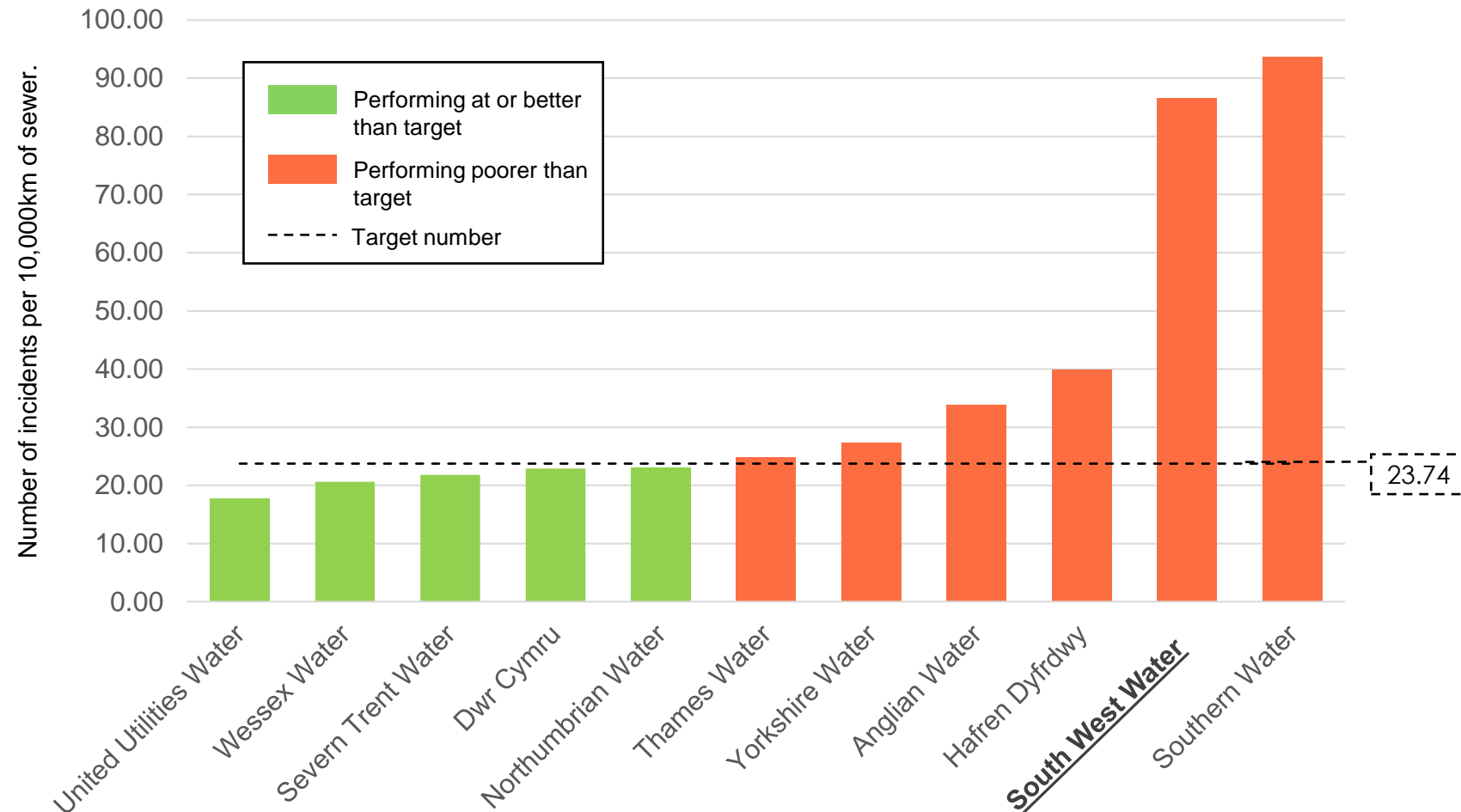
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.



Number of incidents per 10,000km of sewer.
(A lower number is better.)





Supply interruptions



Water Quality



Internal sewer flooding



External sewer flooding















Leakage

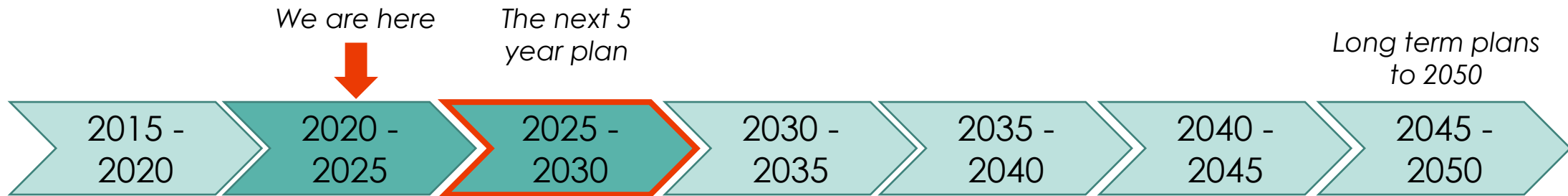


Pollution

What impressions do you have of the performance?

The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	What this will add to your bill
Supply interruptions		<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£0
Water Quality		<i>Contacts per 1,000 population</i>	1.6	1.33		1	£13
Internal sewer flooding		<i>Incidents per 10,000 connections</i>	1	1.34		1	} £11
External sewer flooding		<i>Incidents per 10,000 connections</i>	18	14		13	
Leakage		<i>Number of litres lost per property per day</i>	83.6	103.1		78	£13
Pollution		<i>Incidents per 10,000km of sewer</i>	22	19.5		16	£11



- The 5 year plan is designed to be the first step to achieving longer term ambitions
- The longer term timeframe is 25 years – to 2050

The context for the 2025-30 business plan: the challenges South West Water faces

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Net zero

Population changes



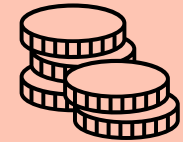
- Meeting infrastructure needs for new housing in the area
- Population swell during holiday periods from tourists visiting our beautiful area

New statutory requirements



- Reducing the use of storm overflows
- Reducing water used per head
- River water quality monitoring
- Improving drought resilience
- Nutrient removal

Economic factors



- Cost of living crisis
- Affordability of bills
- Inflation

South West Water has five long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boost water resources and supply resilience

- We will balance the needs of customers/communities & the environment.
- We will reduce the amount of water we take from rivers & groundwater by reducing leaks from pipes & helping customers to reduce their own usage.
- We will also develop new supplies of water such as reservoirs.

Control and treat wastewater flows to protect homes and the environment

We will improve the water quality in rivers and seas by ensuring that all wastewater is safely recycled so that there is no harm to the environment. This will protect bathing waters and wildlife.

Maintain top quality drinking water supplies

High quality water is delivered to homes and business through improved, higher technology water networks - making it very rare for customers to experience any issues with their water supply.

Trusted customer and community experiences

We want customers and communities to have a great experience every time they interact with us. By improving our performance and being transparent and open, we will increase the level of trust which everyone has in us.

Boost biodiversity, nature recovery and protect the planet

We will work together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Our business is net zero.

1

Proposed plan

This is South West Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows South West Water to carry out the work that they are required to do by law

Also the **least cost** plan

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
---	--

Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
--	---

Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
---	---

Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

Legally required No say

Reliable supply of water to customers, even during a drought	£29
---	------------

Continue to deliver clean and safe tap water	£7
---	-----------

Reducing the number of sewage spills from overflows at 240 sites	£99
---	------------

Improve river water quality and monitoring	£61
---	------------

Recycle sludge from sewage	£25
-----------------------------------	------------

Protect natural resources	£11
----------------------------------	------------

5 year targets: customer feedback

Reduce leakage by 15%	£13
Maintain current level of supply interruptions	£0

Reduce complaints about drinking water taste, smell and look	£13
--	------------

Maintain position of best performer for internal flooding from sewers	£4
---	-----------

Reduce external sewer flooding	£6
--------------------------------	-----------

Reduce pollution incidents	£6
----------------------------	-----------

Longer term investments: your input on how & when

350,000 smart meters and water efficiency support	£8
---	-----------

Replace 20,000 lead pipes	£2
---------------------------	-----------

Reducing sewage spills at a further 35 sites	£15
--	------------

Net zero operational emissions	£17
--------------------------------	------------

Removing everyone from water poverty	£21
--------------------------------------	------------

What will it mean for bills?

It is estimated that the average bill will increase by £397 by 2030.

This breaks down as:

- £65 of underlying changes due to increased costs
- £242 to meet the investment required by the regulators
- £90 to meet the investments proposed over and above this

In addition, it is estimated that an additional £237 would be included in the bill due to the impact of inflation

NHH FOCUS GROUP
Online – part 2
June 2023



2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
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Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
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Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
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Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

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South West Water's proposal

2050 goals

Boost water resources & supply resilience

- Balancing the water needs of people and the environment

Maintain top quality drinking water supplies

- Water that looks, tastes & smells great and is always compliant with legal standards
- Replace all lead pipes supplying customers

Control and treat wastewater flows to protect homes and the environment

- Halve the number of properties flooded from sewers
- High quality river and coastal waters

Boost biodiversity, nature recovery and protect the planet

- Doubling nature on our sites
- Net zero operational emissions by 2030
- Net zero business overall (including carbon in the materials that we use) by 2045

Trusted customer and community experiences

- Fair and affordable bills
- Excellent and innovative customer service

Legally required
No say

Reliable supply of water to customers, even during a drought	£29
Continue to deliver clean and safe tap water	£17
Reducing the number of sewage spills from overflows at 240 sites	£99
Improve river water quality and monitoring	£61
Recycle sludge from sewage	£25
Protect natural resources	£11

5 year targets: customer feedback

Reduce leakage by 15%	£13
Maintain current level of supply interruptions	£0

Longer term investments: your input on how & when

350,000 smart meters and water efficiency support	£8
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Replace 20,000 lead pipes	£2
----------------------------------	-----------

Maintain position of best performer for internal flooding from sewers	£4
---	-----------

Reducing sewage spills at a further 35 sites	£15
---	------------

Reduce external sewer flooding	£6
Reduce pollution incidents	£6

Net zero operational emissions	£17
---------------------------------------	------------

Removing everyone from water poverty	£21
---	------------

ents: when

£8

£2

£15

£17

£21

Boosting water resources & supply resilience

Legally required / *must-do*

Reliable supply of water to customers, even during a drought

£29 per year



2050 goal: Balancing the water needs of people and the environment

South West Water will need to spend £126m to meet these requirements for 2025-2030, and this will add £29 to a £1,000 water bill. Housing developers will also be required to contribute to the costs.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£17 per year



2050 goal: High quality drinking water

Continue to deliver clean and safe tap water

South West Water will need to spend £120m to meet these requirements for 2025-2030, and this will add £17 per year to a £1,000 water bill.

Control and treat wastewater flows to protect homes and the environment

Legally required
No say

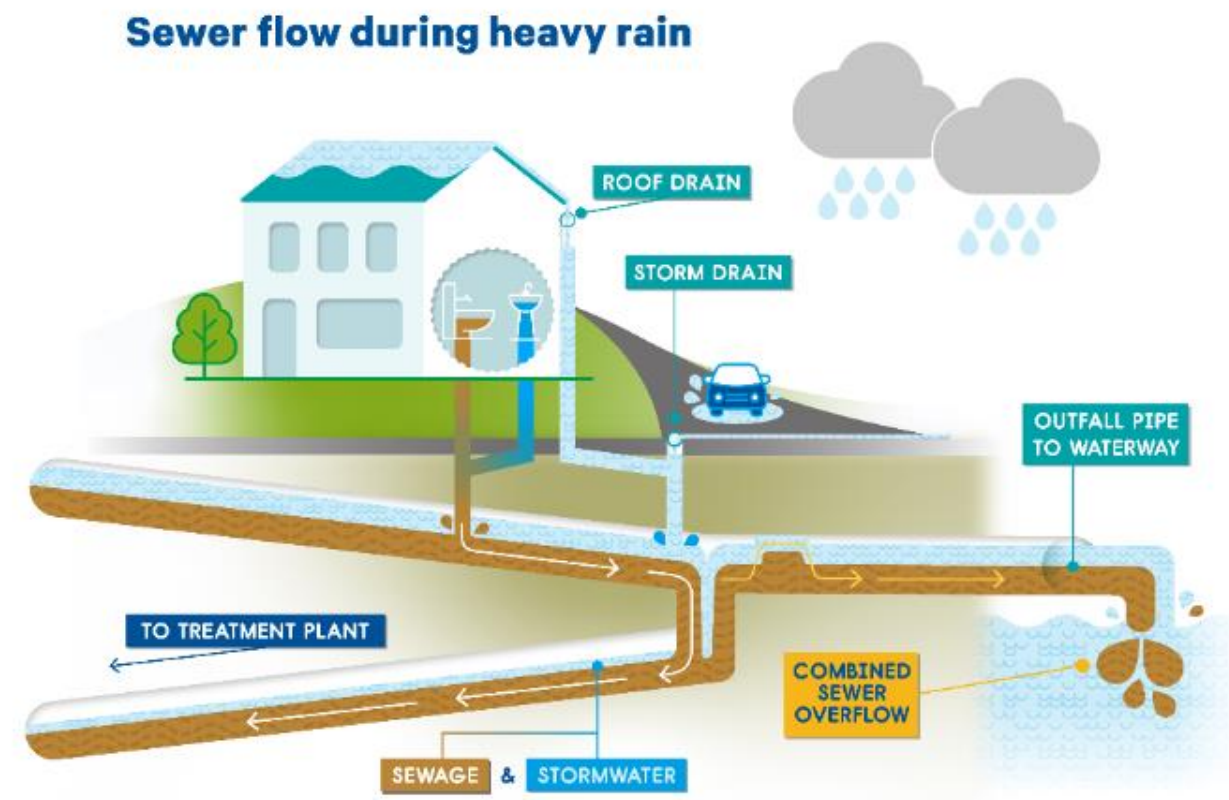
Reducing the number of sewage spills from overflows at 240 locations

£99 per year



2050 goal: For no more than 10 spills per annum from each storm overflow

South West Water will need to spend £673m to meet these requirements for 2025-2030, and this will add £99 per year to a £1,000 water bill.



Control and treat wastewater flows to protect homes and the environment

Legally required
No say

Improve river water
quality and
monitoring

£29 per year



2050 goal: To restore the quality of rivers and coastal waters

South West Water will need to spend £406m to meet these requirements for 2025-2030, and this will add £29 per year to a £1,000 water bill

Boost biodiversity, nature recovery and protect the planet

Legally required
No say

Protect natural
resources

£11 per year



2050 goal: Doubling nature on South West Water sites

South West Water will need to spend £72m to meet these requirements for 2025-2030, and this will add £11 per year to a £1,000 water bill



How acceptable or unacceptable do you find these legally required investments?

Legally required / *must-do*

Reliable supply of water to customers, even during a drought

£29 per year

Continue to deliver clean and safe tap water

£17 per year

Reducing the number of sewage spills from overflows at 240 locations

£99 per year

Improve river water quality and monitoring

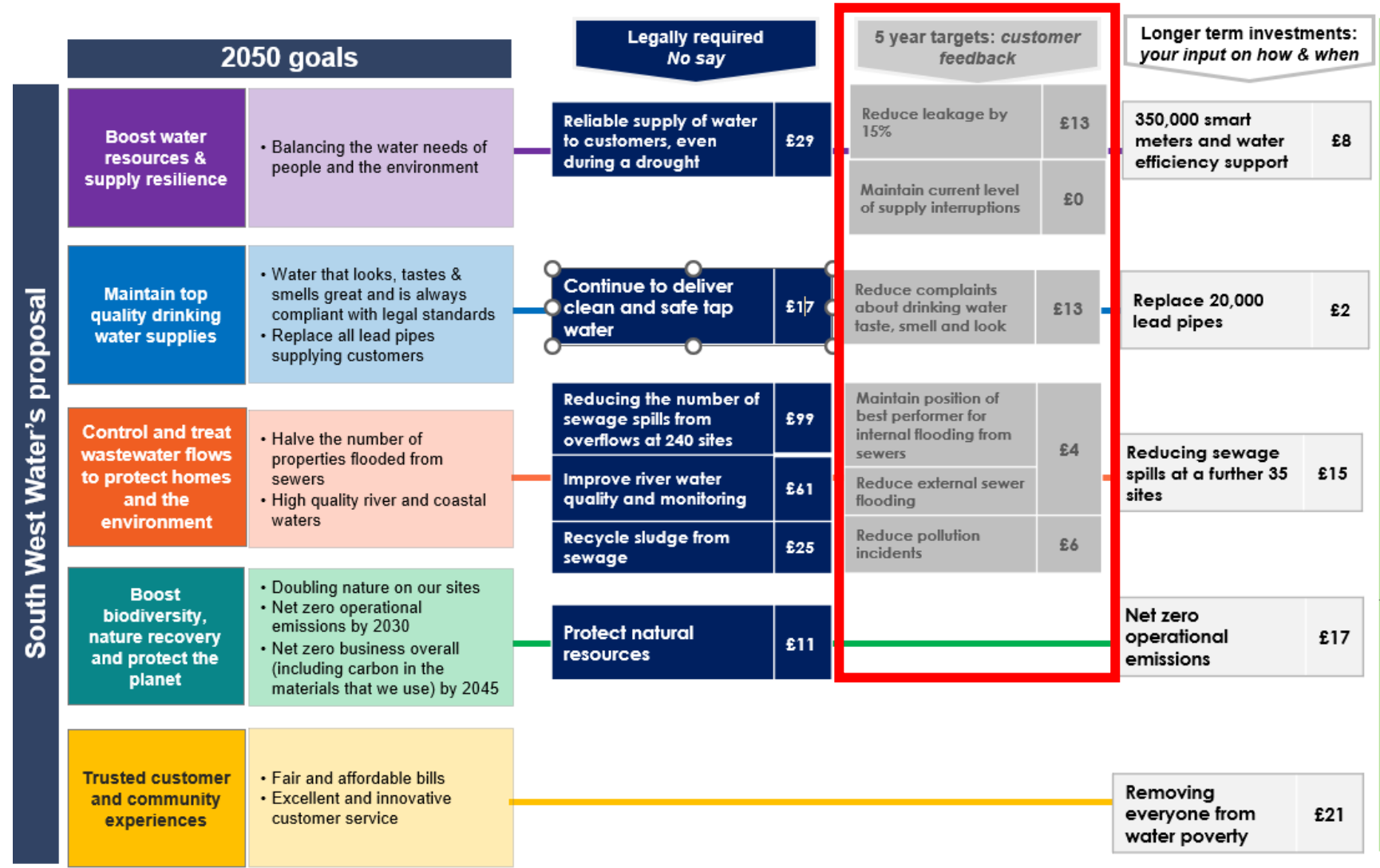
£61 per year

Protect natural resources

£11 per year

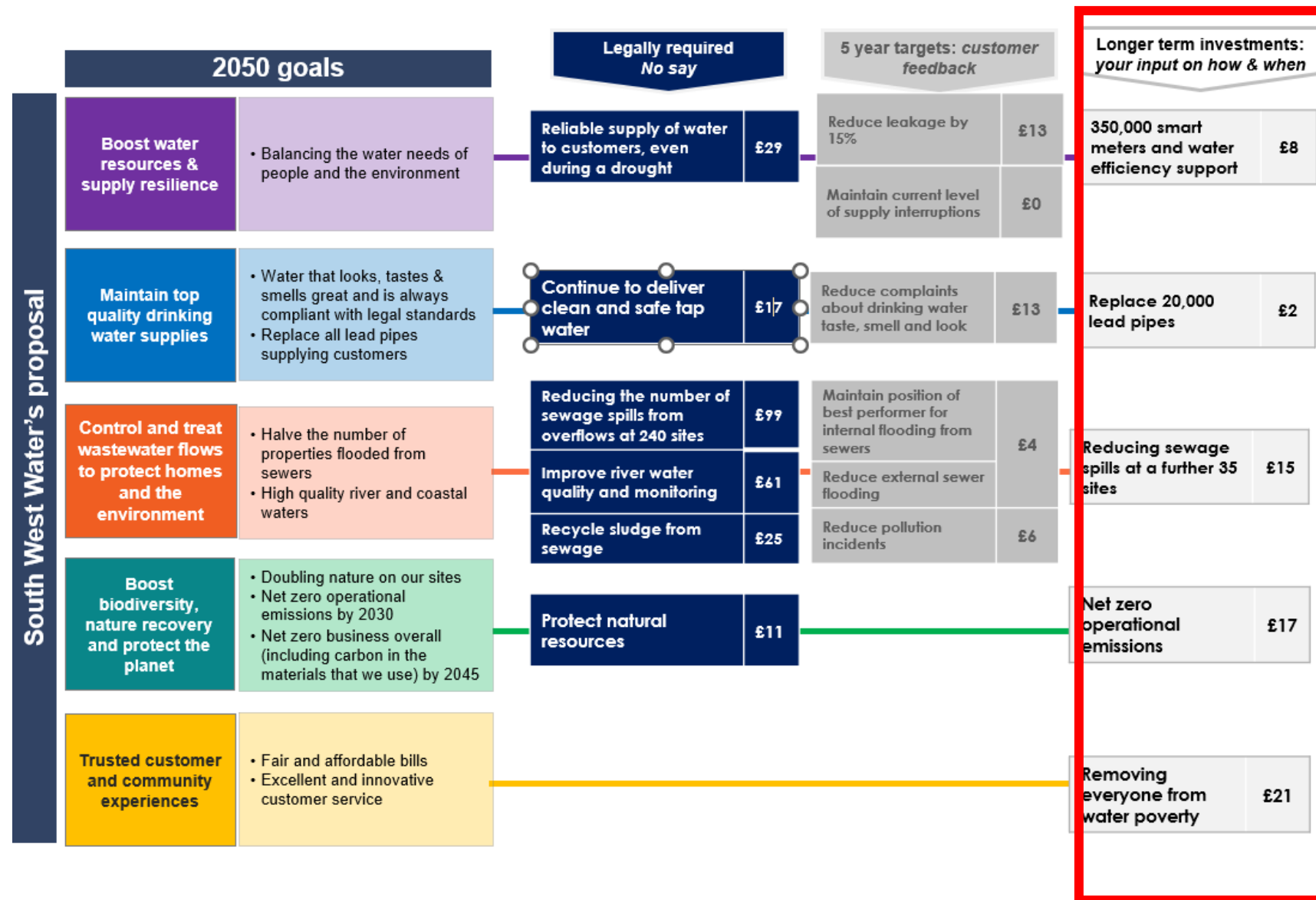
South West Water's proposed 5 year targets – your feedback on these

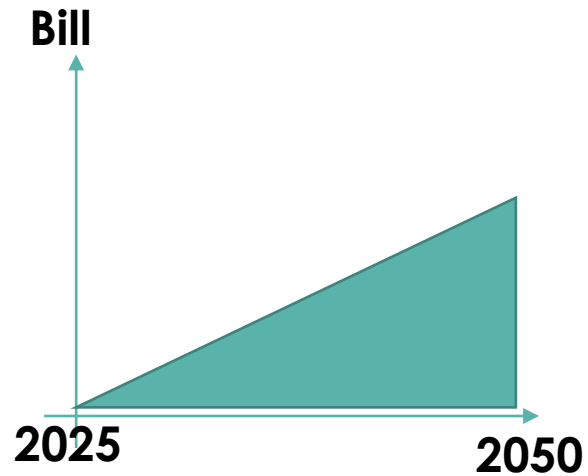
Must-do investments where there is little flexibility in when or how they are delivered





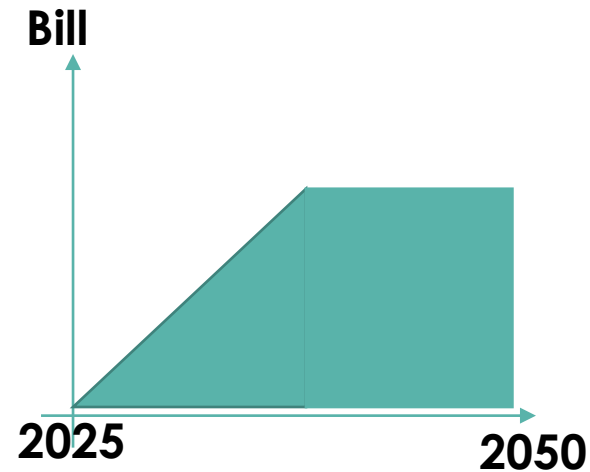
Longer term investments – your input on how and when they do these...





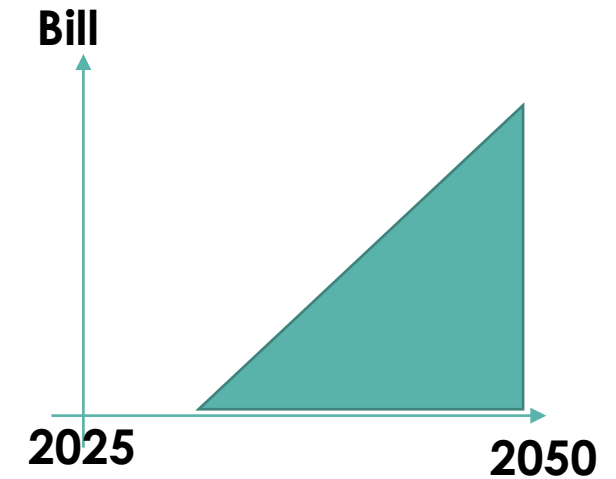
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*



2035 target: Installing 1,000,000 smart meters by 2035 so that every customer has a smart meter.

Longer term investments
You decide

Installing smart
meters

£8

Proposal for installing smart meters

- Install 350,000 smart meters between 2025 and 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

South West Water plans to spend £56 million to install 350,000 smart meters by 2030. This would add £8 to a £1,000 water bill.

Boosting water resources & supply resilience

The long term ambition is to install 1,000,000 smart meters by 2035 so that every household has a smart meter

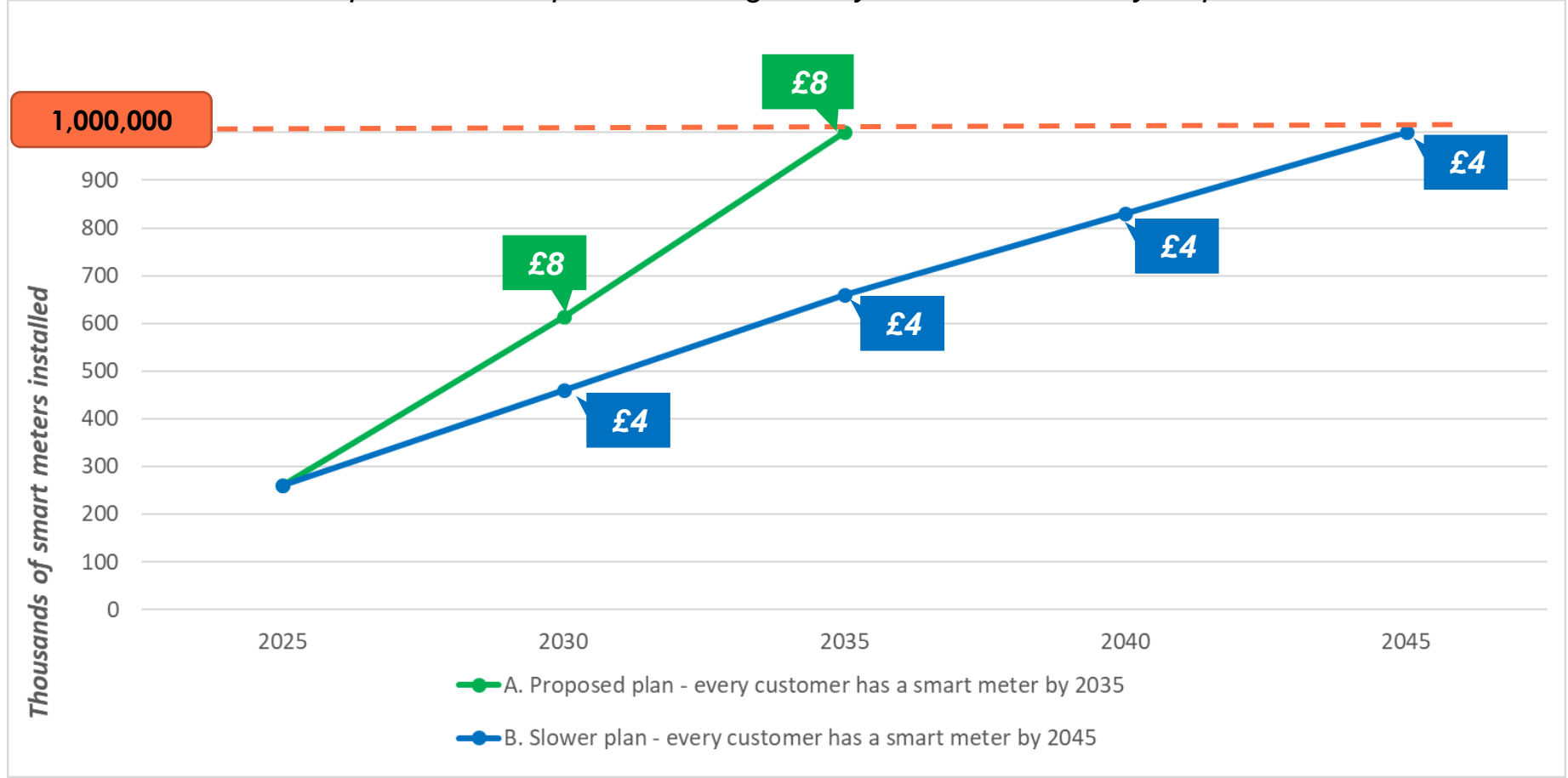
How would you like South West Water to pace this investment?

Longer term investments
You decide

Installing smart meters

£8 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the slower plan



2050 goal: Replace 90,000 lead pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£2.50 by 2030

Proposal for replacing lead pipes

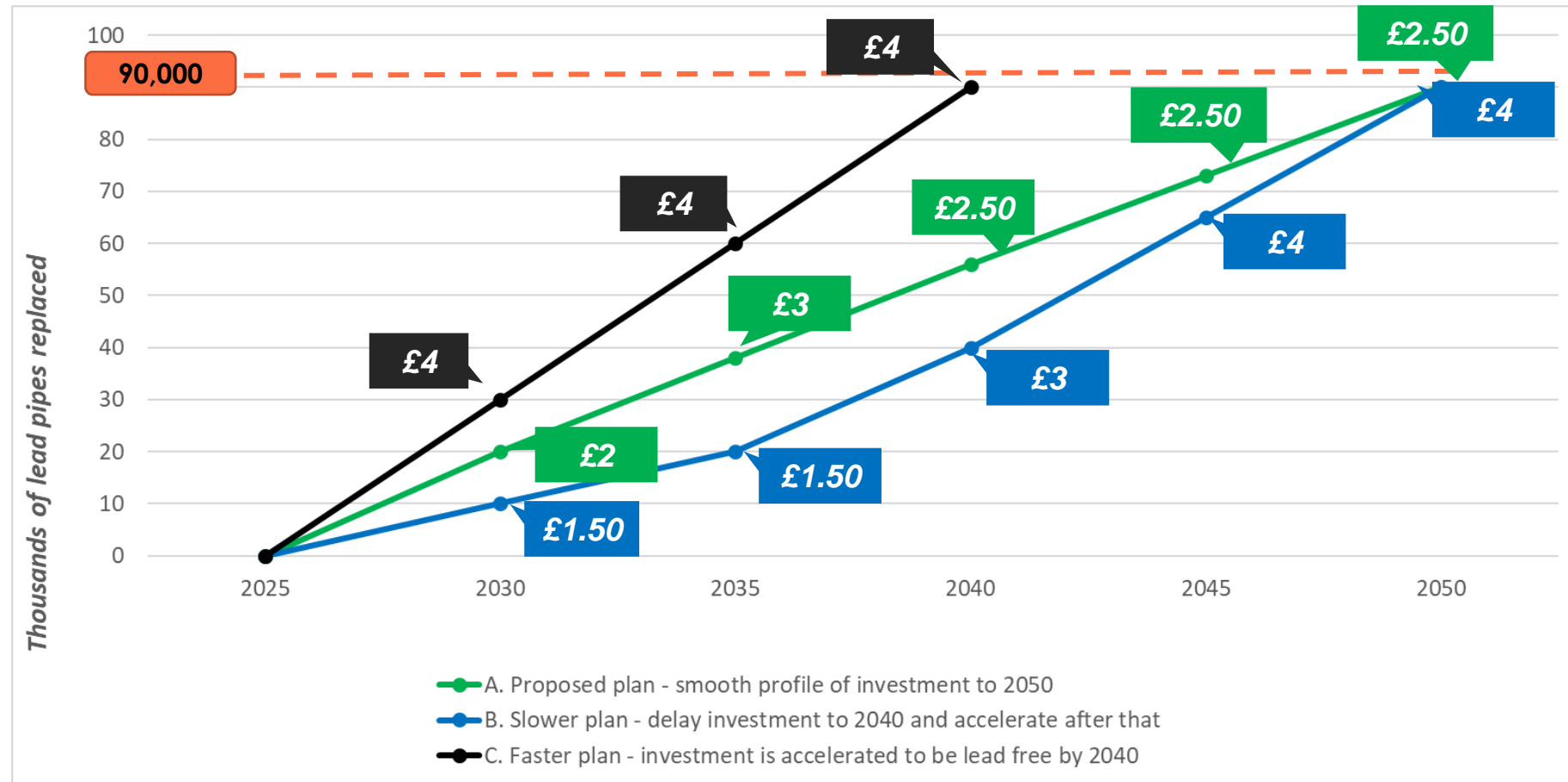
- Replace 20,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

South West Water plans to spend £20 million to replace 20,000 lead pipes by 2030. This would add £2.50 to a £1,000 water bill.

The long term ambition is to replace 90,000 lead pipes by 2050

How would you like South West Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Replacing lead pipes

£2.50 by 2030

A is the proposed plan

B is the slower plan

C is the faster plan



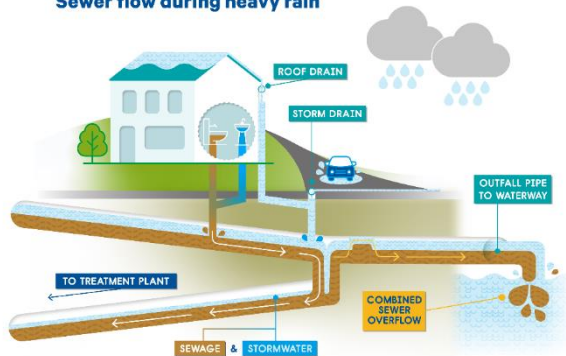
2050 goal: No more than 10 spills from each storm overflow site

Longer term investments
You decide

Reducing the use of storm overflows in a further 35 locations

£113 by 2030

Sewer flow during heavy rain



Proposal for addressing storm overflows

- Build on existing 'Water Fit' programme which is investing £330m to reduce storm overflows by 2025
- Go beyond the legal minimum by addressing an additional 35 sites by 2030
- Use a mix of solutions such as larger sewers, sustainable drainage systems to slow down rainwater including natural solutions such as ponds, extra storage tanks and disconnecting rainwater flows into some sewers.

South West Water proposes to spend £100m on tackling storm overflows at a further 35 locations and this would add £113 to a £1,000 water bill.

Control and treat wastewater flows to protect homes and the environment

Longer term investments
You decide

Reducing the use of storm overflows

£113 by 2030

A is the proposed plan: 275 sites by 2030

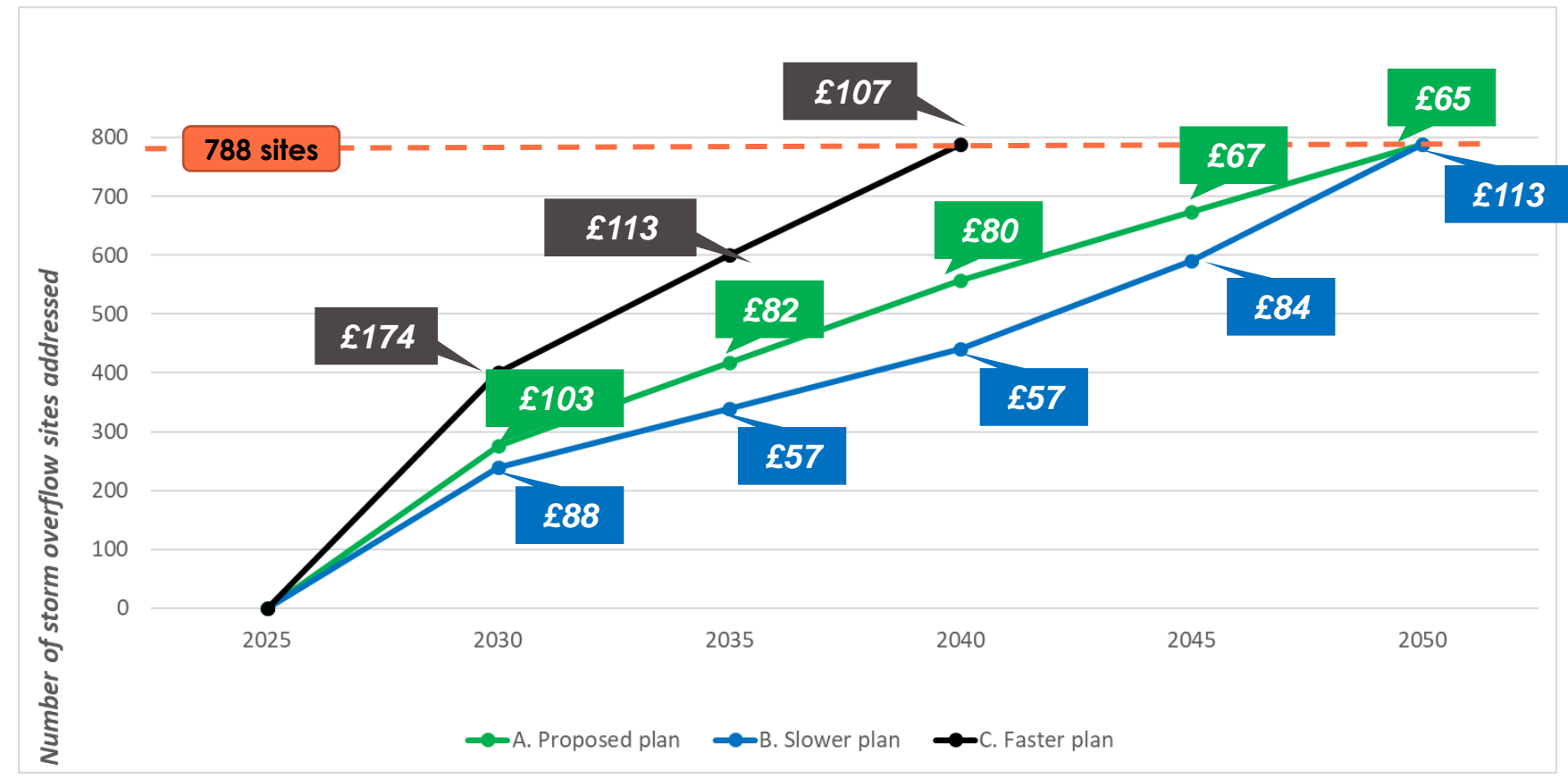
B is the slower plan: 240 sites by 2030

C is the faster plan: 400 sites by 2030

The long term ambition is ensure that there are no more than 10 spills from each storm overflow site which means addressing 788 sites by 2050

How would you like South West Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

**Net zero operational
emissions**

£17 by 2030



2050 goal: The long term ambition is to reach net zero operational emissions by 2030 and net zero including carbon in materials used by 2045

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by South West Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until South West Water can further reduce its own emissions

South West Water proposes to spend £195m on making all operations net zero, and this This would add £17 to a £1,000 water bill.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

How would you like South West Water to pace this investment?

Longer term investments
You decide

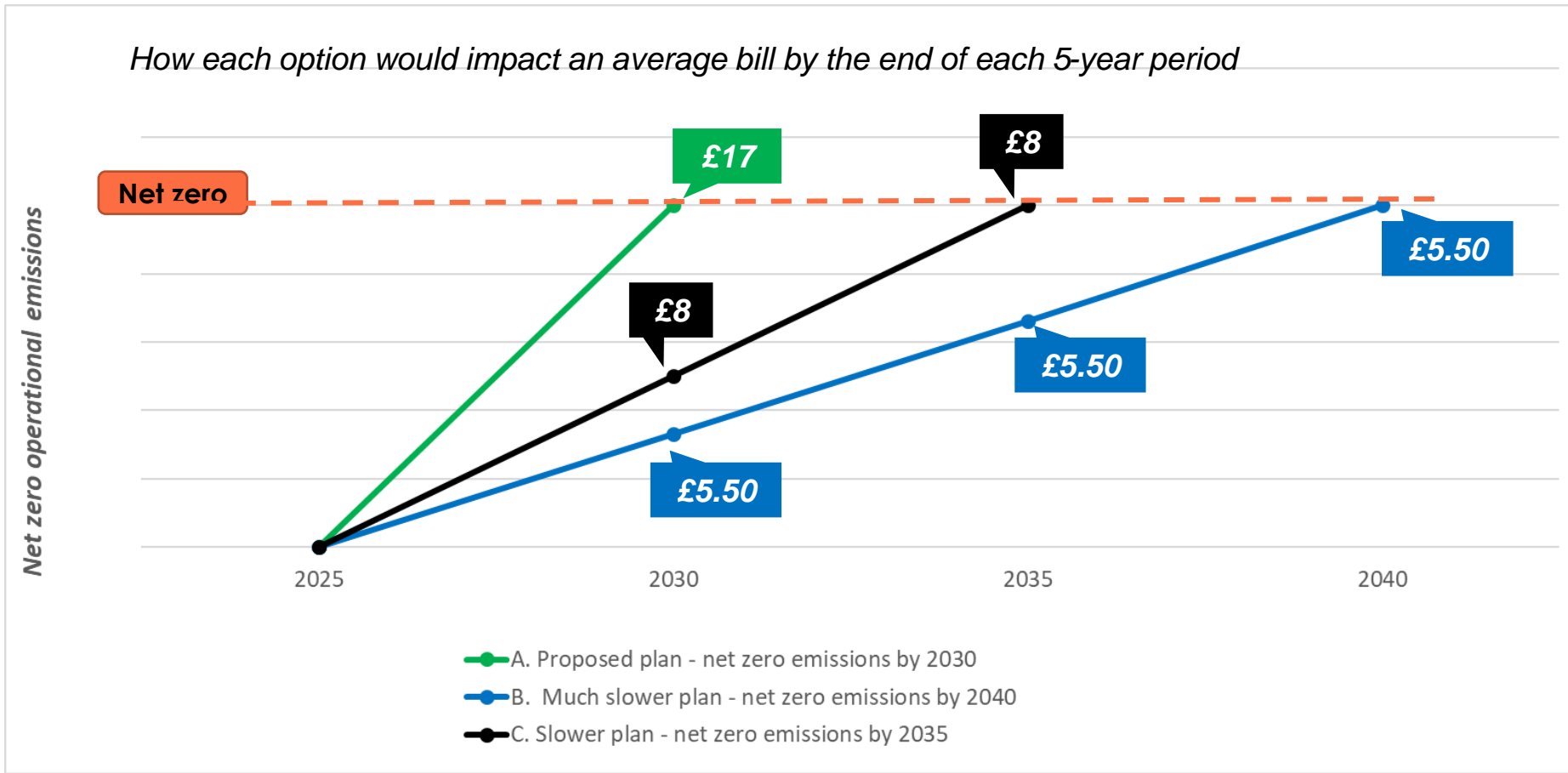
Net zero operational emissions

£17 by 2030

A is the proposed plan: net zero by 2030

B is the much slower plan: net zero by 2040

C achieves net zero by 2035



Discretionary investments
You decide

Removing everyone
from water poverty

£21 by 2030



2050 goal: Zero water poverty – no one spending more than 5% of their disposable income on their combined water and sewerage bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 additional households

- Doubling the number of households supported by social tariffs

This will increase a £1,000 water bill by £21 as a cross subsidy to customers less able to pay.

In additional, South West Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy
- Sponsoring community projects

Trusted customer and community experiences

Discretionary investments
You decide

Removing everyone
from water poverty

£21 by 2030

A is the proposed plan

B is the low cost plan

C would include the 'just about managing'

With rising bills, 100,000 additional households will be in water poverty. SouthWest Water plans to support all these additional households.

How would you like South West Water to pace this investment?

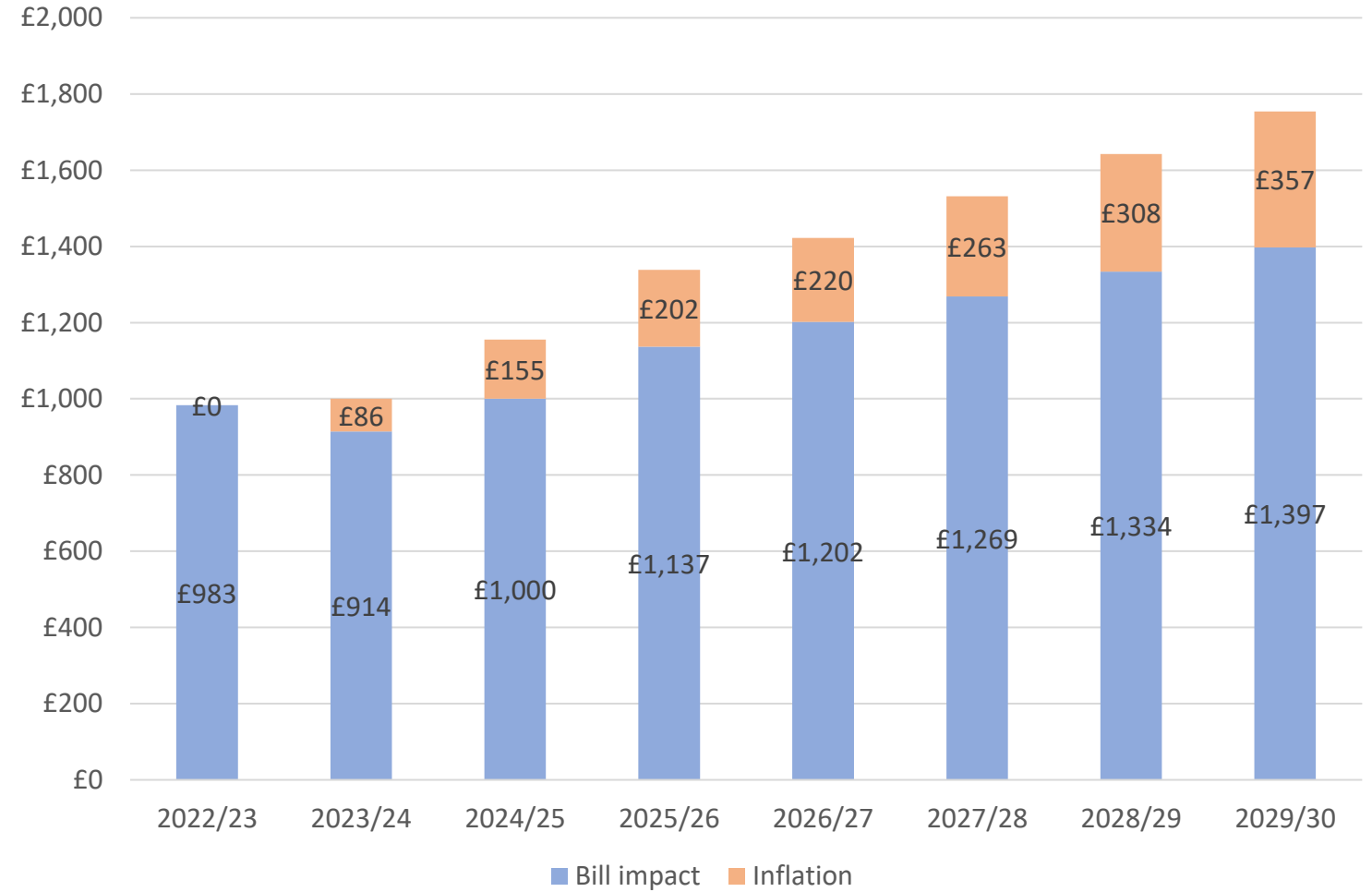


1

Proposed plan

This is South West Water's proposed plan and includes extra work over and above what they are required by law by 2030 to progress towards longer term requirements and goals

Future bill proposals and inflation from 2025-30



**‘Must do’
business plan**

Longer term investments:
your input on how & when

2050 goals

Boost water resources & supply resilience

- Balancing the water needs of people and the environment

Maintain top quality drinking water supplies

- Water that looks, tastes & smells great and is always compliant with legal standards
- Replace all lead pipes supplying customers

Control and treat wastewater flows to protect homes and the environment

- Halve the number of properties flooded from sewers
- High quality river and coastal waters

Boost biodiversity, nature recovery and protect the planet

- Doubling nature on our sites
- Net zero operational emissions by 2030
- Net zero business overall (including carbon in the materials that we use) by 2045

Trusted customer and community experiences

- Fair and affordable bills
- Excellent and innovative customer service

Every customer a smart meter by 2045

£2

Replace 10,000 lead pipes

£0.70

Reducing sewage spills at a further 35 locations

£0

Net zero operational emissions by 2035

£2.60

Removing everyone from water poverty by 2035

£0

There are 5 areas where South West Water can reduce the cost of the plan

Slower smart meter rollout. Aim to install smart meters for all customers by 2045 (not 2035)

It could reduce **lead pipe replacement** from 20,000 to 10,000 by 2030

It could limit its plans to the statutory minimum for storm overflow sites, meaning that 35 high priority sites will be deferred to after 2035

Net zero emissions. Aim to have net zero operational emissions by 2040 (not 2030)

Removing everyone from water poverty. Around 100,000 households remain in water poverty between 2023 and 2030

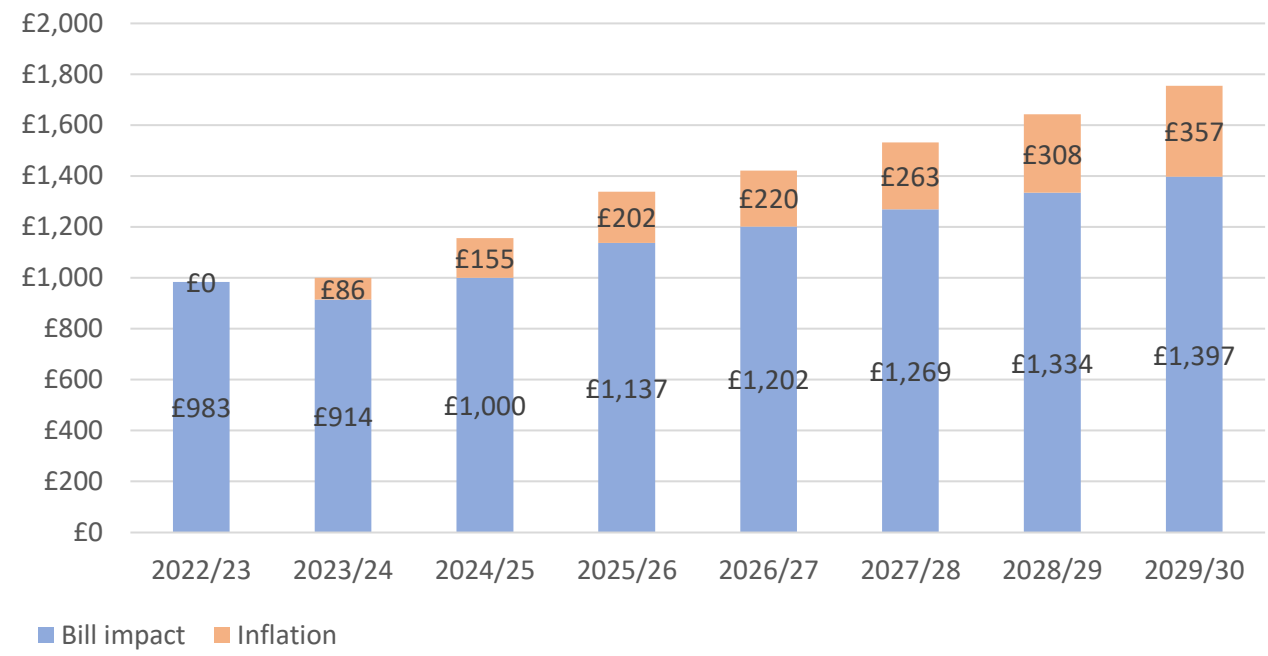
1 Proposed plan includes

- ✓ 350k smart meters by 2035
- ✓ 20k lead pipes replaced by 2030
- ✓ 275 sites protected from sewage spills by 2030
- ✓ Net zero by 2030
- ✓ Ending water poverty by 2030

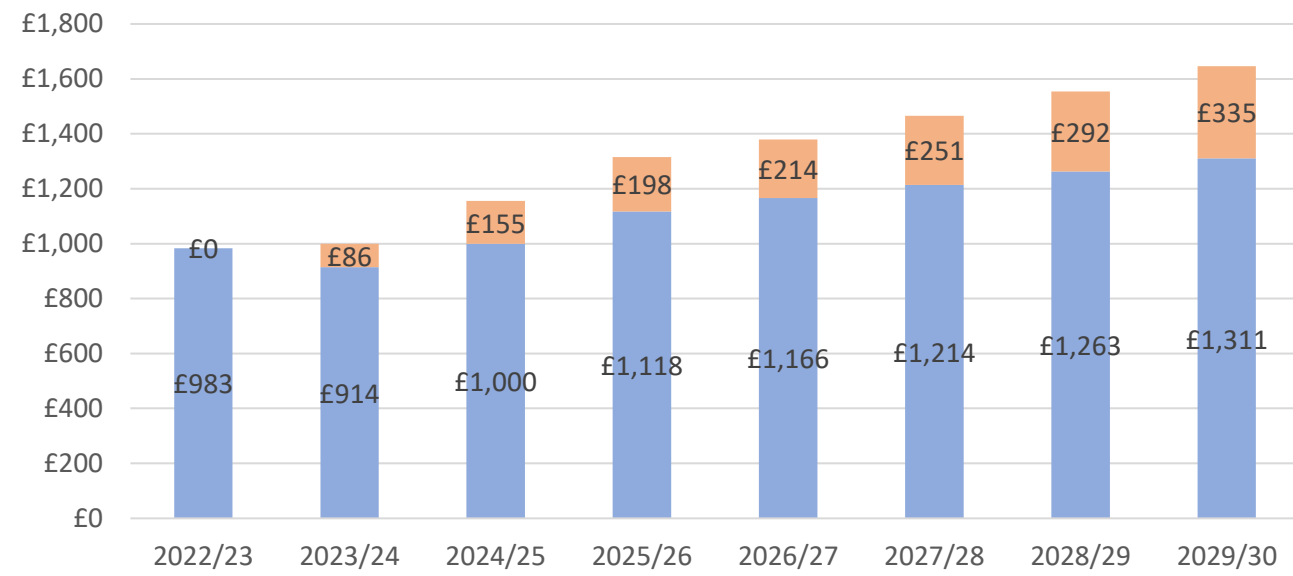
2 Must do' plan includes

- ✓ 350k smart meters by 2045
- ✓ 10k lead pipes replaced by 2030
- ✓ 240 sites protected from sewage spills by 2030
- ✓ Net zero by 2040
- ✓ 100k households remain in water poverty until 2030

Future bill proposals and inflation from 2025-30



Least cost plan and inflation from 2025-30





Summarise your views in the
post-group survey.

Thank you!



BLUE MARBLE

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PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for South West Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

There are **11** water companies that provide **both water and sewerage services** – **South West Water** is one of them

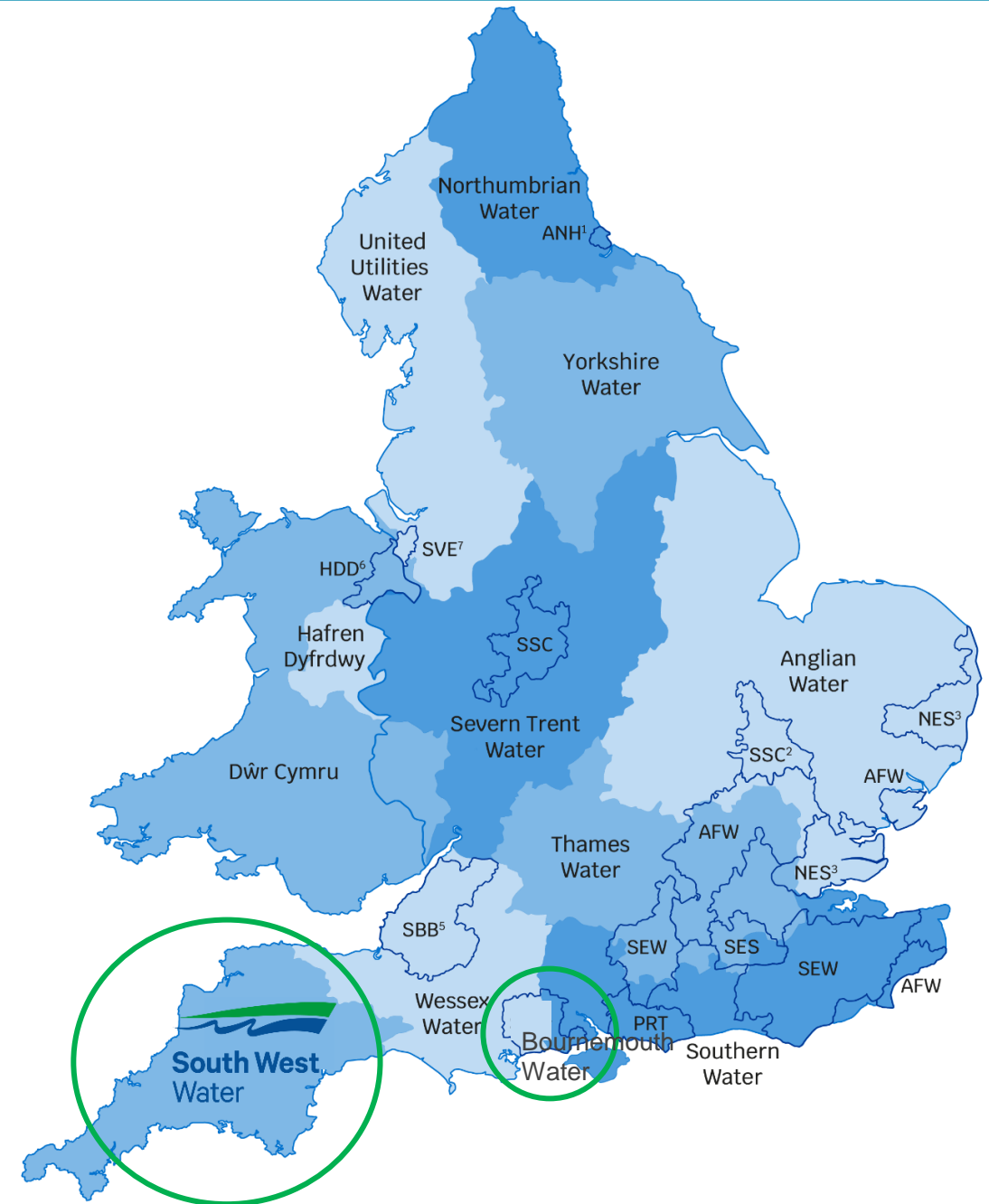
There are also **5** companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**.

Companies often send one joint bill to customers.

Water companies are regional: people have to receive water services from the company that covers where they live



South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions



South West Water



water services



wastewater services



c. 1.8 million
population served



450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



Bournemouth Water



water services



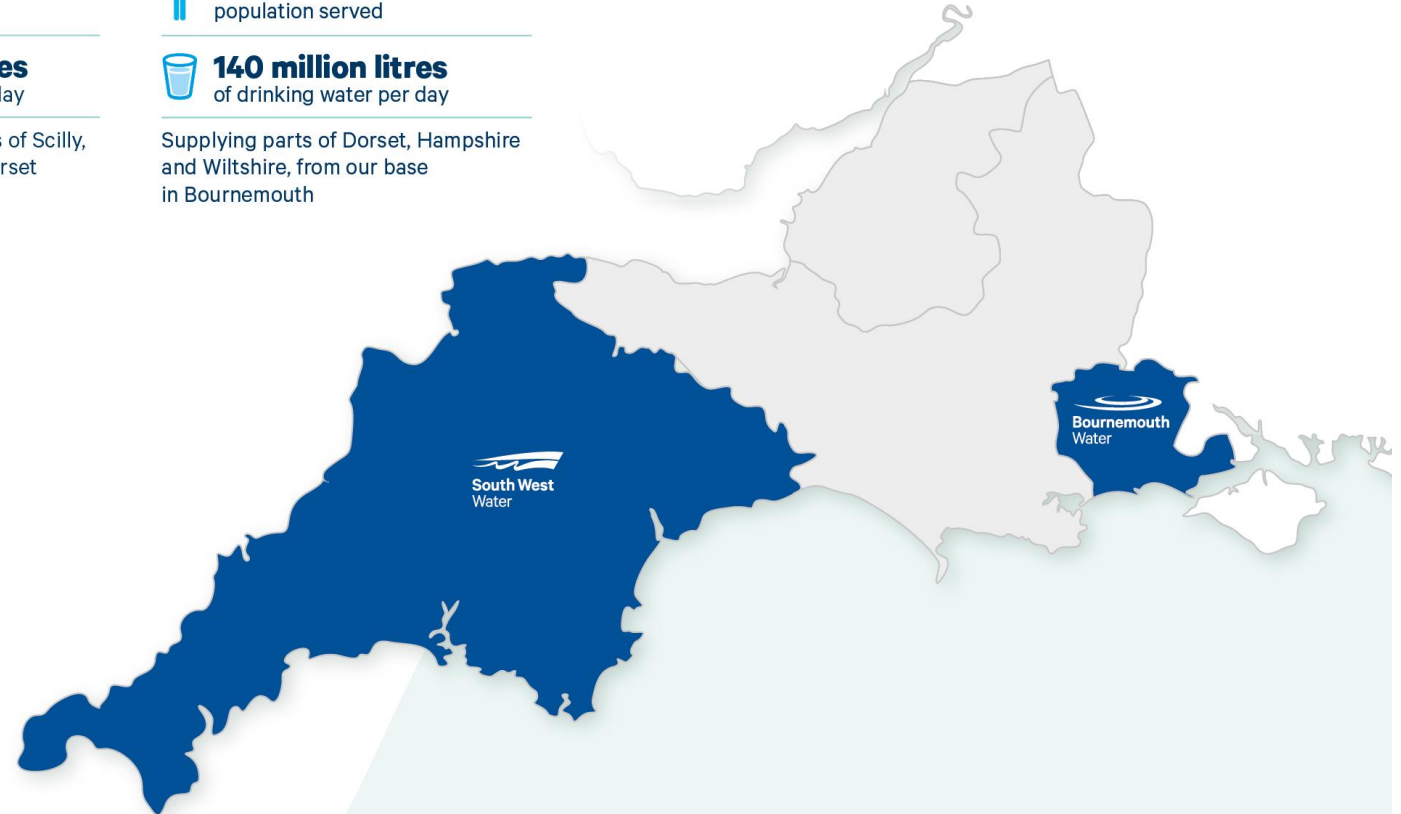
c. 500,000
population served



140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

Isles of Scilly



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



Wastewater services



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



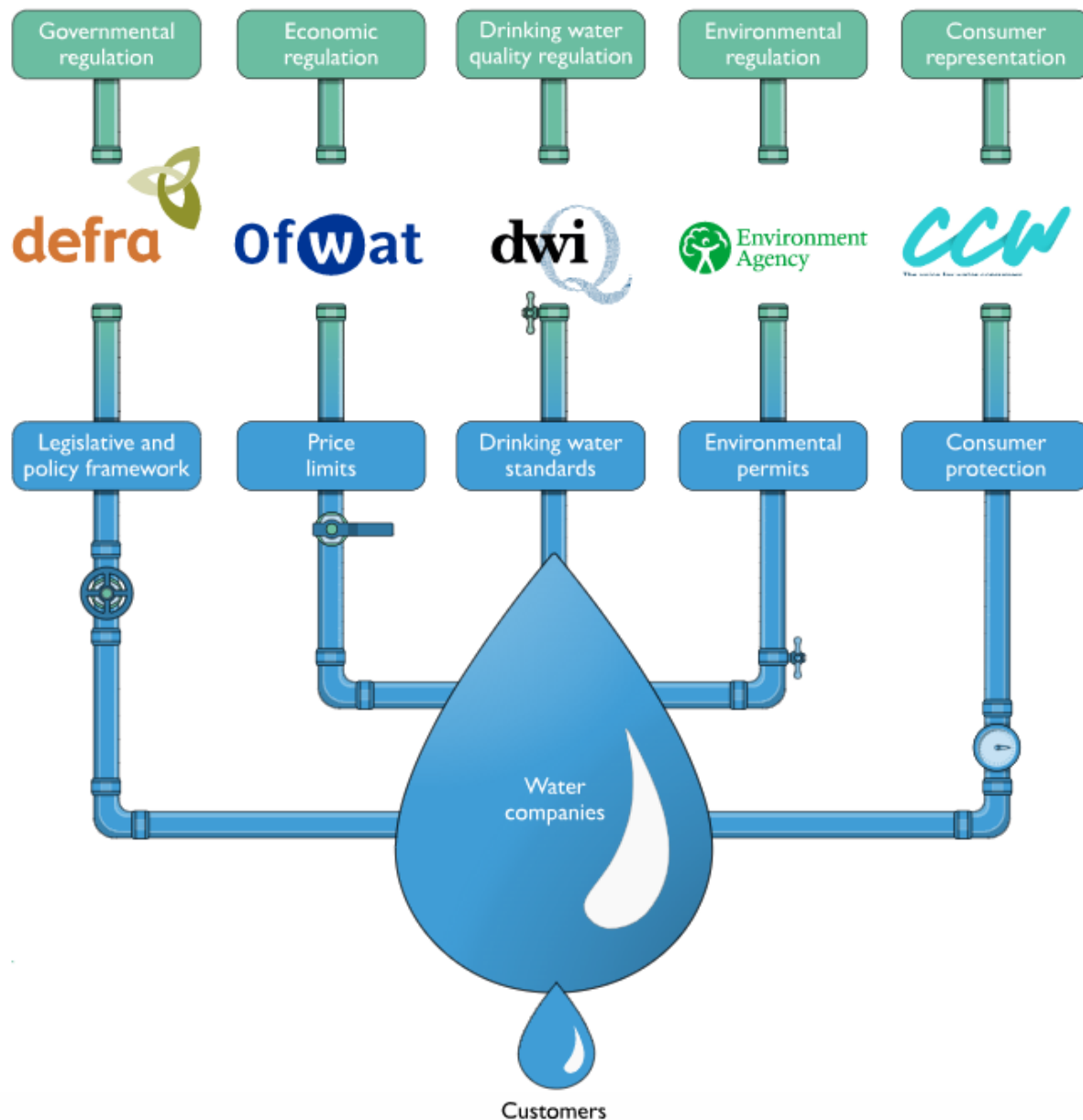
5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

Companies can **miss** or **exceed** **performance commitment targets** for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes

The company **exceeds the target** and reduces leakage by an amount above the target

The company is **rewarded by Ofwat**: customers pay a bit more on their bills because the company has delivered more improvements in the areas that matter to customers

The company **misses the target** and only reduces leakage by an amount below the target

The company is **penalised by Ofwat**: in following year(s) customers pay a bit less on their bills to compensate for poorer service than promised



How has my bill been affected by Ofwat's penalties and incentives?

Last year South West Water **passed 43** and **failed 10** performance commitment targets earning them an overall penalty of **£10m** which is returned through a customers bill reduction (which would equate to a £1 decrease to an average household annual bill).

PART TWO

Next we are showing you how South West Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes households are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all households in the region
- Please read the information and consider where you are happy with South West Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for over 3 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

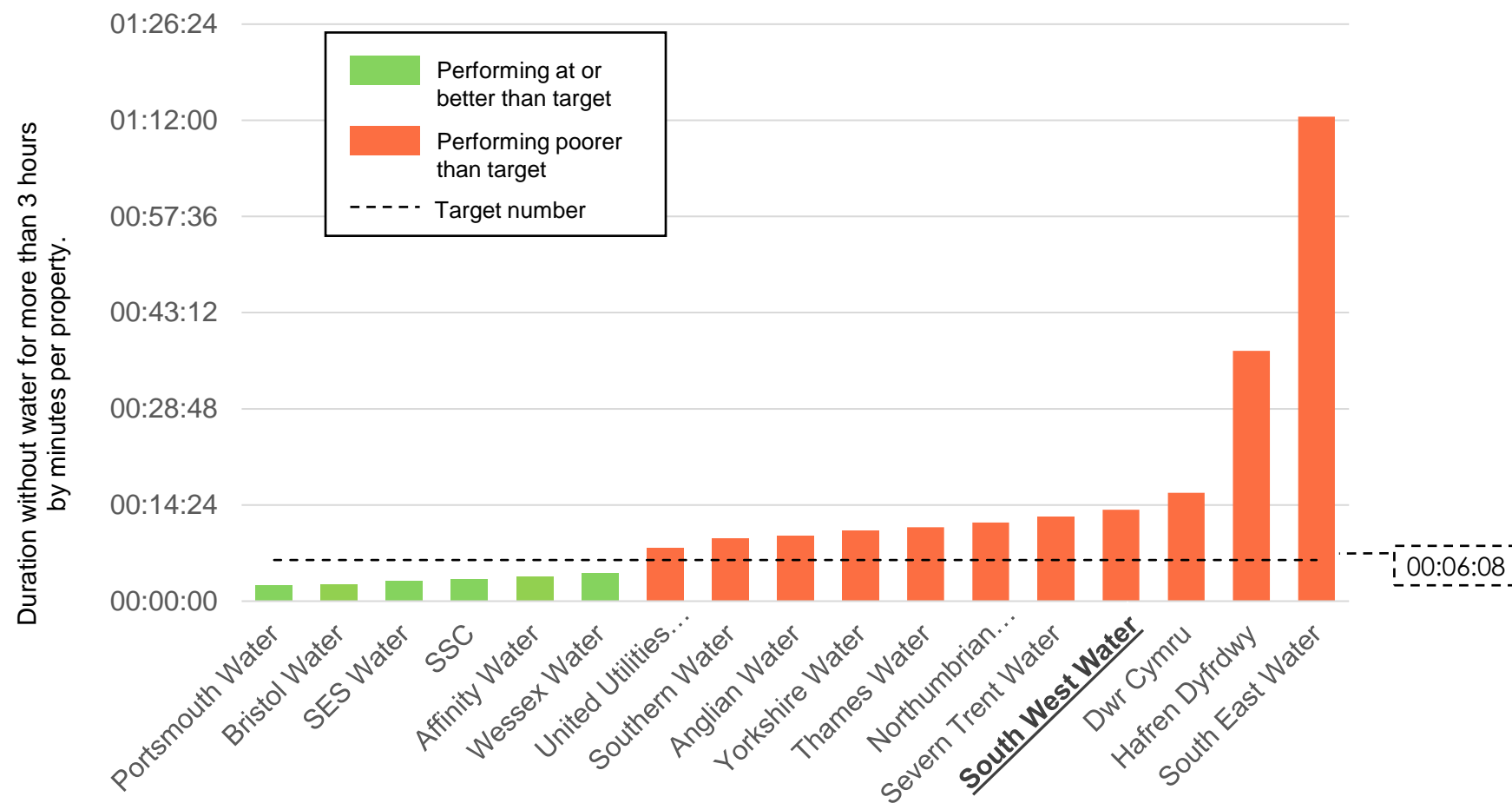
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



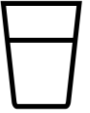
The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

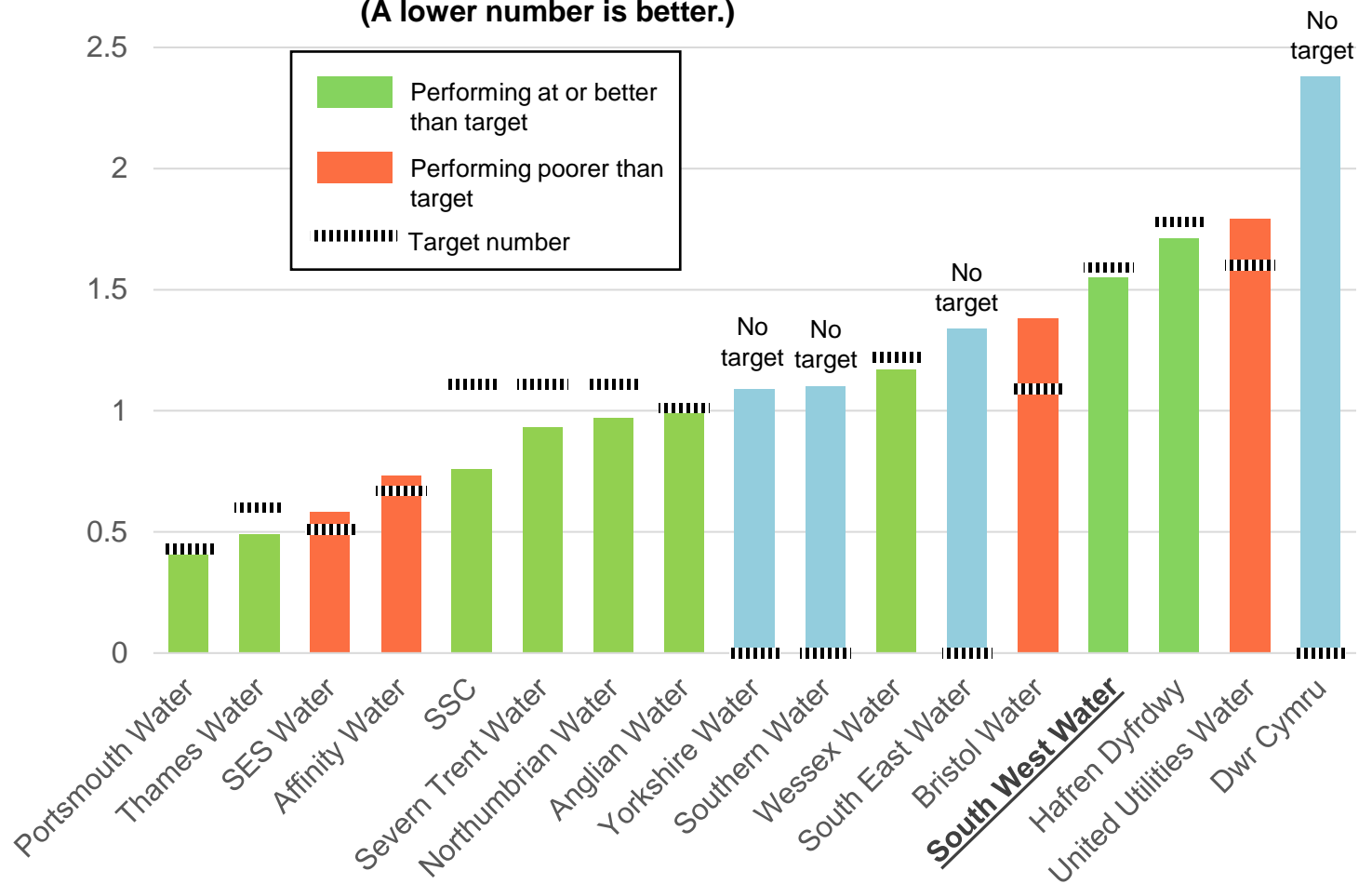
Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

Number of customer contacts received regarding incidents, per 1,000 properties.



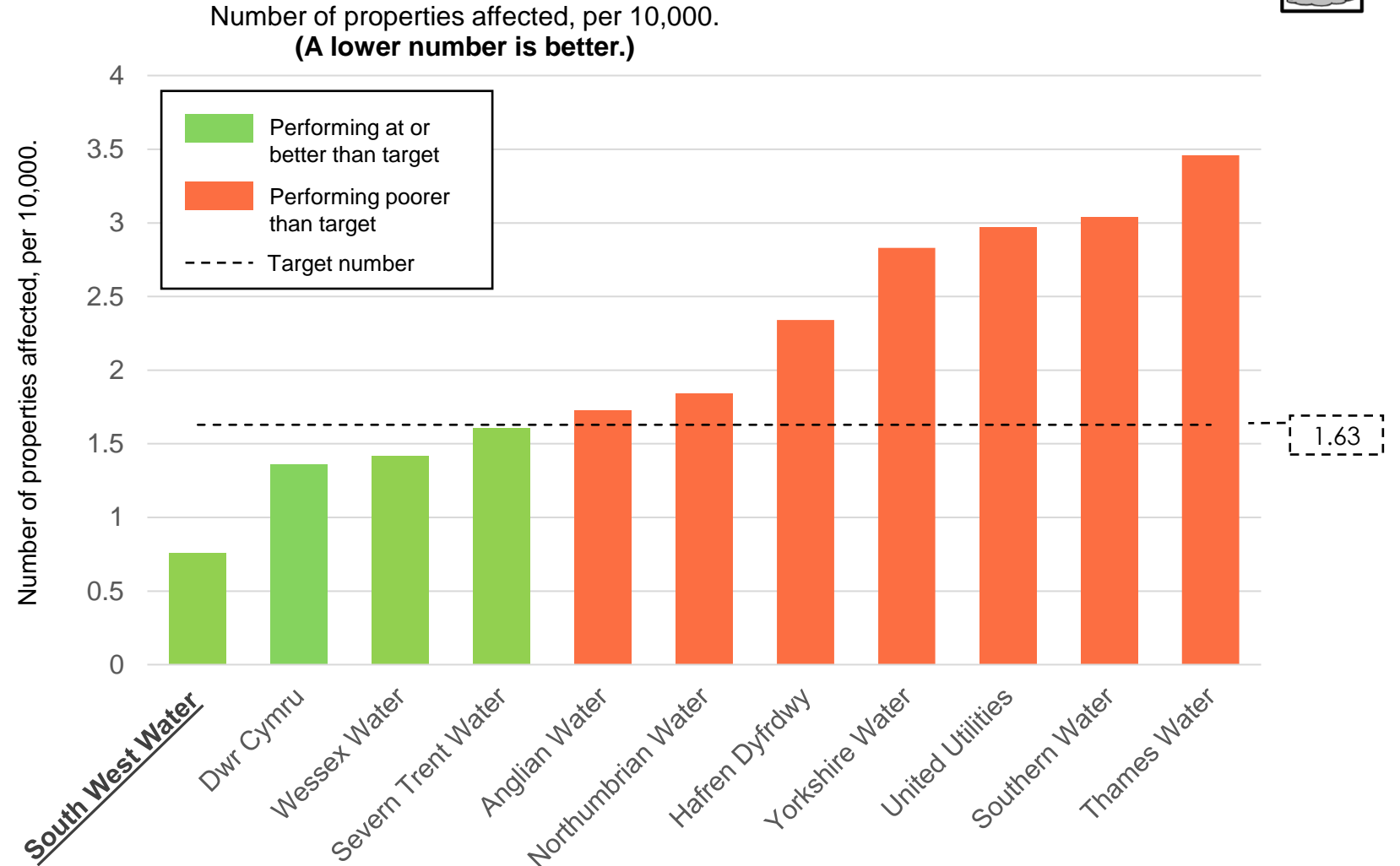
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

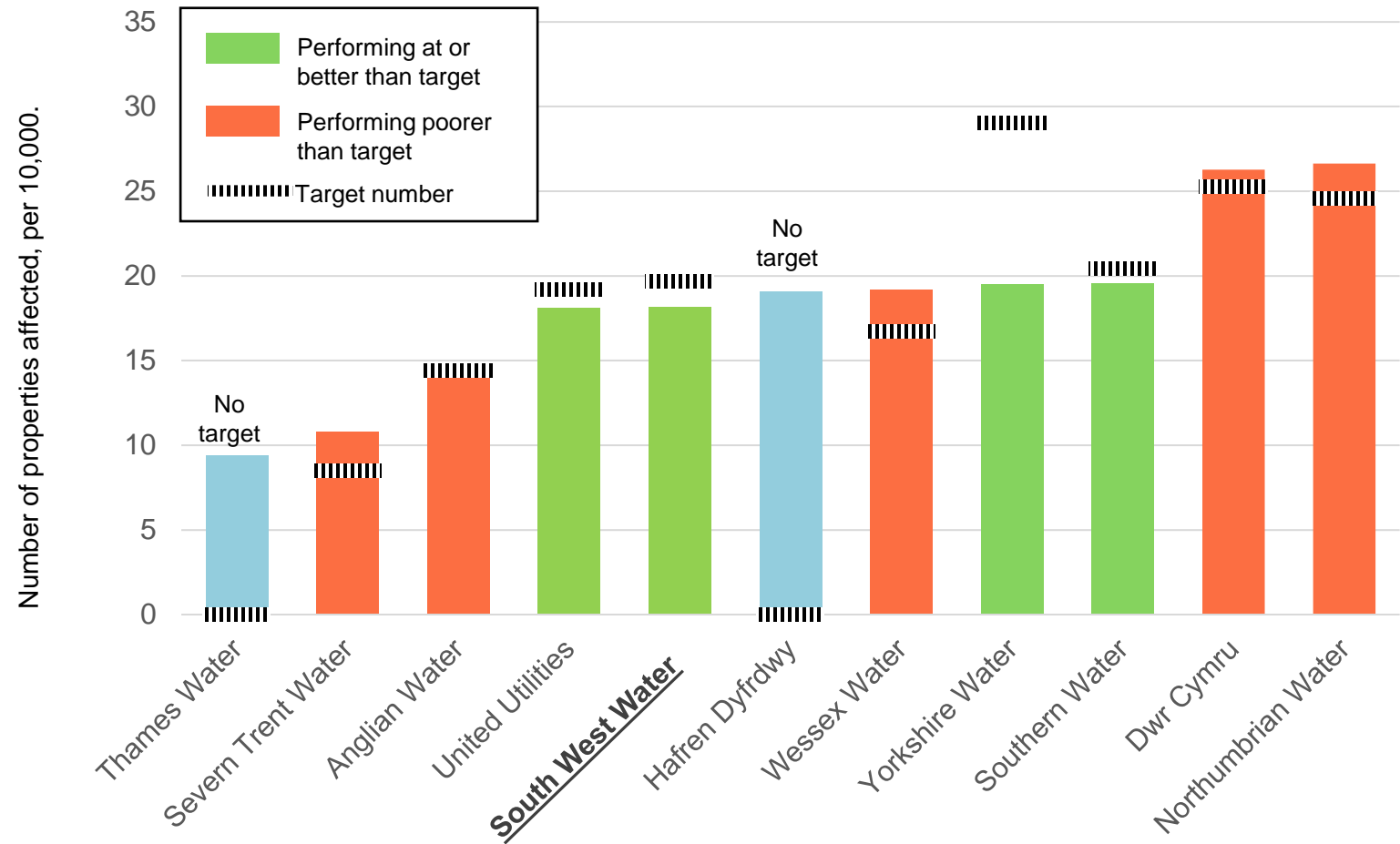
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.



Number of properties affected, per 10,000.
(A lower number is better.)



Reducing leaks

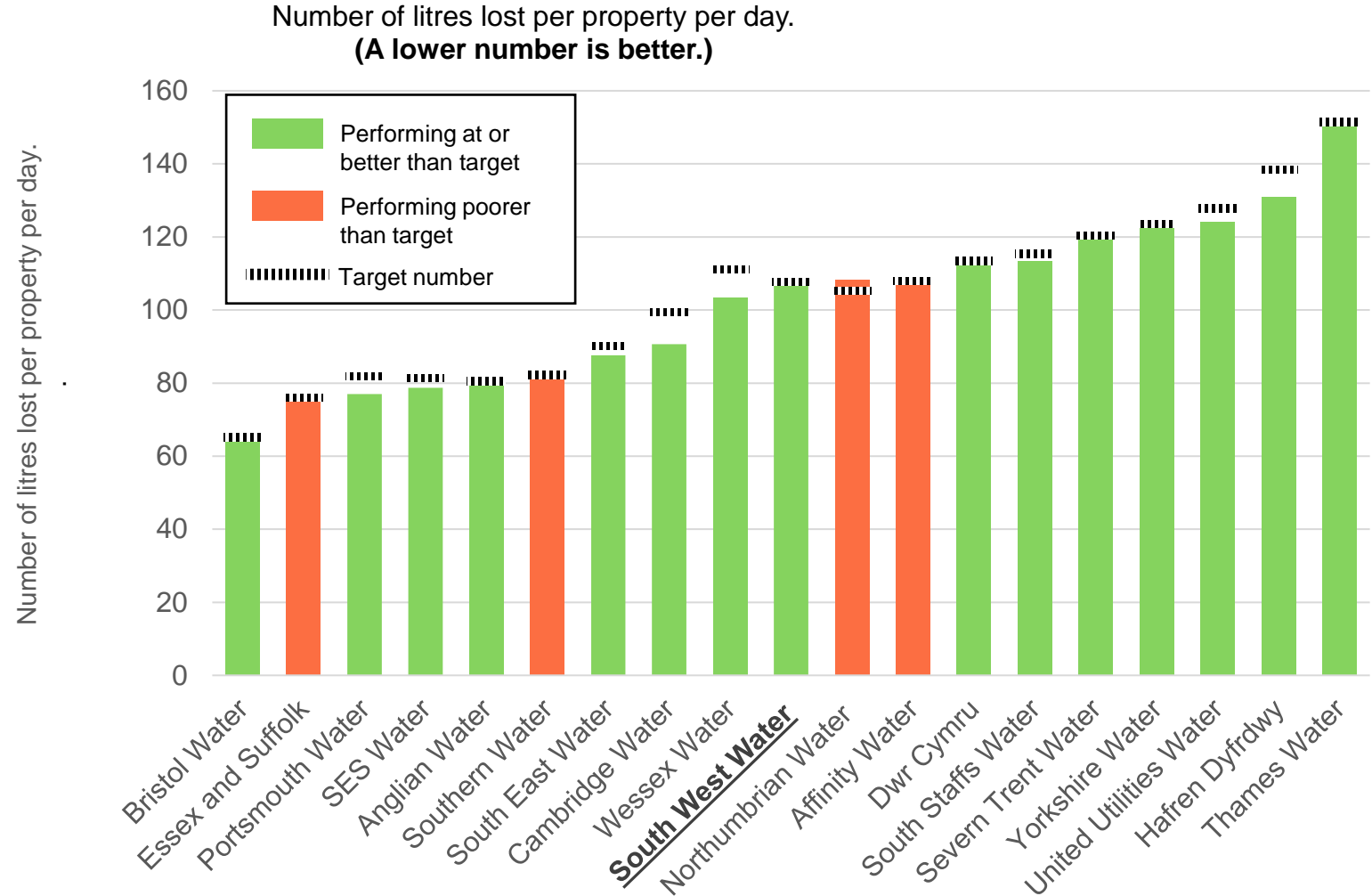


Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

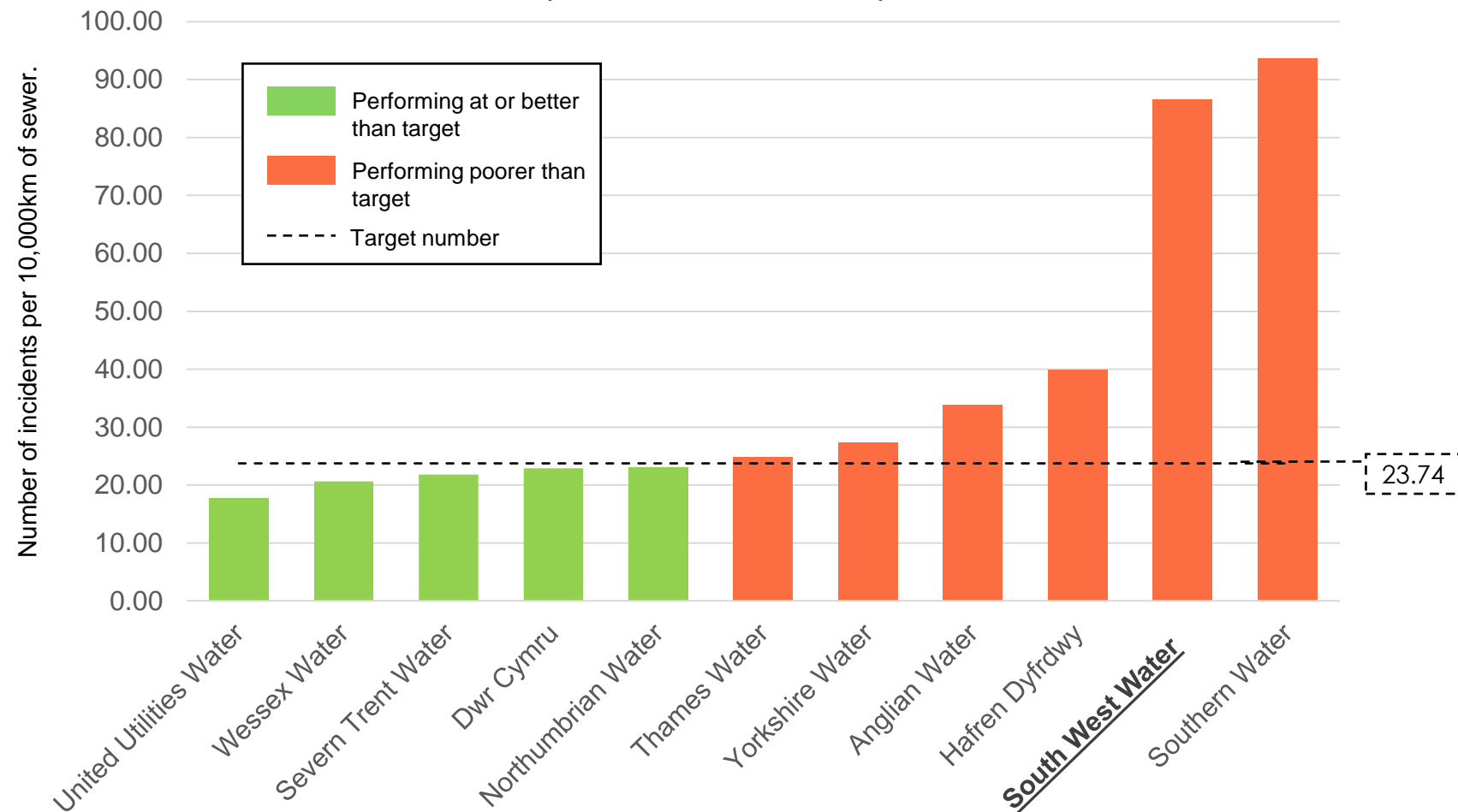
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

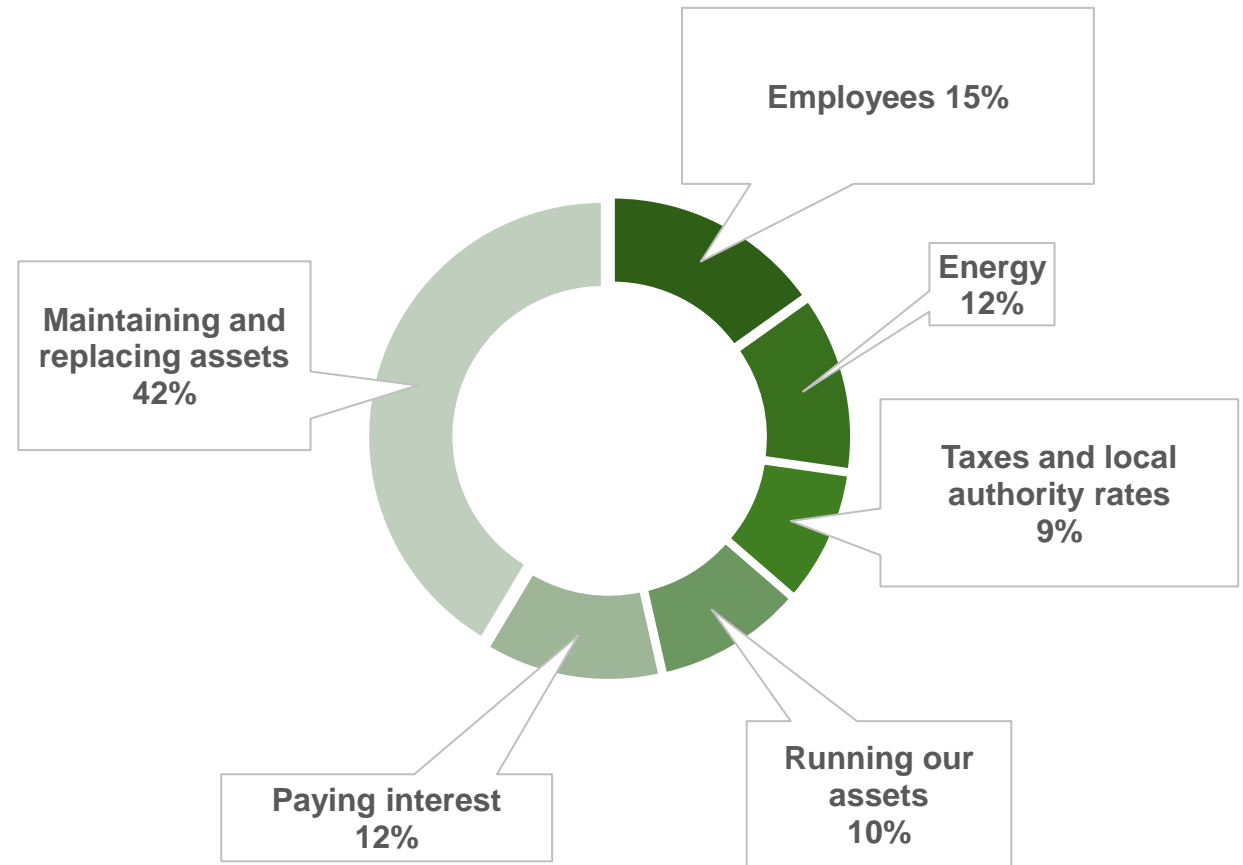
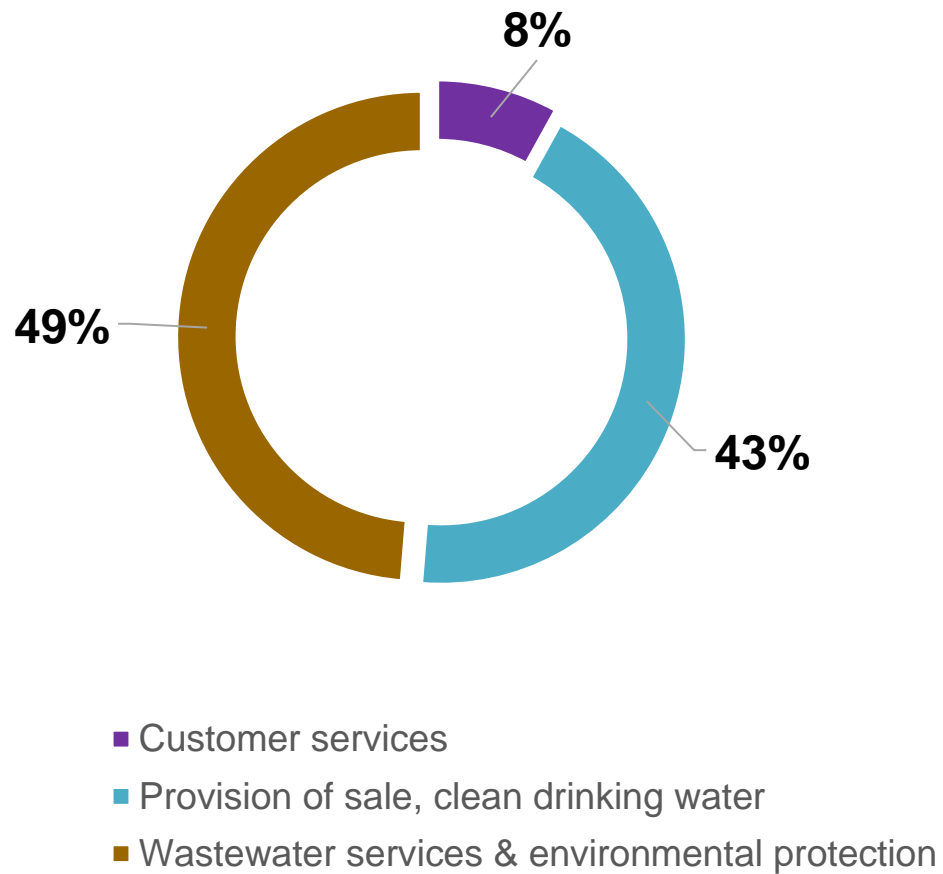


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

What service this money supports



PART THREE

Finally we are showing you a headline summary of South West Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines South West Water proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Boost water resources & supply resilience	<ul style="list-style-type: none"> Balancing the water needs of people and the environment
--	---

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great and is always compliant with legal standards Replace all lead pipes supplying customers
---	--

Control and treat wastewater flows to protect homes and the environment	<ul style="list-style-type: none"> Halve the number of properties flooded from sewers High quality river and coastal waters
--	---

Boost biodiversity, nature recovery and protect the planet	<ul style="list-style-type: none"> Doubling nature on our sites Net zero operational emissions by 2030 Net zero business overall (including carbon in the materials that we use) by 2045
---	---

Trusted customer and community experiences	<ul style="list-style-type: none"> Fair and affordable bills Excellent and innovative customer service
---	--

Legally required No say

Reliable supply of water to customers, even during a drought	£29
---	------------

Continue to deliver clean and safe tap water	£17
---	------------

Reducing the number of sewage spills from overflows at 240 sites	£99
---	------------

Improve river water quality and monitoring	£61
---	------------

Recycle sludge from sewage	£25
-----------------------------------	------------

Protect natural resources	£11
----------------------------------	------------

5 year targets: customer feedback

Reduce leakage by 15%	£13
Maintain current level of supply interruptions	£0

Reduce complaints about drinking water taste, smell and look	£13
--	------------

Maintain position of best performer for internal flooding from sewers	£4
---	-----------

Reduce external sewer flooding	£6
--------------------------------	-----------

Reduce pollution incidents	£6
----------------------------	-----------

Longer term investments: your input on how & when

350,000 smart meters and water efficiency support	£8
--	-----------

Replace 20,000 lead pipes	£2
----------------------------------	-----------

Reducing sewage spills at a further 35 sites	£15
---	------------

Net zero operational emissions	£17
---------------------------------------	------------

Removing everyone from water poverty	£21
---	------------

What will it mean for bills?













It is estimated that the average bill of a £1000 will increase by £397 by 2030.

This breaks down as:

- **£65 of underlying changes** due to increased costs
- **£242 to meet the investment required** by the regulators
- **£90 to meet the investments proposed** over and above this

In addition, it is estimated that an additional **£237** would be included in the bill due to the **impact of inflation**

The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	<u>What this will add</u> <u>to your bill</u>
Supply interruptions		<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£0
Water Quality		<i>Contacts per 1,000 population</i>	1.6	1.33		1	£13
Internal sewer flooding		<i>Incidents per 10,000 connections</i>	1	1.34		1	} £11
External sewer flooding		<i>Incidents per 10,000 connections</i>	18	14		13	
Leakage		<i>Number of litres lost per property per day</i>	83.6	103.1		78	£13
Pollution		<i>Incidents per 10,000km of sewer</i>	22	19.5		16	£11

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/62zPKFSTwr>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.



HEALTH VULNERABLE DEPTH DISCUSSION GUIDE MODERATOR GUIDE

Overview

- 60 minute depth with health vulnerable household customers

Prescribed structure for optional vulnerable in-depth interviews

The interview should cover the following. Numbers 5 and 7 are tailored for vulnerable audiences, the rest use the same approach as set out in the Appendix A (Prescribed process for deliberative discussions for household customers):

1. Welcome and introductions
2. Reactions to the pre-task
3. An introduction to the water company
4. Recap on the pre-task information
5. Explore their service needs and experiences of Priority Services and/or social tariffs
6. Temperature check - household finances/cost of living
7. Focus on the proposals in the proposed business plan for services aimed at people with health and financial vulnerabilities
8. Focus on the shorter-term picture (proposed business plan)
9. Explore views on affordability and acceptability
10. Wrap-up including the post-task

BEFORE INTERVIEW

Moderator to know the individual circumstances/vulnerability of respondent

1. Welcome and introductions (3 mins)

Moderator welcome and introduction

- Thank for participating.
- Introduce Blue Marble and explain that we are an independent research agency
- Explain: Confidentiality, GDPR, recording, how data will be used
- Objective for the discussion: to help your water company make important investment decisions.

Respondent introduction/warm-up

- Tell me a bit about you – where do you live and who lives in household?
- Circumstances: working; not working; retired etc.
- What are the biggest challenges in life at the moment?
- How do you manage these challenges?

2. Reactions to the pre-task (2 mins)

Moderator: have pre-read to hand but do not share slides on screen (just glean what matters, what has struck them)

Response to the pre-read

We provided you with some pre-read information to look through before attending this session. We're going to cover some of the topics in depth in due course, but I want to get your first thoughts:

- What surprised you most out of the things you have read?
- Has any of the information you have seen changed your opinion of your water company in any way? If so, in what ways?
- What would you most like to find out more about?
- Is there anything in the material you read which was difficult to understand?



- Which bits?

3. An introduction to the water company (5 mins)

Moderator: not screen sharing / have pre-read to hand

Introduction to the water company Refer to pre-task slides

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Check awareness of dual providers if relevant e.g.
 - Were you aware that [as appropriate]:
 - your water company provides both your water services and your sewerage services?
 - You have 2 providers - one for water and one for waste?
 - Are your bills for both services separate or combined?

4. Recap on the pre-task information (5 mins)

Moderator: not screen sharing / have pre-read to hand

Refer to pre-task slides on performance

- ~~Thinking about their performance when compared to other water companies, which areas matter most to you?~~
- ~~Where do you think investment and improvement is most needed?~~
- Thinking about all the water and wastewater services that your water company provides for you and thinking about your bills:
 - What do you think of the value for money of the service you receive?
 - If so, in what ways are they providing good value?
 - If not, in what ways are they providing poor value?

5. Temperature check – household finances and the cost of living (5 mins)

We're now going to talk about finances and the cost of living.

- How has the cost of living crisis impacted you and your household?
 - How about other people you know?
- Do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?
 - In the next 10 years?

6. Service needs & experience of Priority Services and/or social tariffs (5 mins)

I'd now like to talk a bit about your health condition and the services you receive from your water company. From the information you provided, I understand that you have a health condition. Could you please tell me about this and how it affects your day-to-day life?

- How, if at all, does it affect the way you use water?
- How, if at all, does it affect how you communicate or engage with your water company?



- And do you know whether you are on the Priority Services Register at all?

[IF ON PSR]

- What specific services or assistance, if any, do you receive from your water company as a result of being on the Priority Services Register?

Where appropriate probe whether they receive different priority services:

- Accessible bills or literature (large print, disc, braille communications, read-out bills, text relay, alternative language documents)
- Advanced warnings of supply interruptions;
- Password if water company employee needs to call at individuals property / identity check to ensure person at door is genuine water company employee.
- Nominated contact – relative, friend, or carer to be contacted about bill or water emergency.
- Help with reading water meter.
- Emergency water supply - if have no water and cannot get to a collection point or need it for medical reasons.

[FOR EACH PRIORITY SERVICE THEY RECEIVE]

- What are your impressions of this service?
- How, if at all, are they helpful or unhelpful?
- What, if anything, could be improved about the service you receive?
- What additional specific services or assistance, if any, would you like to receive from your water company?

[IF NOT ON PSR OR UNSURE]

- What support, if any, do you receive when it comes to communicating or engaging with your water company?
- Who provides this support? (probe: family, friends, carer, charities etc.)
- How, if at all, does this help?
- What other support would you like?
- What specific services or assistance, if any, would you like to receive from your **water company** to help with the issues you mentioned related to your health condition?

And do you know if you are on a social tariff at all? (if necessary: this is a specific tariff that reduces customers' water bills. It is offered by water companies to customers that struggle to afford their bills.)

[IF ON SOCIAL TARIFF]

- What are your impressions of your water company's social tariff?
- How, if at all, is it helpful or unhelpful?
- What additional financial support, if any, would you like to receive from your water company?

[IF NOT ON SOCIAL TARIFF OR NOT SURE.]

- What financial support, if any, would you like to see from your water company?
- Why?

7. Focus on the proposals in the proposed business plan for services aimed at people with health and financial vulnerabilities (15 mins)

I'd like to talk a bit more about the Priority Services Register and what your water company is planning as part of its plans

SHOW PSR SLIDES FROM PRE-READ

- What do you think about the work they are doing relating to supporting customers on the PSR register?
- Identify whether, and if so how this part of their service could be improved
- Overall, how acceptable do you find their proposed activities?
- How do you feel about their performance in this area (show performance slide)

SHOW ST and AFFORDABILITY SLIDES FROM PRE-READ

ST slide

- What do you think about the work they are doing relating to supporting customers who are struggling financially?
- Identify whether, and if so how this part of their service could be improved

Affordability slide

- How do you feel about the proposed plans to expand affordability services
 - Do they feel too ambitious/not ambitious enough/about right?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?
- Overall, how acceptable do you find their proposed activities and performance?

SHOW VULNERABILITY STRATEGY SLIDES FROM PRE-READ

- What do you think about the work they are doing relating to supporting customers who are living in vulnerable circumstances?
- Identify whether, and if so how this part of their service could be improved
- Overall, how acceptable do you find their proposed activities to improve customer service between now and 2030?

8. Response to 1-page business plan (5 mins)

Moderator: share screen – plan on a page

*NB Moderators to have the deliberative event pack to hand to answer any specific questions
If necessary explain that we are particularly interested on their views on the particular aspects of the plan covered already and we haven't got the time to talk about everything they are proposing.*

I'd now like to talk a bit about the overall plan that was in the pre-read pack. These are just proposals at this stage – but they show all the different investments the water company needs or wants to make.

Recap that some elements are required by law; some elements have performance targets attached to them; other parts have greater discretion where customer preferences will impact what the final plan is.

- Tell me what you thought of the overall plan overall?



BLUE MARBLE

We will talk about the cost of the plan in a little while...but for now what are your thoughts on the types of investments they've headlined here?

- Did any investments interest you particularly? Why?
- Do any of these areas of investment have particular relevance to you and your household? Why is that?
- Are there any that you are unhappy about – or find unacceptable? Why is that?

Affordability and Acceptability – 5 minutes

Moderator: keep sharing screen – plan on a page. Highlighting the green panel (overall bill impact)

- Overall, how affordable do you think the proposed plans are?
- Response to the individual investment bill impacts over the 2025-30 period – any that are surprising or confusing?
- How are you feeling about the plan?
- How are you feeling about your water company?

Wrap up and post-task – 10 minutes

Thank you very much for all of your input so far. We really appreciate your time and engagement. To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today – and specifically about how the proposed business plan could affect your bill.

Two graphs:

-

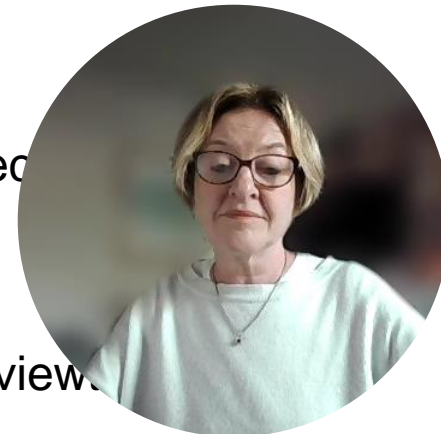
Assist with survey as appropriate.

PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for South West Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recorded for research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the interview.



Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



water services

c. 500,000
population served

140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



Wastewater services



1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water

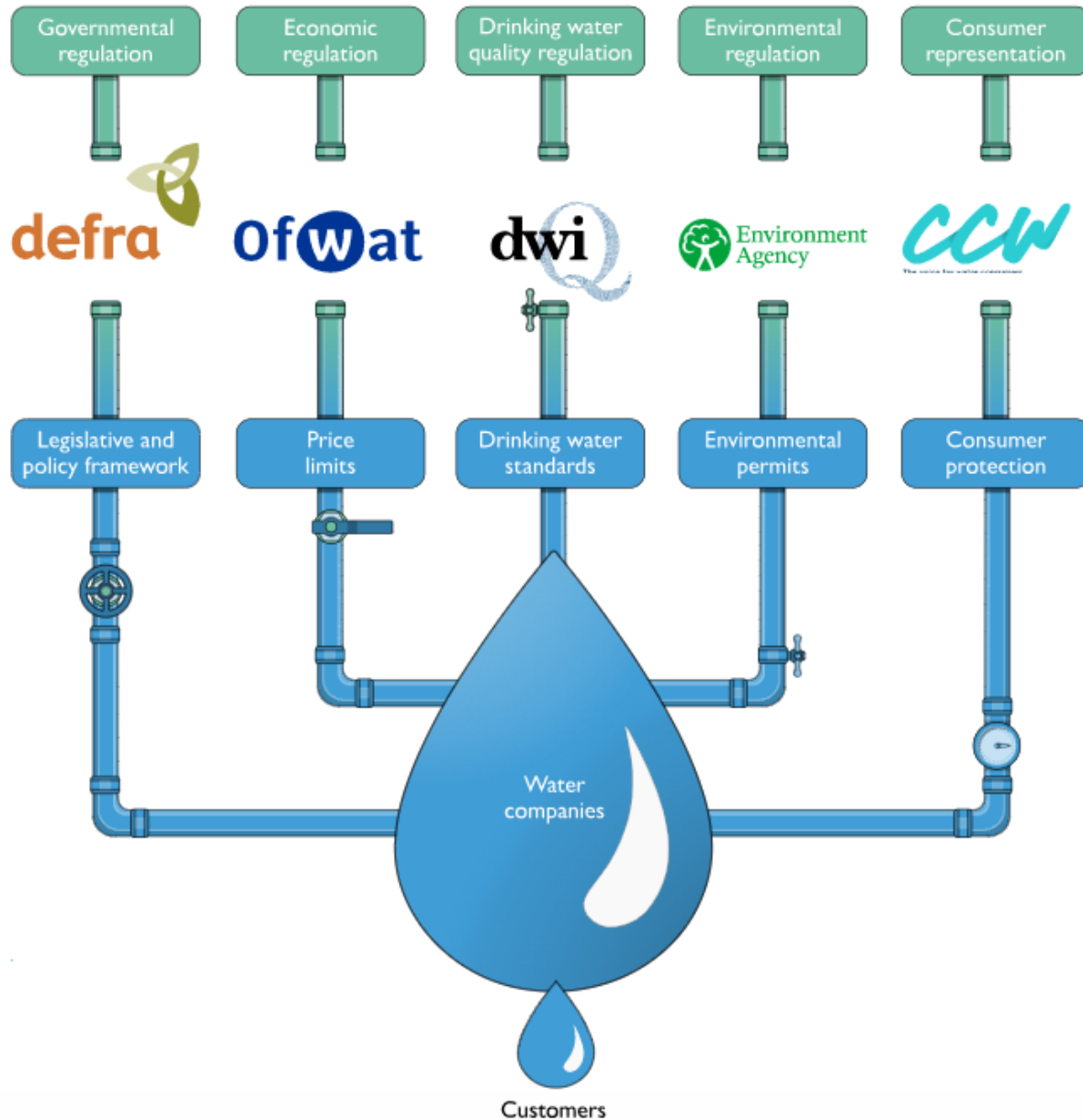


5. Wastewater is collected and piped to sewage pumping stations



7. Customer services and billing based locally





Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some performance commitments, compared to other water companies in England and Wales. These commitments are a snapshot of the wide range of services companies provide. We are showing examples as customers have told us they are particularly important to them.



Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

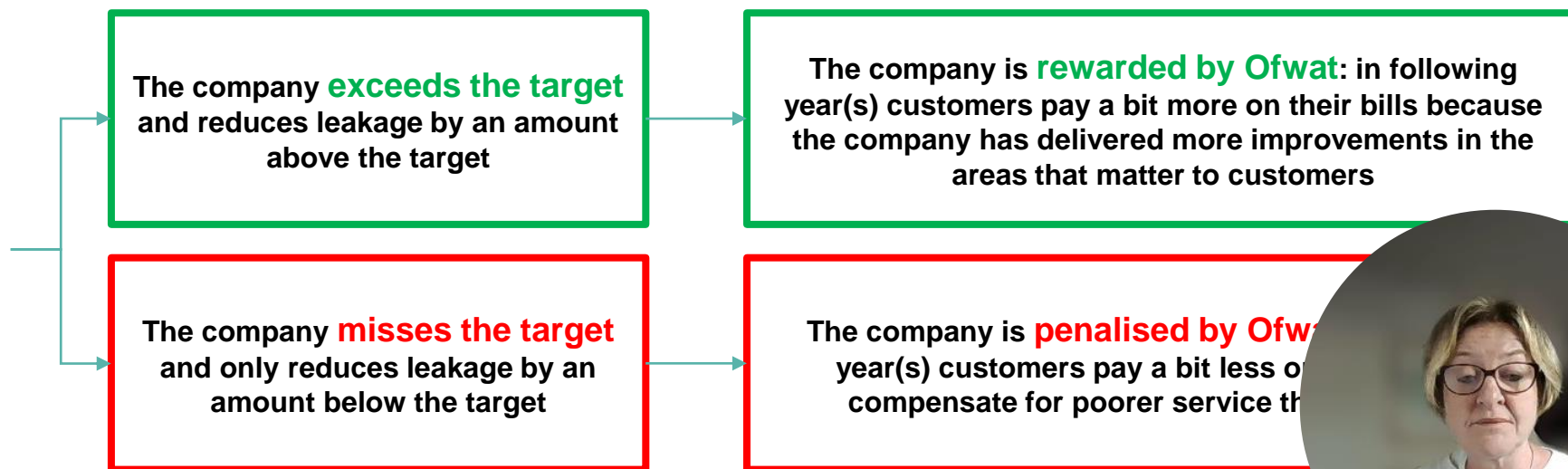
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





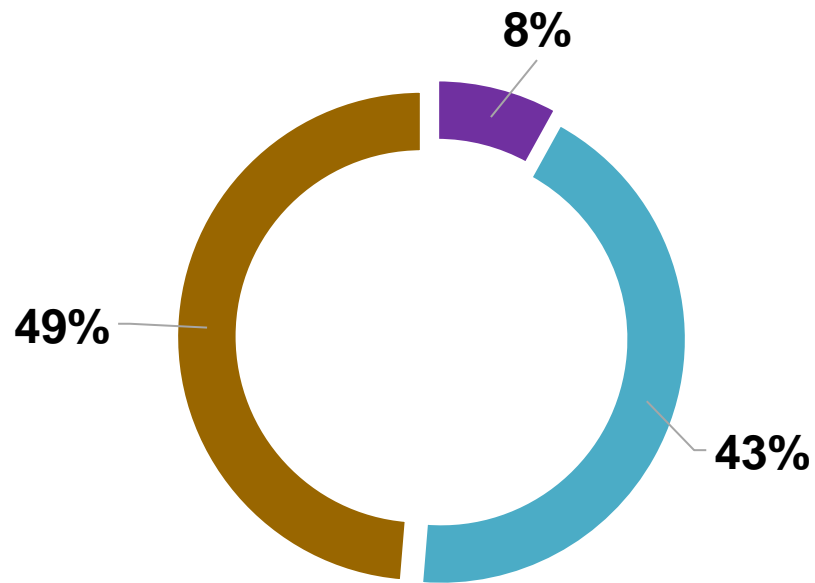
How has my bill been affected by Ofwat's penalties and incentives?

- Last year South West Water **passed 43 (77%)** and **failed 10 (23%)** performance commitment targets earning them penalty of £10m which is returned through a customers bill reduction (which would equate to a £1 decrease to an average household annual bill)

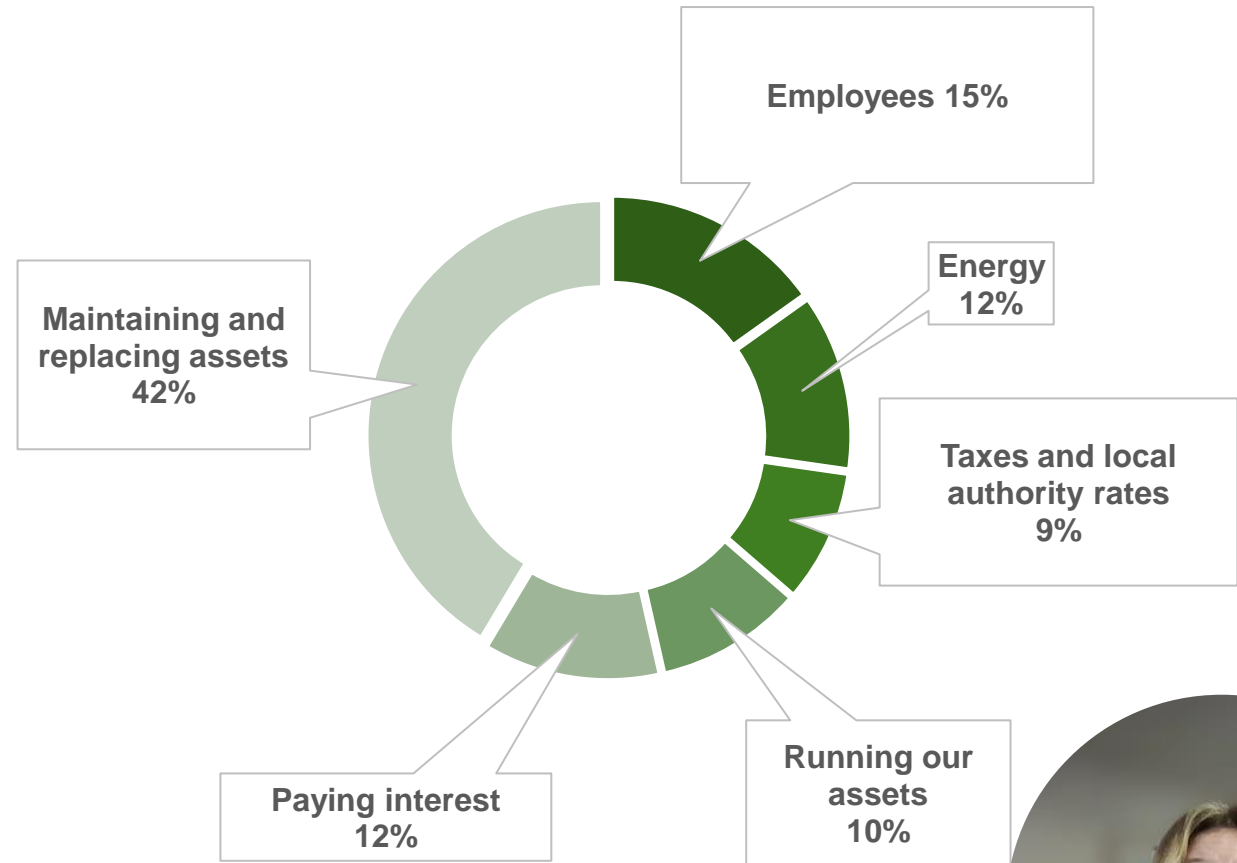


Household bill breakdown

What service this money supports



- Customer services
- Provision of sale, clean drinking water
- Wastewater services & environmental protection



PART TWO

Next we are showing you how South West Water performs in relation to other water companies across England and Wales

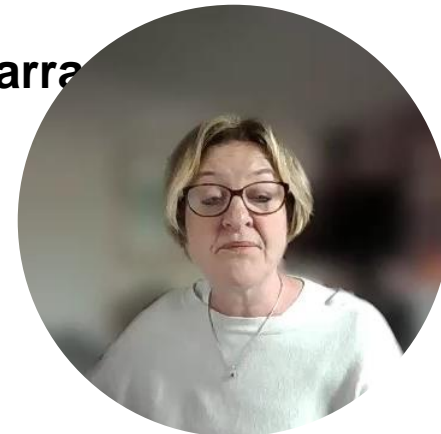
- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - For example: on the next slide you'll see information about the number of customers recorded on water companies' priority services registers.
- Please read the information and consider where you are happy with South West Water's performance and where you would like to see improvements.



Priority Services is designed for customers with additional needs who may need extra help due to age, ill health, disability, mental health or a temporary change in personal situation.

Each water company, including South West Water, keeps a Priority Services Register and it includes customers' specific requirement(s), for example:

- People who are particularly vulnerable **during supply interruptions**.
 - *For example: people with health issues who could be at risk when there is no water e.g. dialysis, or people with mobility problems who may not be able to reach water tanks. These customers would be supplied with bottled water in the event of an interruption to supply.*
- People who need **information in a different format** than the company usually uses, for instance people who are deaf, vocally impaired, partially sighted or blind, or people with mental health problems or learning difficulties; or
- People who may need **help to read their meter, to understand their bills, or to make arrangements to pay their bills**



Priority services register – performance commitment

As we saw earlier, water companies service level targets, called ‘performance commitments’ for which they can receive penalties (when they do not achieve the target) or rewards (when they do).

The **Priority Services Performance Commitment** is one that has no financial penalties or rewards for companies, but companies are scored on how well they do just like they are on other performance commitments.

For Priority Services, the regulator tells water companies to:

- Keep accurate and up-to-date information on consumers who need specific help or service
- Make sure all consumers are told about the specialised priority services that are available
- Make sure the application process is easy to access, to understand, and to complete
- Make sure consumers can find all the information they need in a form they can use and understand
- Make sure that bill payers who need special assistance know how much they need to pay and when they need to pay by
- Operate a password scheme to make sure that consumers can identify company staff from potential bogus callers
- Make sure all metered bill payers can check their water usage regularly
- Make sure that disabled consumers know which of the company’s public buildings and recreational facilities are equipped to cope with their needs
- Make sure that all staff are fully aware of the needs of, and services available for, disabled, chronically ill, and elderly consumers

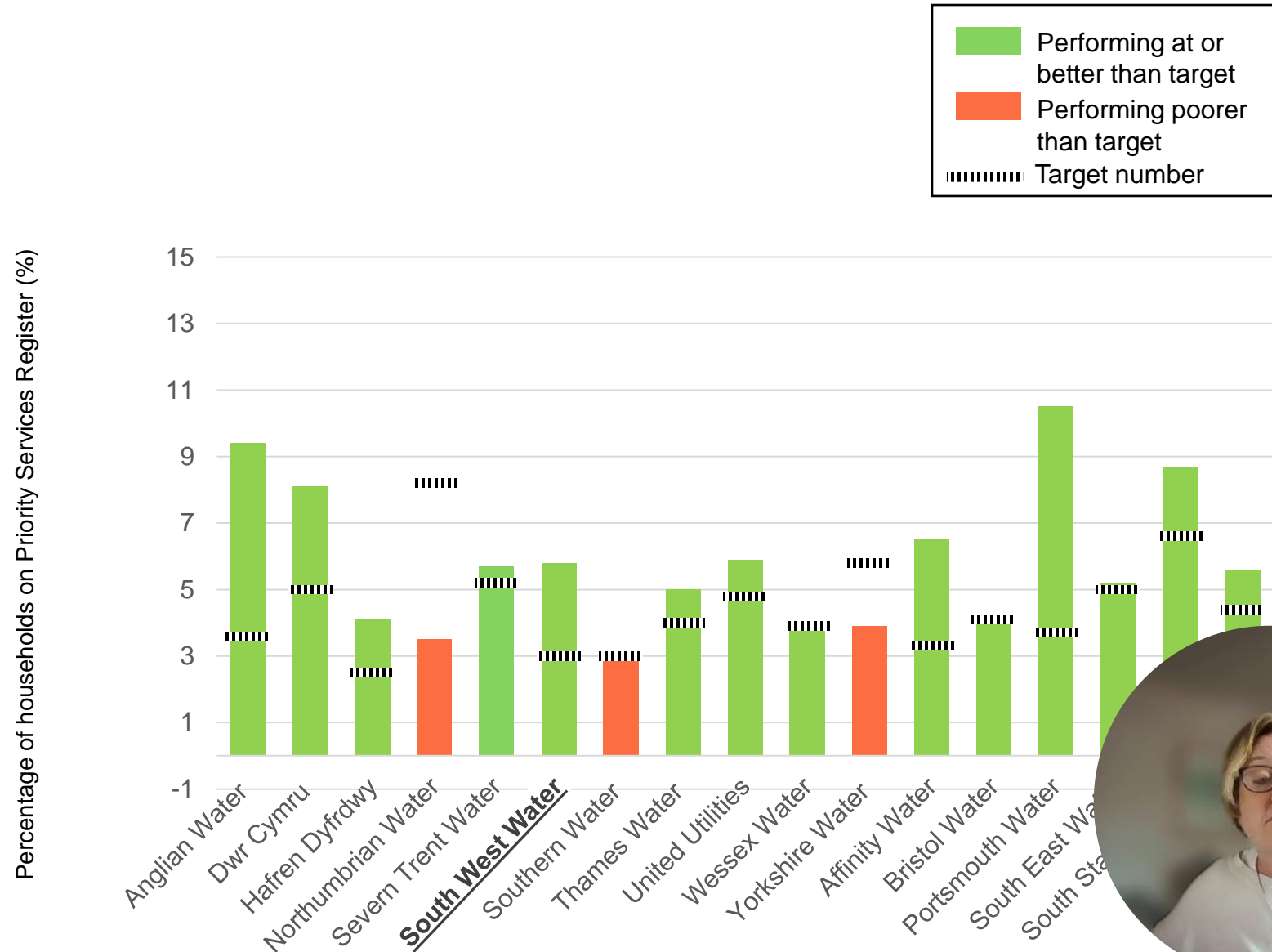


Priority services register performance in 2021-22

The table shows the percentage of households on each company's register and categorises the companies' performance on whether they have achieved all elements of the performance commitment.

Company performance against target.
(A higher percentage is better.)

Water and Sewerage company	Performance Against Target
Anglian Water	+161%
Dwr Cymru	+62%
Hafren Dyfrdwy	+64%
Northumbrian Water	-57%
Severn Trent Water	+10%
South West Water	+93%
Southern Water	-3%
Thames Water	+25%
United Utilities	+23%
Wessex Water	+3%
Yorkshire Water	-33%
Affinity Water	+97%
Bristol Water	0%
Portsmouth Water	+184%
South East Water	+4%
South Staffs Water	+32%
SES Water	+27%



Social Tariff – what is it?

All major water companies in England and Wales have schemes to give lower bills to some customers who might otherwise struggle to pay. These are called **social tariff schemes**.

- In line with Government rules these schemes are mostly funded by charging other households a bit more on their bills. This is what's also known as a **cross-subsidy**. There are a number of examples of cross subsidies in day-to-day life. For example, concessionary tickets for children or pensioners to attractions (e.g. the cinema, theme parks etc.).

Some examples of Social Tariffs that South West Water offers include:

Flexible Payment Plans

A range of flexible payment plans to suit individual circumstances, and help spread the cost of the bill.

Bill cap scheme: WaterSure

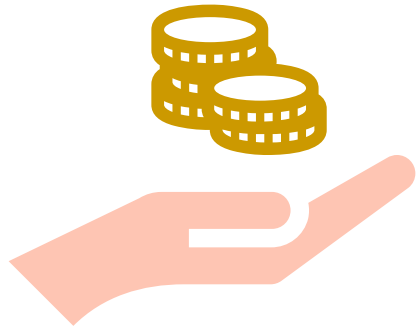
WaterSure helps reduce water bills for households who use a lot of water for reasons beyond their control e.g. a medical condition

Discount for low income pensioners

For customers who are in receipt of Pension Credit, or where the state pension is the only source of income for all adults in the household.



South West Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Continue to eliminate water poverty by **increasing the number of households on their range of affordability schemes to 100,000** across South West Water, Bristol Water and Bournemouth Water areas (all part of the same group) by 2030
- Increasing the **use of metering to reduce bills** for household customers by saving water, and energy
- Continue to **work with a wide range of stakeholders** across the South West Water region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Increase **use of data share to automatically provide help** with bills for those who need it.
- Continue with the **Neighbour Fund, helping develop our local communities.**
- South West Water has **given customers £40 million back through our Watershare+ schemes**, giving customers the chance to either receive shares in Pennon Group, or a credit against their bills; customers struggling to pay their bills will have therefore benefitted from £13 off their bills in 2023 and for those customers in Cornwall, £30 for helping 'Stop the Drop'.
- Improving the **digital customer experience** to improve the effectiveness of customer journeys.



PART THREE

Finally we are showing you a headline summary of South West Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are sent to the regulator.



The following slide outlines South West Water's proposed investment plans for 2025



There are 3 different types of investments in the plan:

Legally required investments *No say*

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets *Customer feedback*

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments *Customer input on how and when*

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

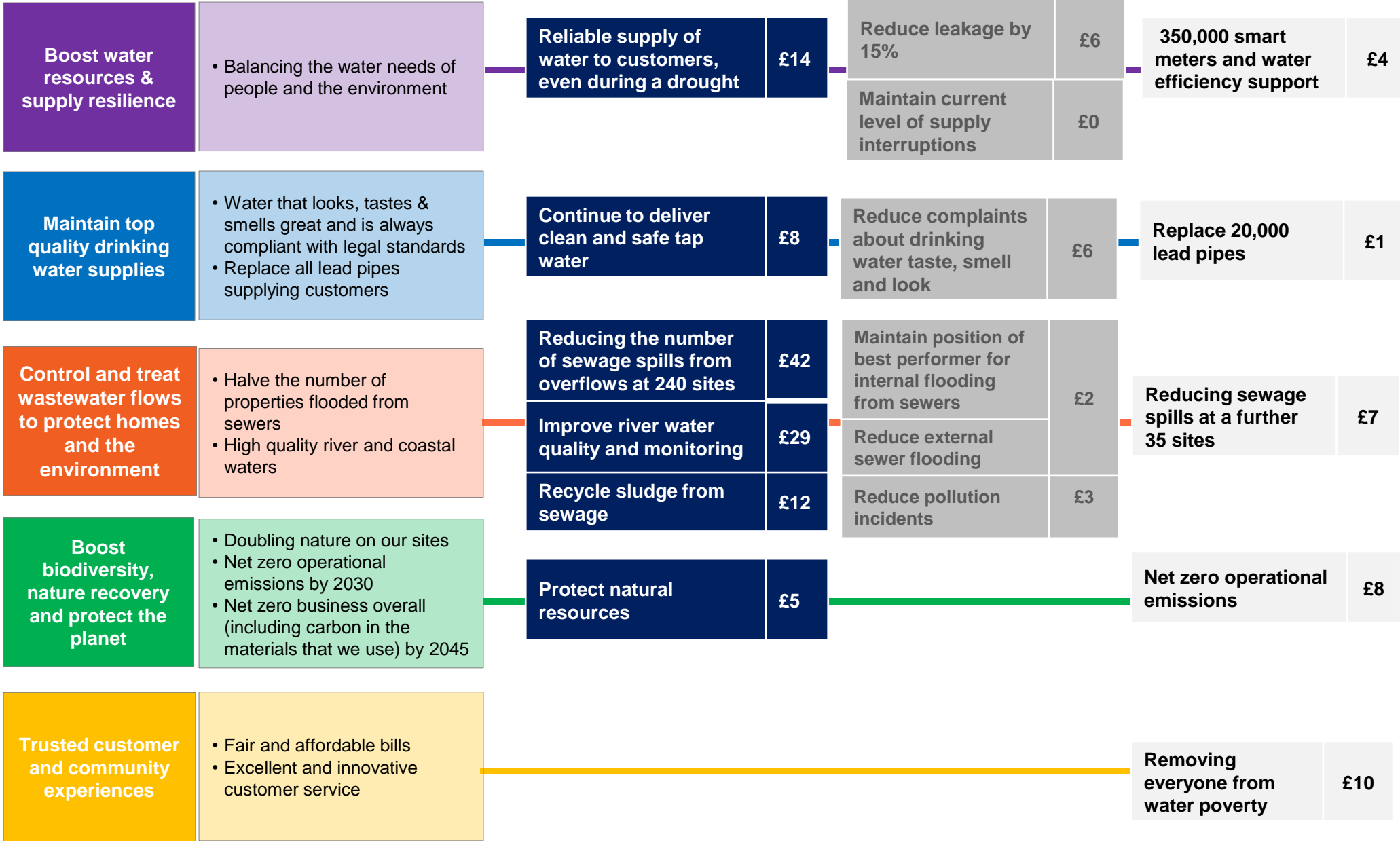
Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when



What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £7/month by 2030.













This breaks down as:

- £2.25 to meet the investment required by the regulators (*the blue and grey investments*)
- £2.08 to meet the investments we propose over and above this (*the white investments*)
- £2.67 to meet projected inflation



South West Water proposes an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

			<u>TODAY's</u> performance	<u>Target</u> <u>2025</u>		<u>Target</u> <u>2030</u>	<u>What this will add</u> <u>to your bill</u>
Supply interruptions		<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£0
Water Quality		<i>Contacts per 1,000 population</i>	1.6	1.33		1	£6
Internal sewer flooding		<i>Incidents per 10,000 connections</i>	1	1.34		1	} £5
External sewer flooding		<i>Incidents per 10,000 connections</i>	18	14		13	
Leakage		<i>Number of litres lost per property per day</i>	83.6	103.1		78	£6
Pollution		<i>Incidents per 10,000km of sewer</i>	22	19.5		16	£5



THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/dhWwCSpKF2>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.





ACCEPTABILITY & AFFORDABILITY DELIBERATIVE EVENTS MODERATOR GUIDE

BRISTOL

Overview

- 3 hour deliberative events each with household customers
- Customers to be arranged on tables of 8 customers with a Blue Marble moderator on each table
- Company/CCG representatives to attend – primarily in observation role
- Mix of whole room information sharing, individual table discussions and activities

17:45-18:00	15 mins	Registration, consent form signing, name badges etc
18.00	15 mins	Welcome & Introductions
18.15	10 mins	An introduction to the water company
18.25	10 mins	Recap on the pre-task information
18.35	20 mins	Focus on explaining the long-term picture to 2050 (incl temp check)
18.55	10 mins	Intro to proposed business plan
19.00	15 mins	Statutory (legally required) elements
19.15	15 mins	Performance commitments
19.30	10 mins	Break
19.40	45 mins	Discretionary elements (with phasing)
20.25	5 mins	Bill impacts
20.30	15 mins	'Must do' business plan
20:45-21:00	15 mins	Wrap-up, post task & thank you

Welcome & Introductions plus brief response to pre-read (10 mins/18.00-18.10)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

BM Lead Moderator:

- Welcome everyone to the event & Introduce Blue Marble and explain that we are an independent research agency. & Introduce Blue Marble staff and explain that we'll be facilitating the discussions. Objective for the session: to help Bristol Water & Wessex Water make important investment decisions. **Slide 2**
- Explain: Confidentiality, GDPR, recording, how data will be used. **Slide 3**
- Run through housekeeping & timings – toilets, fire exits, break for refreshments etc. **Slide 4**
- Role of respondents: **Slide 5**
 - Asking people to act as representatives of the population of the Bristol Water & Wessex Water region;
 - There are no right or wrong answers we just want to hear people's open and honest views;
 - We will provide lots of information and expect much of it will be new to them – encourage people to ask questions.



BLUE MARBLE

- Acknowledge that we have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not).

ADD: Water companies provide a service for everybody, as we all consume water. We need to consider the merits of the plans we'll be reviewing tonight/today through different lenses:

- **As a customer** – think about the plans as someone who is a bill-payer
- **As a consumer** – think about the plans as someone who is using these services (e.g. children and young people, some tenants)
- **As a citizen** – think about the plans bearing in mind the wider need of society and the environment over the longer term.

BM Lead Moderator: Now we're going to ask you to introduce yourselves to the people on your table – and to make it a bit more fun we'd like you to look at these pictures and think about which most closely reflects life for you at the moment. (SLIDE 7)

Table discussions (5 mins)

Introductions

Each respondent to introduce self:

- Name, who lives in household, which image most closely fits their life at the moment and why – and also tell the table what struck you or surprised you most out of the things you have read?

An introduction to the water company (10 mins/18.10-18.18)

EXPLAIN WE WILL GO THROUGH THIS VERY QUICKLY – IT IS STIPULATED BY THE REGULATOR THAT WE SHOW THEM ALL THIS INFO, BUT IT IS WHAT THEY HAVE ALREADY SEEN IN THE PRE-READ.

BM Lead Moderator: (3 mins) to very briefly recap pre-task SLIDES 9-14

SLIDE 9: This first slide shows us all the water companies that operate across England and Wales. It is important to note that water companies operate regionally. We don't choose our water provider – we have to use the company that covers the area we live in. This is in part why this research is important – it is a chance for customers to have their say. Some companies provide just water supplies, others provide both water and sewerage services.

SLIDE 10: This is a close up of the Wessex Water and Bristol Water region – and it gives us a sense of the scale of their operation. Wessex is one of the companies that provides both sewerage and water supply. It provides sewerage services to the whole of the region, that's about 3m people. The top yellow areas is where Bristol Water supplies the water - to around 1.2 million people.

SLIDE 11: This slide explains why the research is happening. It is all to do with the way water companies plan ahead in a process called the Price Review.

Every five years, water companies develop a 'business plan' that sets out how they want to develop their services, and the proposed cost to customers. As we've seen, customers are not able to choose their water provider, so water companies must give them a say about



BLUE MARBLE

what they want from their services and the price they pay. Talking to customers through research also helps water companies prioritise what to do first or what to do most of. In this session we'll be looking at some of the choices they face – and where they want your input.

SLIDE 12: Water companies are regulated. This research is part of the regulatory process. The business plan we'll be looking at - and the cost of the investments which impact on customer bills - are **finalised by Ofwat**. One of the ways that people have their say is through research like this. We'll be asking what you think about the plans: are they '**acceptable**' to you and are they **affordable**. The plans we show you will be refined following this research based on what customers have to say.

SLIDE 13: Here we see all the things a water company like Bristol Water does in terms of water supply – and also what Wessex Water does on the waste side. We are showing you this because the plans relate to all of the aspects of their work.

SLIDE 14: All of these aspects are overseen by regulators. Defra is the government department setting the overall policy for water companies. We have mentioned Ofwat +already who oversee the financial operation of water companies and measure customer satisfaction. The Environment Agency monitors all the areas that could have a detrimental impact on the environment if not conducted properly.

The Drinking Water Inspectorate monitors water quality. And the Consumer Council for Water represent the rights and interests of consumers – like a watchdog.

Hand back to table moderators

Table discussions: (5 mins)

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
 - Do you have any particular perceptions of them?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Were you aware that Bristol Water provides your water services and Wessex Water your sewerage services?
 - Are your bills for both services separate or combined?

Recap on the pre-task information (10 mins/18.18-18.30)

BM Lead Moderator: (5 mins) to very briefly recap pre-task slides (how monitored); (penalties/incentives); the performance slides; what a bill pays for

SLIDE 16: The next information we showed you was about the way water companies are monitored, specifically by Ofwat.

We are told about the service level targets, called 'performance commitments', which are set for every five-year business plan. Ofwat monitors water company performance against



BLUE MARBLE

each performance commitment every year to see if they have met the service level in their business plan.

SLIDE 17: Companies can miss or exceed performance commitment targets and this has a direct impact on customer bills because of the way Ofwat rewards or penalises companies

SLIDE 18 Last year Wessex Water passed 31 and failed 11 performance commitment targets earning them an overall reward of £5.2m. The way the reward is paid is via customer bills (and last year this equated to £12 per household that Wessex Water could add to bills because it performed better than the required level). However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.

Bristol Water passed 22 and failed 7 performance commitment targets earning them an overall reward of £0.7m: this equated to £1 increase per household bill.

Hopefully now you have a sense of how the water market works, that it is regulated – and that its performance is closely monitored by the various regulators.

The remaining information showed us the performance of Wessex Water and Bristol Water against all the other water companies. We'll look at all these slides again when we consider their future plans.

- **SLIDE 19:** In terms of supply interruptions, **Bristol Water** performed better than the target set by 59%
- **SLIDE 20:** In terms of water quality, its appearance, taste and smell, **Bristol Water** did not hit target – it missed it by 27%
- **SLIDE 21:** For the target about sewage flooding in properties, **Wessex Water** is exceeding its target
- **SLIDE 22:** For sewage flooding outside the home in gardens or outbuildings, **Wessex** is not meeting its target – it missed the target by 15%
- **SLIDE 23:** For reducing leaks, **Bristol Water** has exceeded its target
- **SLIDE 24:** And in terms of pollution of rivers and bathing areas, **Wessex Water** is exceeding its target

SLIDE 25: Finally, this slide shows us what your bill pays for.

SLIDE 26

Table discussions: (7 mins)

- Thinking about what was just presented, which areas matter most to you?
 - Why?
 - Are there any areas that don't really matter to you at all?
- Where do you think investment and improvement is most needed?
 - Should this area be prioritised? If so, why?
- Thinking about all the water and wastewater services that Wessex Water provide for you and thinking about your bills:
 - What do you think of the value for money of the service you receive?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?



Focus on the long-term picture to 2050 (15 mins/18.30-18.47)

BM Lead Moderator: (5 mins)

Before we get into the detail of the investment plans for the next 5 years, we need to understand what Bristol Water & Wessex Water are trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SLIDE 27: Here is a dateline showing the way that water companies plan out as far as 2050 as well as a shorter term 5 year plan as the first stepping stone. We will be discussing both the shorter 5 year plans and the long term goals.

SLIDE 28: There are some challenges that all water companies have to factor in to their longer term plan:

- *The impact of a changing climate: more extreme weather predictions mean that water companies will need to manage more frequent drought periods and the risk of more intense rain and flooding. Their plans include ways to adapt to climate change and become a net zero business.*
- *The pressures that come with a growing population: this means increasing the water and wastewater networks to accommodate new housing developments and building new sustainable ways to capture storm water to prevent it overwhelming the drains and sewers – especially necessary in built up areas.*
- *Some new laws and regulations: all water companies have to comply with environmental laws in England. They also have to consider how climate change and population growth affect current and future capacity of sewage and rainwater drainage networks. These cover a range of areas including:*
 - *Reducing pollution of seas and rivers from sewage overflows.*
 - *Not taking too much water from rivers and from underground to protect the ecology.*
 - *Making sure there is enough water available to protect the natural environment as well as providing a public water supply.*
 - *Treating water and wastewater to a standard that does not harm the natural environment.*
 - *Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.*
- *And then there's the economic situation – the cost of living crisis and high inflation.*

Table discussions: (5 mins)

SLIDE 29: We asked you to reflect on the squeeze facing some households in the pre-task survey....

- Do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?
 - In the next 10 years?



BM Lead Moderator: (2 min)

Now we'd like to get your feedback on both Wessex Water and Bristol Water's long term ambitions. MODERATOR ALTERNATE SLIDE ORDER

SLIDE 30: Wessex Water has 6 outcomes which are its ambitions or goals for 2050

SLIDE 31: Bristol Water has 4 outcomes which are its ambitions or goals for 2050.

We'd like you to discuss these on your tables now:

Table discussions: (5 mins)

- What do you think about the long-term plans Wessex Water and Bristol Water have set out?
- Which one or two outcomes matter most to you – probe why
- Which matter least? Why?
- These ambitions mostly sit in the 2050 timeframe but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) (20 mins/ 18.47-19.07)

BM Lead Moderator (5 mins)

SLIDE 32 *There are 2 plans that we will be showing you. You have already seen the 'Proposed' plan in the pre-read document. This plan includes extra work over and above what your water companies are required to do by law to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows Bristol Water and Wessex Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.*

SLIDE 34 *This is the one page plan you saw in the pre-read. I'm just going to clarify the 3 types of investment for you to consider...* **SLIDE 35** *These are:*

- *The elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't any say in these investments. Wessex water and Bristol Water would still like to get your reaction so that they know what you think of these and can share your views in discussions with regulators.*
- *Then we'll consider the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years*
- *And finally the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years*

We'll have the summary on the table so that you can refer to the overall plan as we work through the elements.

SLIDE 36 We'll start by showing you the legally required investments:

BM Lead Moderator (5 mins)

Moderator refer to each of 4 slides (ROTATE)



SLIDE 37: this investment relates to Wessex Water making the sewer system more effective and supports the long term target to reduce the number of sewer flooding incidents by half. We are given some background information here about why the investment is needed – and that it will increase bills by £23 per year between 2025-30. **Highlight they need to bear this in mind as we will talk more later.**

SLIDE 38: this investment relates to the legal requirement for Wessex Water restore the quality of rivers and coastal waters. Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there. A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built. As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country. Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity. Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill.

SLIDE 39: the first investment relates to Bristol Water's investment in delivering clean and safe water. This is a £26 million investment to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

SLIDE 40: the next investment relates to Bristol Water's investment to protect natural resources This is a £12m investment to improve biodiversity and the condition of its natural resources in the region

SLIDE 41: MODERATOR LEAVE SUMMARY ON THE SCREEN **SLIDE 42**

Table discussions (10 mins)

- How do you feel about the proposed investments
 - Do they feel too ambitious/not ambitious enough/about right?
- What are your initial thoughts on the bill changes?
 - Does this seem reasonable?
 - Is it affordable?
- Do you feel these required investments will support the longer term ambition /2050 target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Performance commitments (10 mins/ 19.07-19.17)

BM Lead Moderator (2 mins)



SLIDE 43 Moderator: now we are moving on to briefly look at the 6 key performance targets and the investments proposed.

SLIDE 44 Six Performance commitments slide on big screen

MODERATOR refer to the additional detail slides (19-24) as required, using information to answer any questions.

Table discussions (8 mins)

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Do you feel this will support the longer term ambition /2050 target?
 - Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

BREAK (10 minutes) / Until 19.30

Discretionary elements (with phasing) (60 mins/ 19.30-20.30)

PART 1 = 5 minutes (until 19.35)

BM Lead Moderator (5 mins)

SLIDE 45 now we are moving onto look at the 8 longer term investments where customers have more of a say in how and when these investments are planned between now and 2050

SLIDE 46: one aspect we will be discussing when looking at the long term investments is how each company could phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: *The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.*

- *The first scenario is for steady rises which will affect current and future customers similarly.*
- *In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).*
- *In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.*

PART 2 = 7 minutes (until 19.42)

BM Lead Moderator (2 mins)



Now I'll read out some background about an additional investment for making operations net zero

Wessex Water create carbon emissions to run its sites, it uses fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing energy and chemical use. It is also moving towards greener treatment processes, where possible

SLIDE 47 Show target summary (big screen)

SLIDE 48 Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Wessex Water could take the least cost approach or they could accelerate investment.

Table discussions (5 mins)

- How do you feel about the proposed target set for **making operations net zero**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /**2040** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

PART 3 = 7 minutes (until 19.49)

BM Lead Moderator (2 mins)

Now I'll read out some background about an additional investment relating again to carbon reduction and biodiversity

Sewage sludge is disposed of as fertiliser but it creates carbon emissions when spread on land and potentially leaches micropollutants into the water environment. Wessex Water needs to reduce these emissions. Furthermore they may not be allowed to spread sludge to land in the future. This will have a big impact as they will need to dispose of the sewage sludge in another way.

SLIDE 49 Show target summary (big screen)

SLIDE 50 Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Wessex Water could take the least cost approach or they could look at an alternative investment.



Table discussions (5 mins)

- How do you feel about the proposed target set for **improving the treatment of sewage sludge to remove micropollutants from being spread to land?**
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /**2040** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

PART 4 = 10 minutes (until 19.59)

BM Lead Moderator (2 mins)

Now I'll read out some background about an additional investment further reducing the number of sewage spills?

- **NB Moderator refer to plan on a page and the mandatory investment so that respondents understand this is in addition to what was discussed earlier**

SLIDE 51 Show target summary (big screen)

*SLIDE 52 Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Wessex Water could take the least cost approach or they could accelerate investment.*

Table discussions (8 mins)

- How do you feel about the proposed target set for **further reducing the number of sewage spills?**
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /**2040** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?



PART 5 = 7 minutes (until 20.06)

BM Lead Moderator (2 mins)

Now I'll read out some background about an additional investment for Removing everyone from water poverty?

To date Wessex Water has helped more than 55,000 households afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes
There are likely to be many more households in the Wessex Water region who need help in the future to eradicate water poverty

SLIDE 53 Show target summary (big screen)

SLIDE 54 Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Wessex Water could take the least cost approach or they could accelerate investment.

Table discussions (5 mins)

- How do you feel about the proposed target set for **Removing everyone from water poverty**?
 - Does it feel too ambitious/not ambitious enough/about right?

- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?

- Do you feel this will support the longer term ambition /**2040** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

PART 6 = 7 minutes (until 20.13)

BM Lead Moderator (2 mins)

First I'll read out some background about an additional investment replacing lead pipes

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies add low levels of phosphates to the water they supply through lead pipes to keep customers safe.

Bristol Water have a programme of lead pipe replacement to improve water quality.

- Replace 30,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals

SLIDE 55 Show target summary (big screen)



SLIDE 56 Phasing **lead pipe** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Bristol Water could take the least cost approach (spend less now) or they could accelerate investment (spending more now).

Table discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **lead pipe replacement**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /**2040** target?
- Generally, do you challenge this part of the plan, or do you accept it?

PART 7 = 7 minutes (until 20.20)

BM Lead Moderator (2 mins)

Now I'll read out some background about an additional investment for smart meters

The Bristol Water area has not been designated as an area of 'water stress' – meaning it cannot compulsorily meter all properties. It can however install meters for people who would like one and when properties change ownership. Like leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment.

While many households have a basic water meter used to generate the water bill every 6 months – none have smart meters.

Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage.

Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits

SLIDE 57 Show target summary (big screen)

SLIDE 58 Phasing **smart meter** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Bristol Water could take the least cost approach (spend less now) or they could accelerate investment (spending more now).



Table discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **smart meters**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /**2040** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

PART 8 = 7 minutes (until 20.27)

BM Lead Moderator (2 mins)

Now I'll read out some background about an additional investment for Bristol Water's net zero plans

Every day Bristol Water abstracts, treats and pumps 100 million tonnes of water around its network. Its carbon footprint is equivalent to the that of around 4,000 households in the UK.

SLIDE 59 Show target summary (big screen)

*SLIDE 60 Phasing **carbon zero** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Bristol Water could take the least cost approach (spend less now – option B) or they could take a middle approach, reaching net zero by 2035 (option C).*

Table discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **Bristol Water's net zero plans**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /targets?
- Generally, do you challenge this part of the plan, or do you accept it?

MODERATOR: WE WILL ONLY DO THIS IF TIME ALLOWS

BM Lead Moderator (2 mins)

Now I'll read out some background about an additional investment for Bristol Water's plans for removing everyone from water poverty

Zero water poverty – no one spending more than 2% of their disposable income on their water bill



SLIDE 61 Show target summary (big screen)

SLIDE 62 Phasing **bill support** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan which is to support an additional 25,000 customers through measures such as reduced bills, so that no household is in water poverty. Bristol Water could take the least cost approach (spend less now – **option B**). This would mean that 25,000 households would have a water bill which was more than 2% of disposable income and so would be classed as being in water poverty. **Option C** is to support an additional 50,000 customers so that those customers who are just about managing, but not classed as in water poverty are also supported.

Table discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **Bristol Water's bill support plans**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition /targets?
- Generally, do you challenge this part of the plan, or do you accept it?

PART 10 = 6 minutes (until 20.33)

BM Lead Moderator

SLIDE 63 (STIMULUS Proposed plan cost) explain the slide – that this is for both water companies who send combined bills (1 mins)

Table discussions (5 mins)

- Response to the summary of bill impacts over the 2025-30 period
- How affordable is it?
- How are you feeling about the plan?
- How are you feeling about Wessex Water?
- How are you feeling about Bristol Water

Focus on the shorter-term (MUST-DO business plan) – 15 minutes/(until 20.48)

BM Lead Moderator (5 mins) START WITH 64

SLIDE 65 & 66 Introduce overview and summary of the 'must-do' business plan

- Talk through the areas that will revise the bill changes down (*STIMULUS least cost alternative*)
- *SLIDE 67 proposed bill change* based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)
- *Slide 68 proposed/must-do bill changes side by side*



Table discussions 10 minutes

- How do you feel about the 'least cost/must do' plan
- Which of the 5 areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan implicate the following groups (i.e. what might be the disadvantages or advantages of the least cost from the different perspectives)?
 - Customers – bill payers
 - Future customers
 - Consumers – who are affected but don't pay directly.
 - Society and the environment?
- Which plan do you prefer?

Wrap up and post-task – 15 minutes/until close

BM Lead Moderator

Thank you very much for all of your input so far. We really appreciate your time and engagement.

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today.

Why do the companies need to make profits?

Water and sewerage companies implement large-scale investment programmes to maintain their assets and meet their legal environmental and quality obligations. But the companies do not collect from customers all of the money they invest in the year in which they spend it.

So, companies must fund a large proportion of this investment from the competitive financial markets, either through borrowing (debt) or through investment from shareholders (equity).

Just as mortgage providers for homeowners expect a return on the finance (or capital) they lend, water companies must provide a reasonable return to providers of capital. This means that they must make a profit to reward their investors.

Although the water and sewerage companies are largely monopoly service providers they must compete for capital with other companies. If they do not offer comparable returns to other companies, after taking into account relative risks, they will be unable to secure the capital they need to finance their investment programmes.

The cost of capital is not intended to guarantee shareholders' returns. A poorly managed water company might earn a lower return because it underperforms our assumptions, for example on efficiency savings. On the other hand, outperformance of our efficiency assumptions will increase returns. This is important for preserving incentives for companies to deliver services efficiently.

Does Ofwat regulate profits?

We have no formal powers to control profits. We set price controls, which control the revenue the companies can collect from their customers in bills. In setting price control we must make a judgement on what is a reasonable rate of return on the capital investors have provided. This return must be sufficient for the company to attract investors and lenders to finance the investment programmes. The water and sewerage sectors have a large volume of infrastructure to maintain and are required to make new investment to meet European Union Directives, quality standards and to improve the balance of supply and demand.

As the economic regulator of the water and sewerage sectors in England and Wales we have a statutory duty, under the Water Industry Act 1991, to make sure that companies are able (in particular by securing a reasonable return on their capital) to finance the proper carrying out of their functions.

In setting price controls our aim is to allow for a return on capital that is no more than necessary for an efficiently run company to get the funding they need from capital markets.



DELIBERATIVE EVENT



BLUE MARBLE



You!

A cross section of Bristol Water and Wessex Water customers from the Bristol area



BLUE MARBLE

[INSERT NAMES]



Here to help Bristol Water & Wessex Water make important investment decisions

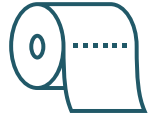
Everything you say during the interview will be treated anonymously

Blue Marble will not reveal to anyone what individual participants have said

In reports we will only summarise what we hear through the whole session (and also other sessions), drawing out general differences between groups of customers

We will voice record the session – we will not be sharing the recordings with anyone outside of our project team and we will delete the recording once we have taken notes





Toilets



Fire exit / alarms



Please if you can turn your phones off or on silent



- You are representatives of the population of the Bristol Water region, and also Wessex Water customers in your region
- No right or wrong answers: we want to hear your open and honest views
- We have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not)
- We will provide lots of information: please ask questions!
- It's absolutely fine to disagree with other people - but please respect other people's views





Table introductions

Which image reflects life for you?



An introduction to water and waste water services

There are 11 water companies that provide **both water and sewerage services**

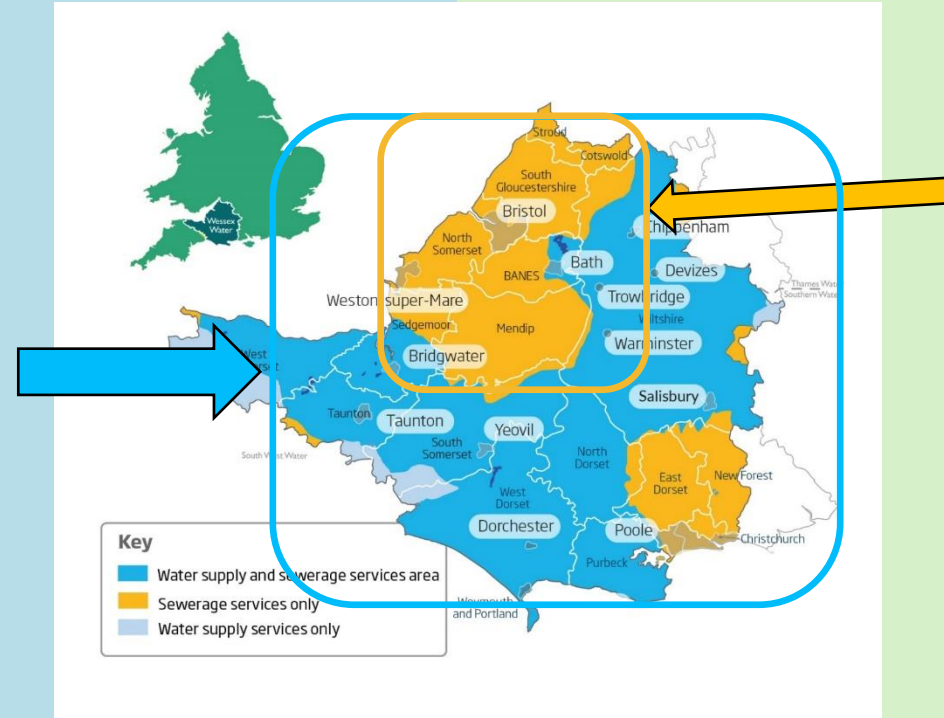
There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. most people in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





Wessex Water provides essential water services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

It also provides water supply services for all areas excluding Bristol Water and Bournemouth Water areas

This is the Bristol Water region

It provides water supply services for:

- 1.2m people
- 35,000 businesses

Wessex Water provides the sewerage services

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





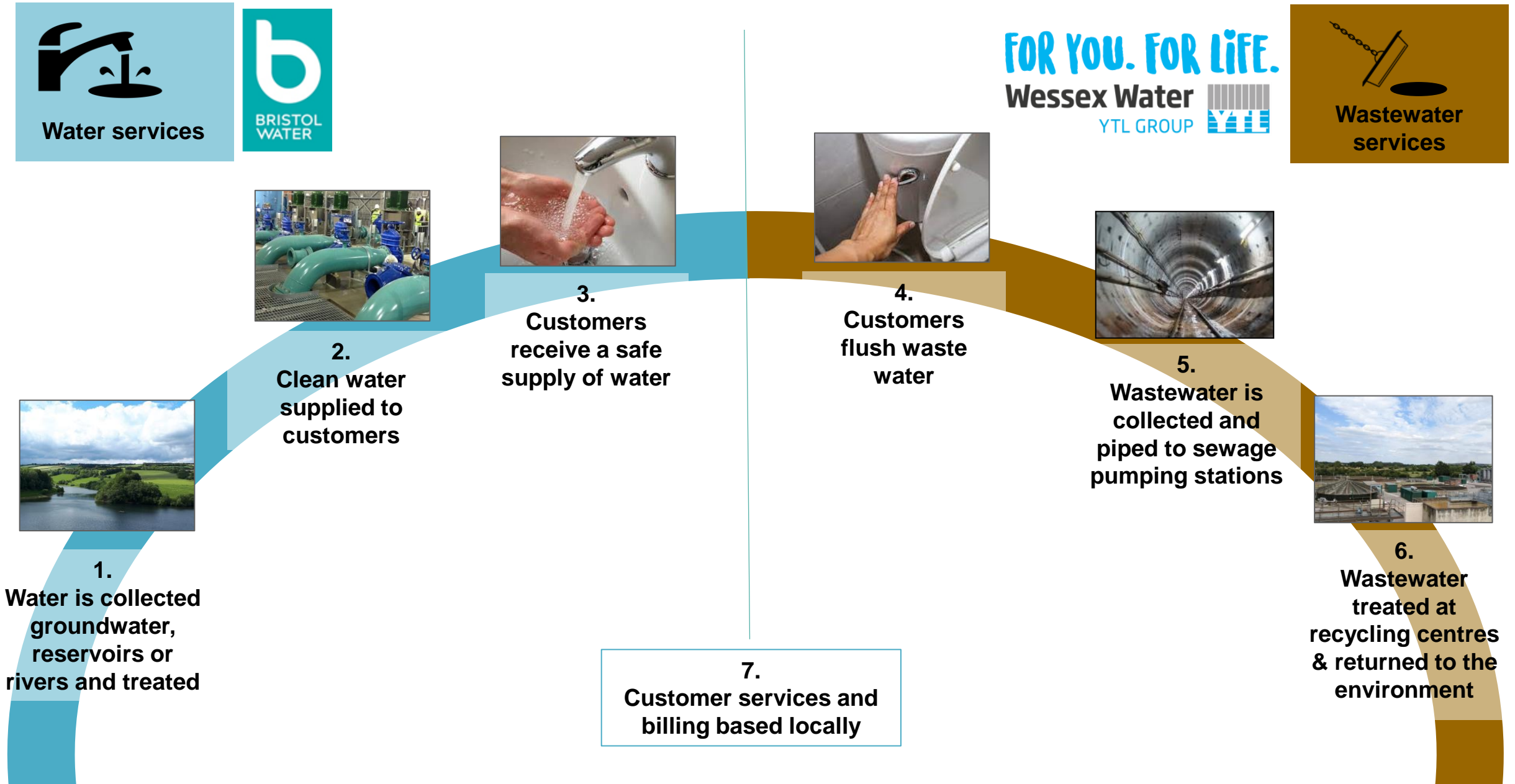
The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'. Available at:

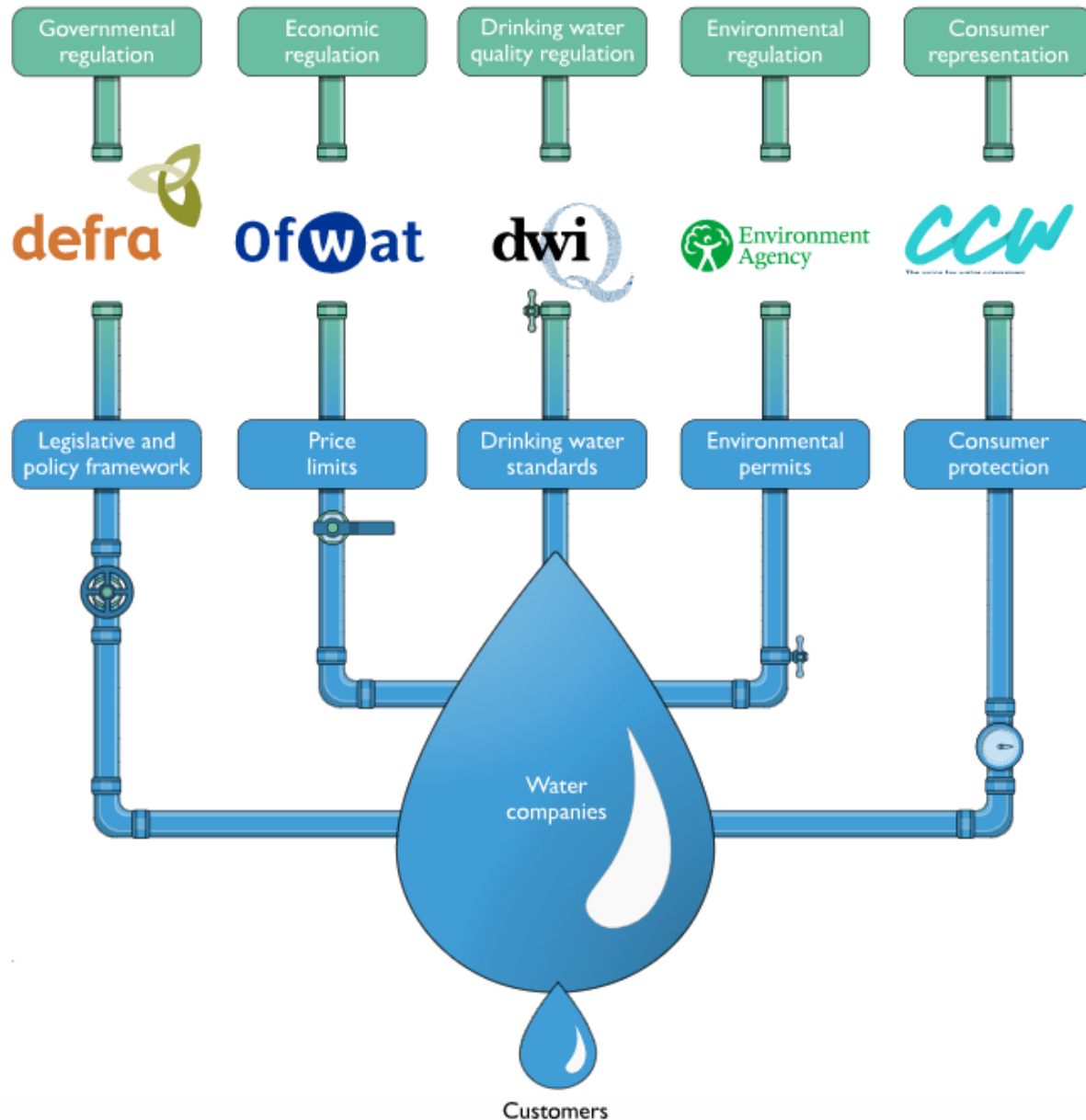
<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are '**acceptable**' to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.







Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water



What impressions do you have
of your water company?

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We will show you how well Bristol Water & Wessex Water are doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes

The company **exceeds the target** and reduces leakage by an amount above the target

The company is **rewarded by Ofwat**: customers pay a bit more on their bills because the company has delivered more improvements in the areas that matter to customers

The company **misses the target** and only reduces leakage by an amount below the target

The company is **penalised by Ofwat**: in following year(s) customers pay a bit less on their bills to compensate for poorer service than promised



How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills (which equates to £1 to an average household bill)
- Customer bills have increased by an average of £1 for the current year in response.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

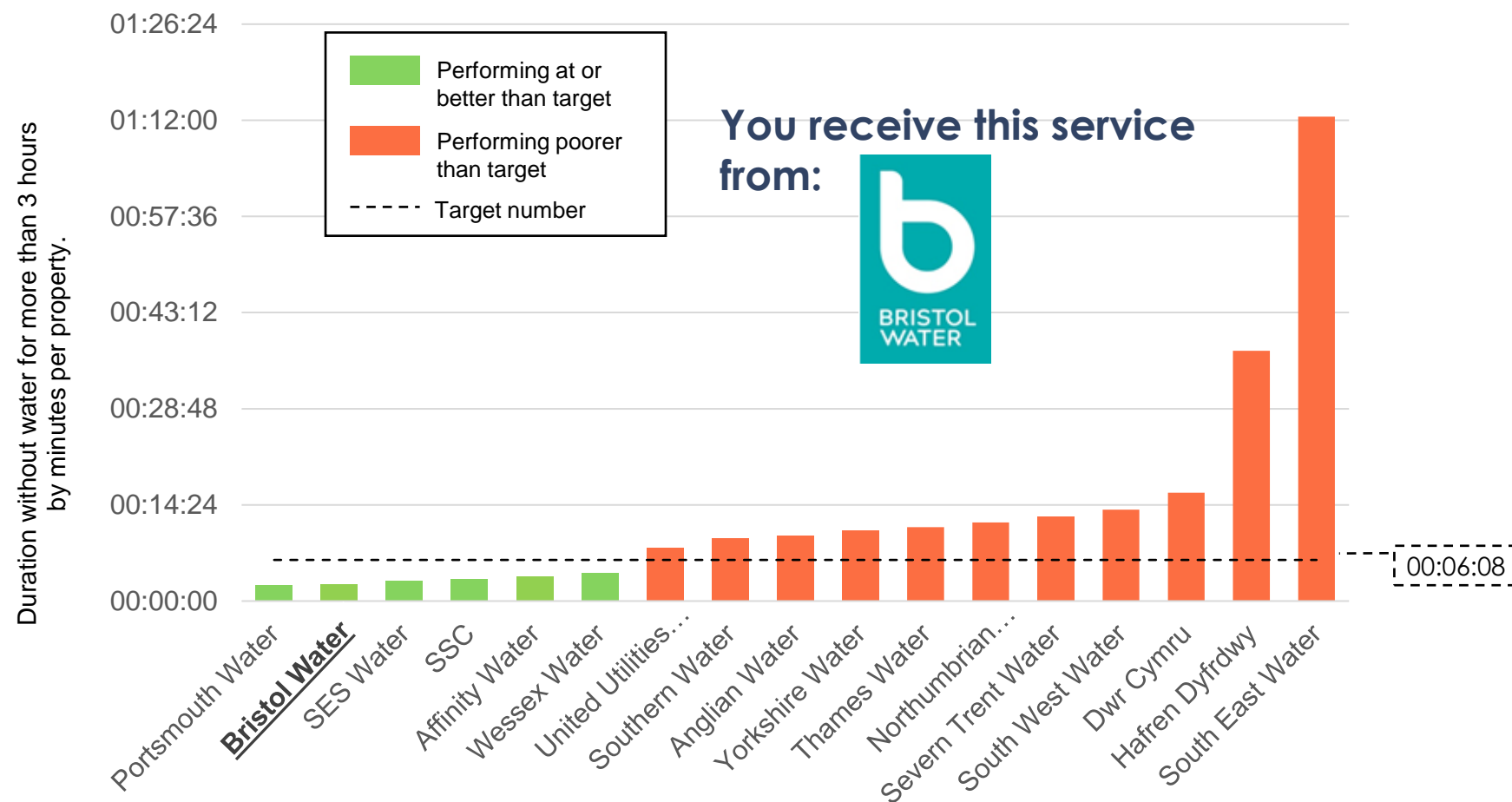
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

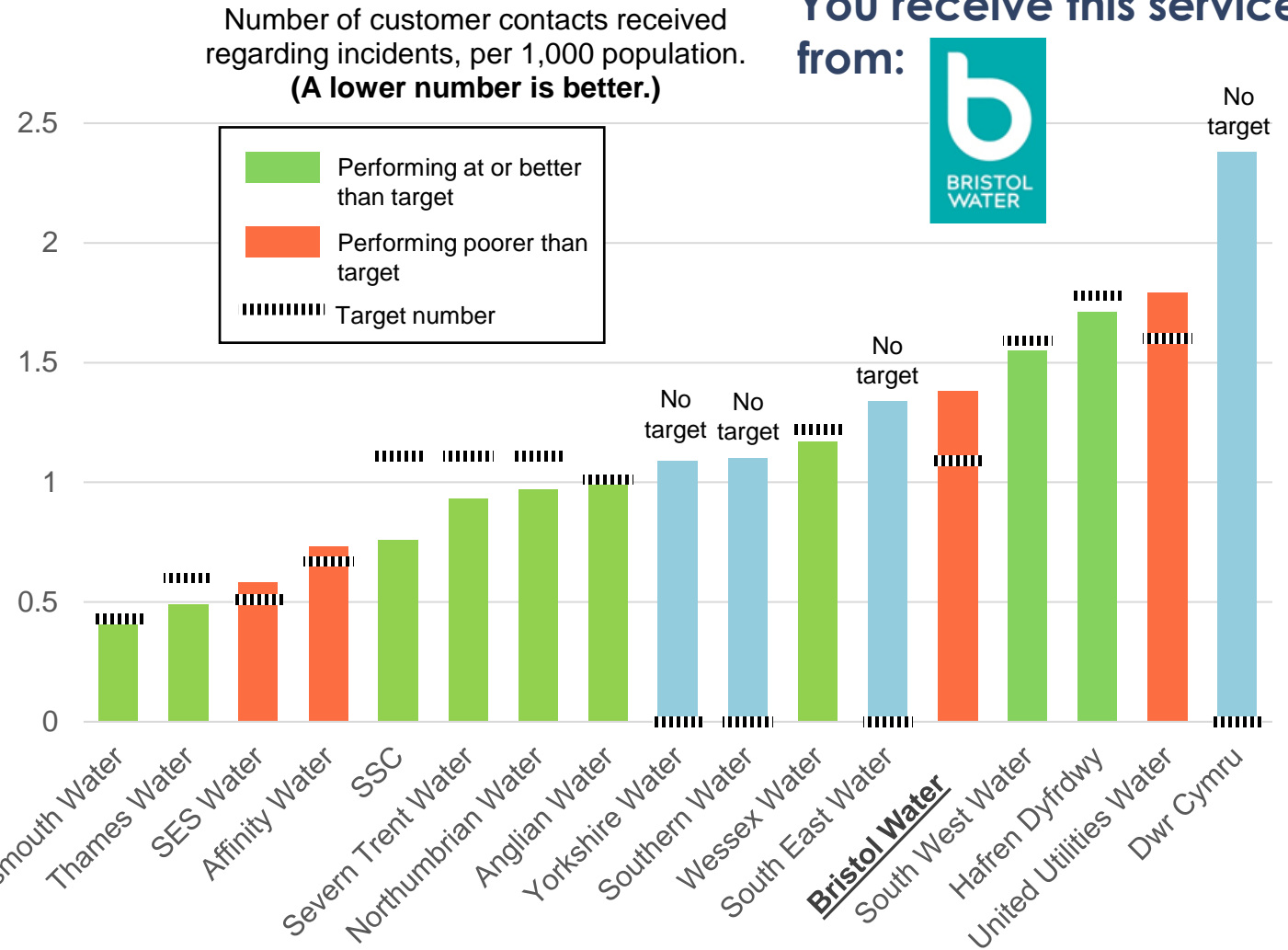
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.



Number of customer contacts received regarding incidents, per 1,000 properties.



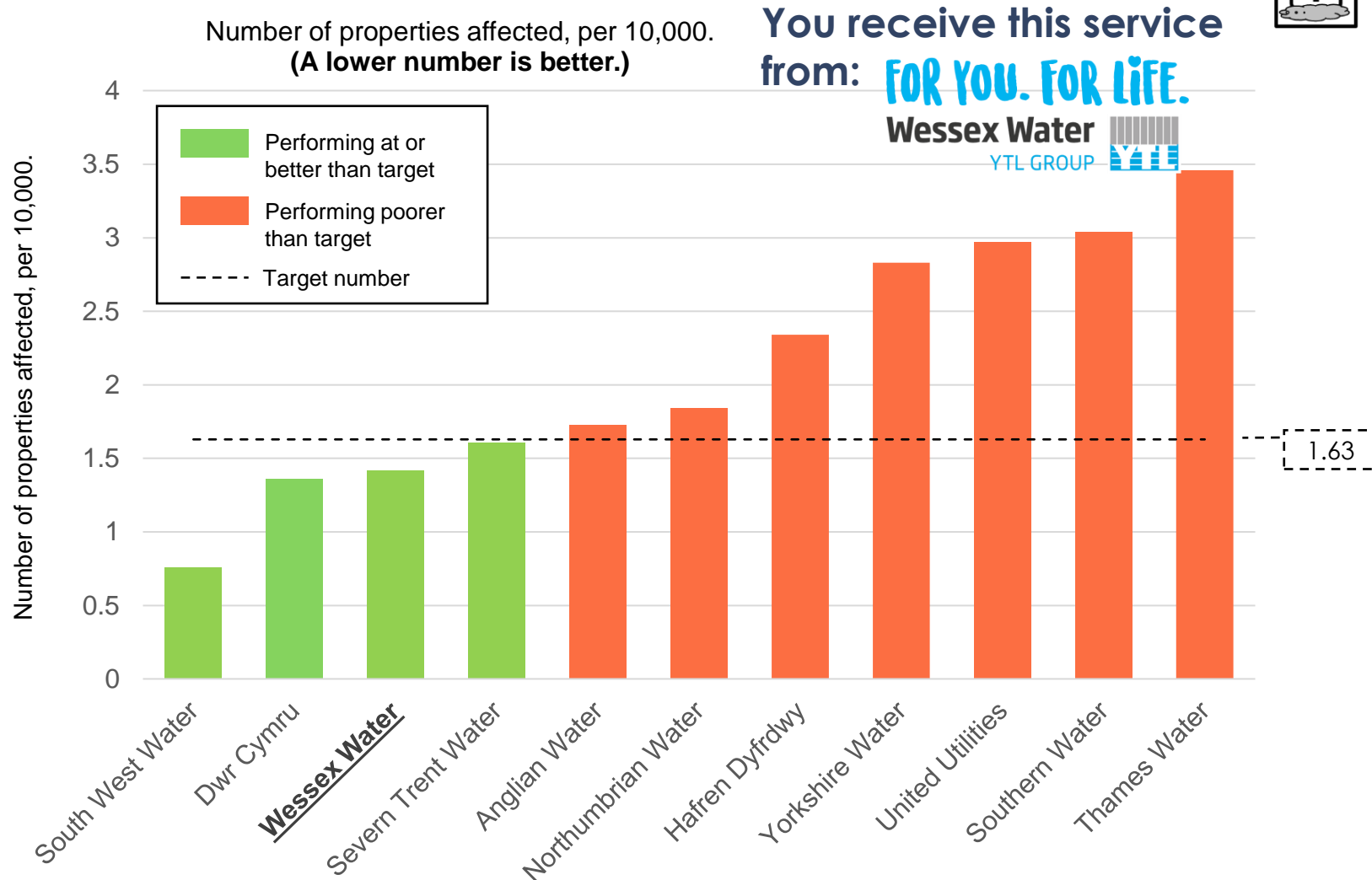
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

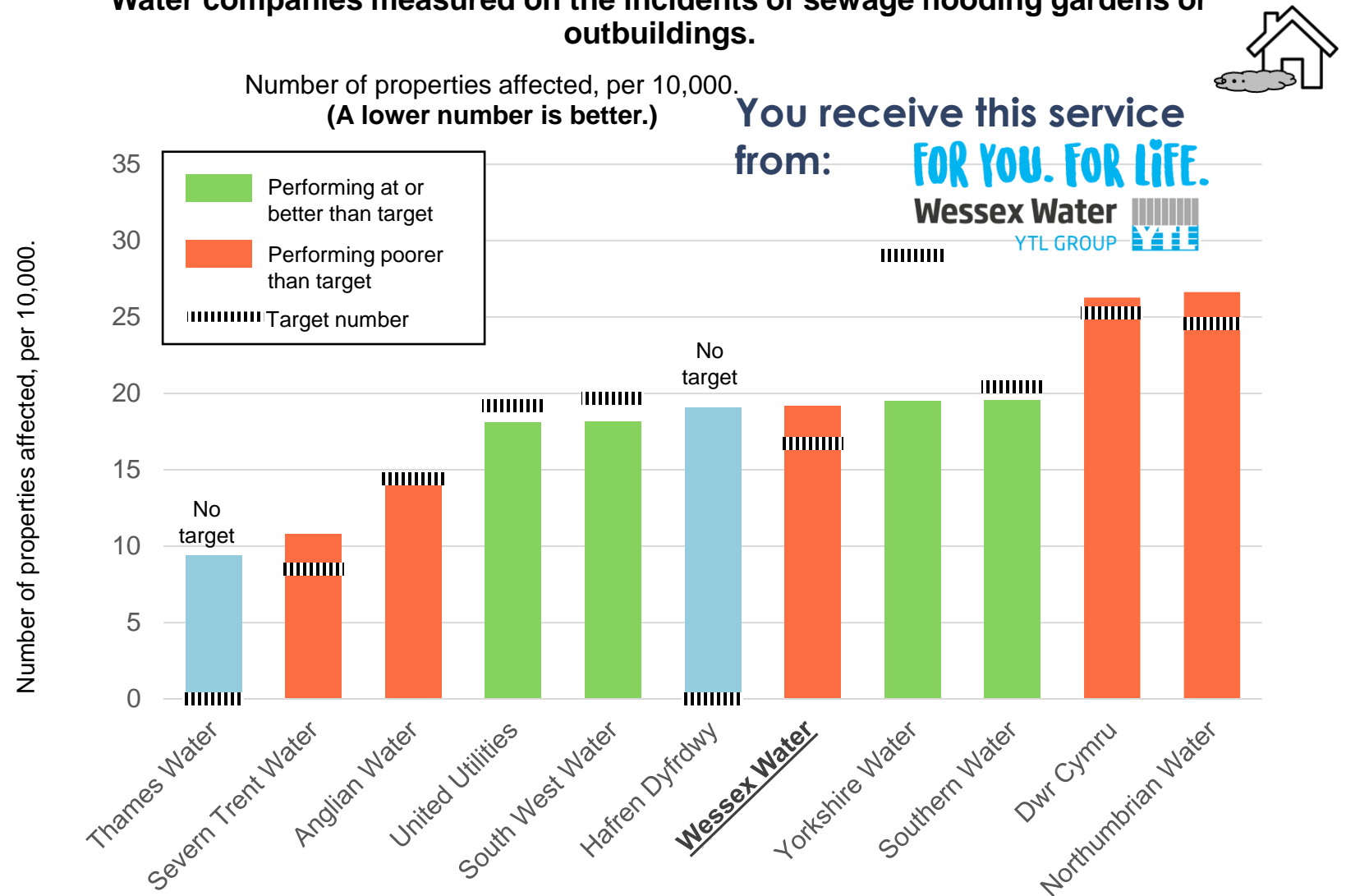
An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)



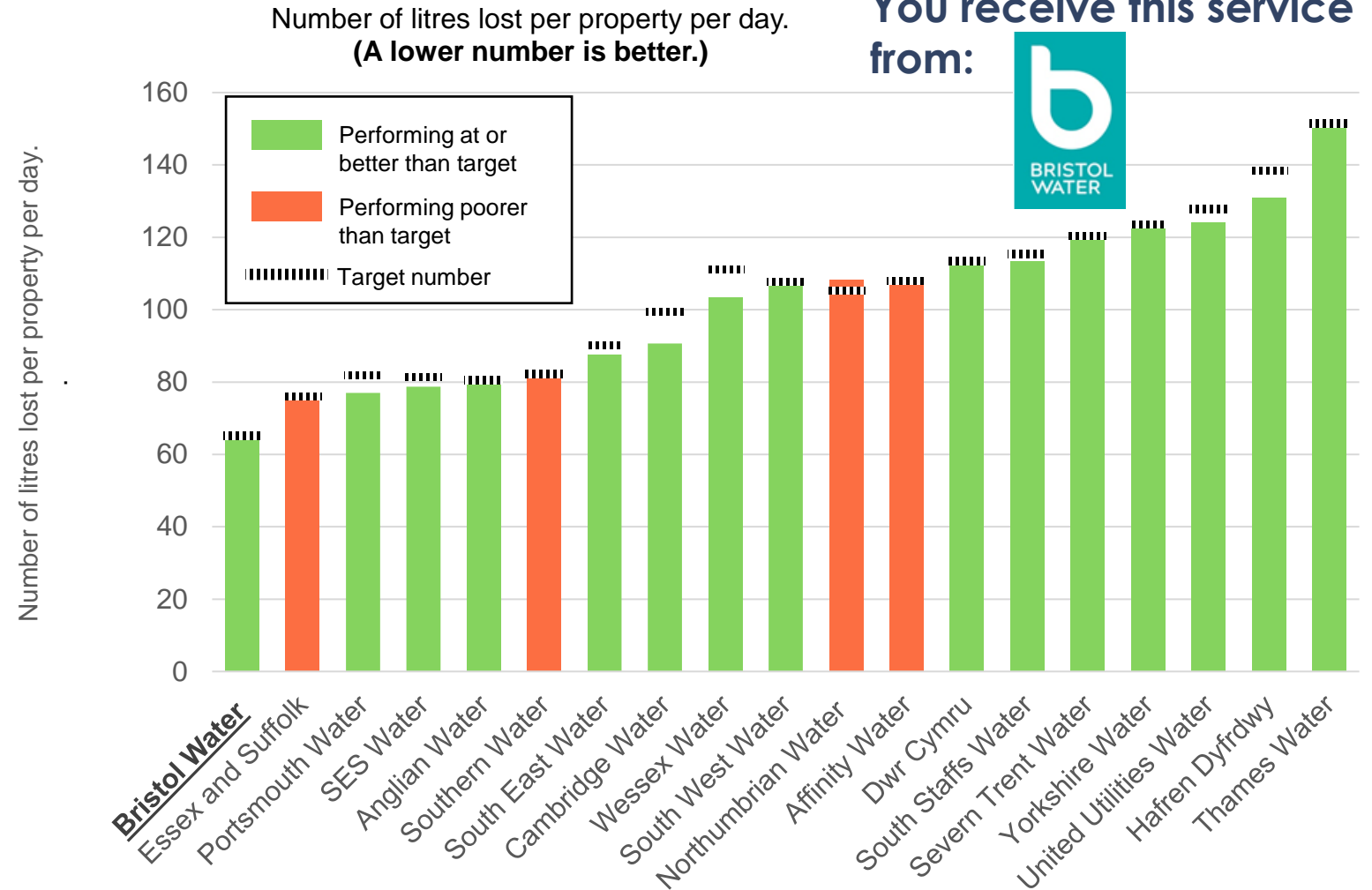
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Pollution of rivers and bathing waters

Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

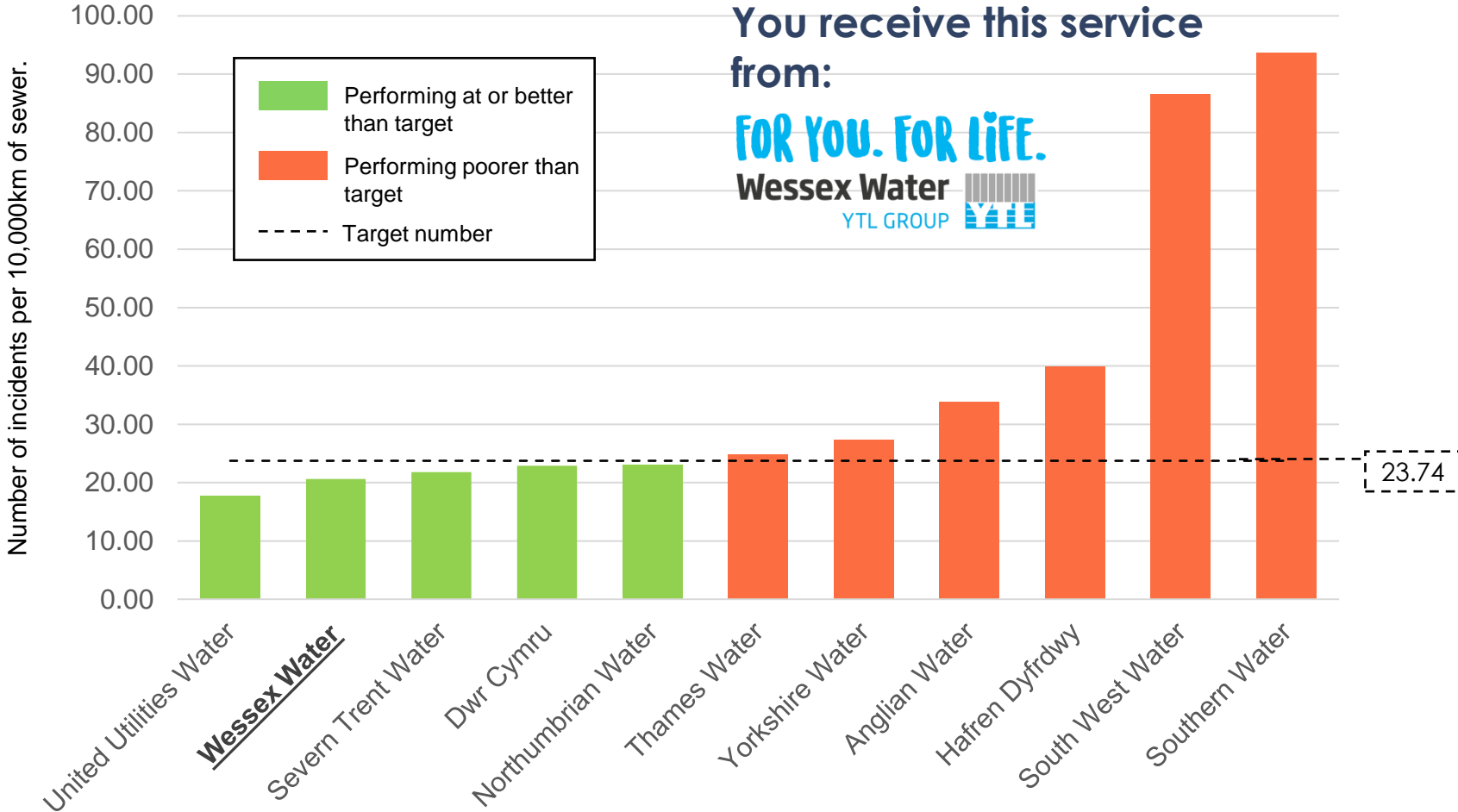
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

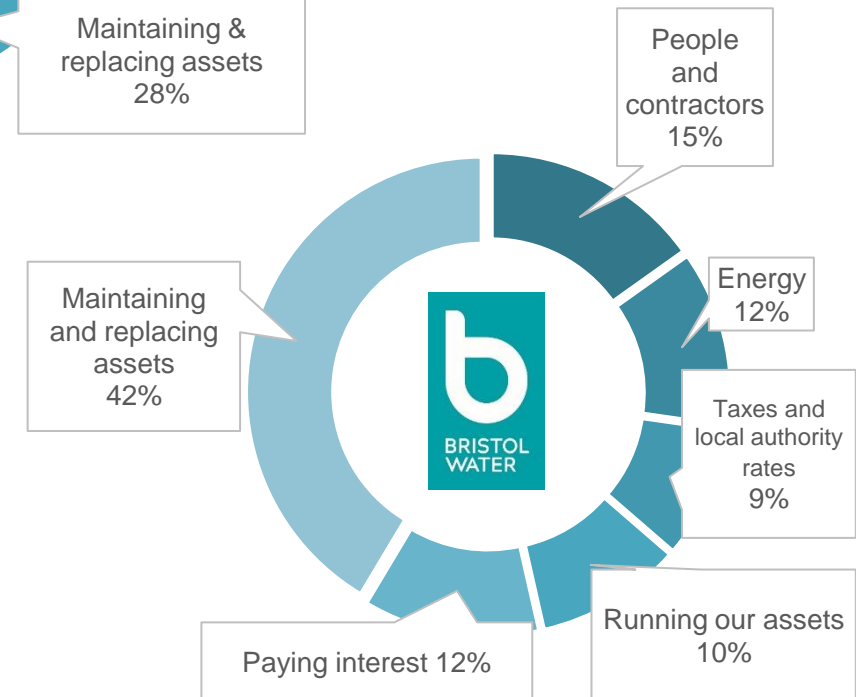
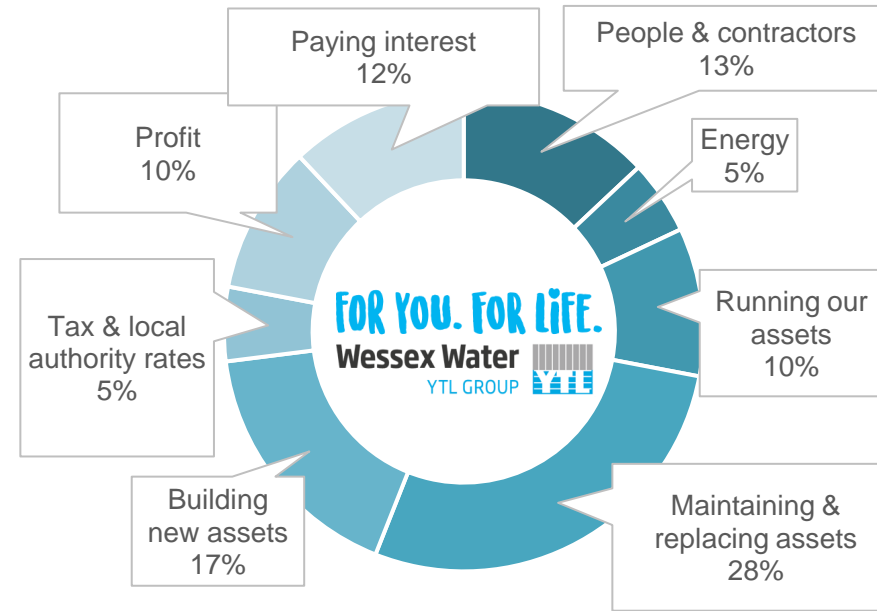
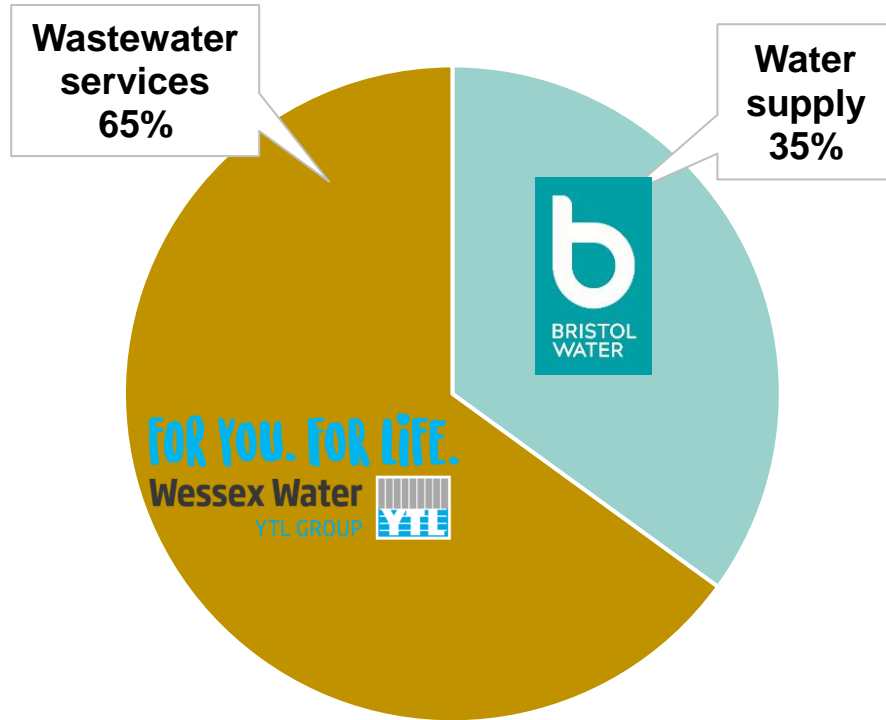


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

Split for every £1 spent for an average customer





Supply interruptions



Water Quality



Internal sewer flooding



External sewer flooding

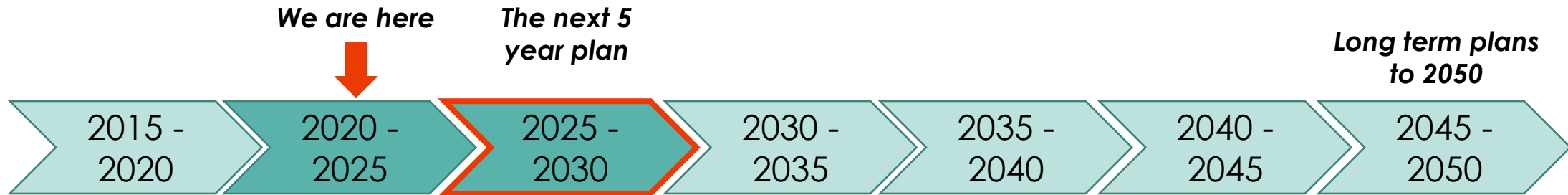


Leakage



Pollution

What impressions do you have of the performance?



- The 5 year plan is designed to be the first step to achieving longer term ambitions
- The longer term timeframe is 25 years – to 2050

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Reaching net zero

Population changes



- Meeting supply & waster needs for new housing
- Managing pollution risks from increasing sewer use
- Building sustainable drainage for storm water

New and existing statutory requirements



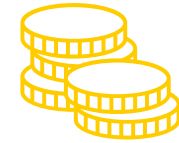
Managing:

- Pollution risks
- Sustainable water 'abstraction'
- Supply & demand: reducing what we use

Protecting rivers and coasts & environmental protections

Water quality

Economic factors



- Cost of living crisis
- Affordability of bills
- Inflation









Reflecting on the current
economic situation



Wessex Water has 6 long term outcomes as a wastewater services provider

This is what they aim to achieve by 2050

<p>Affordable bills</p> 	<p>Zero water poverty – no one spending more than 5% of their disposable income on their water bill</p>	<p>Great customer experience</p> 	<p>Be a top 10 customer service provider in the UK</p>
<p>Effective sewerage system</p> 	<p>Halve the impact of sewer flooding on our customers</p>	<p>Great river & coastal water</p> 	<ul style="list-style-type: none"> • To restore the quality of our rivers and coastal waters • Zero pollution incidents
<p>Net zero carbon</p> 	<p>Be a net zero carbon business by 2040</p>	<p>Biodiversity</p> 	<p>Double our contribution to the region's biodiversity</p>





Bristol Water has four long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boosting water resources and supply resilience

Balancing the needs of customers and communities with those of the environment, by reducing demand and abstracting sustainably. Providing resilience by developing geographically connected supplies.

Maintain top quality drinking water supplies

High quality water delivered to homes and business through smart networks, making it very rare for customers to experience any issues with their water supply.

Boosting biodiversity, nature recovery and protecting the planet

Working together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Bristol Water's business will be net zero.

Trusted customer and community experiences

Providing a great experience for customers & communities when they interact with Bristol Water. Through open data and the way Bristol Water work, they will be transparent and trusted.

1

Proposed plan

This is Bristol Water & Wessex Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2



'Must do' plan

This plan allows Bristol Water & Wessex Water to carry out the work that they are required to do by law

Also the **least cost** plan



Proposed business plan

		2050 goals	Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	 <p>FOR YOU. FOR LIFE. Wessex Water YTL GROUP</p>	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Removing everyone from water poverty	£24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£6
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	 <p>BRISTOL WATER</p>			Reducing leakage by 8%	£4	Smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and appearance	£3	Replace 30,000 lead pipes	£2
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Net zero operational emissions	£7
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments


Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.



What Bristol Water & Wessex Water are legally required to do



		2050 goals		5 year targets: customer feedback	Longer term investments: your input on how & when						
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water SINCE 1989. £474	Legally required Must do							
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11		
	Great customer experience	Be a top 10 customer service provider in the UK		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4				
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Removing everyone from water poverty	£24		
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£4	Operational net zero Remove carbon & pollutants from sewer sludge	£6	Smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and appearance	£3	Replacing 30,000 lead pipes	£2		
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Net zero operational emissions	£7		
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3		



An effective sewerage system

Legally required
No say

Reducing the
number of sewage
spills in 150
locations

£23 per year



2050 target:

To halve the number of sewer flooding incidents.



Storm overflows

When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,300 for Wessex Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £23 per year to the average household water bill.



2050 target

To restore the quality of rivers and coastal waters

Legally required
No say

Nutrient removal
and river water
quality monitoring

£47 per year



The services that water companies provide must comply with environmental laws in England/Wales, as well as UK/Welsh Government policy.

- Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there
- A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built
- As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country
- Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity

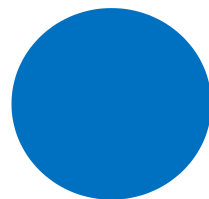
Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£2 per year



2050 target: High quality drinking water

39



Continue to deliver clean and safe tap water

Invest £26 million to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

Investing in:

- Catchment management to manage water quality issues at source
- Major upgrades to 3 treatment works

Bristol Water will need to spend £26m to meet these requirements for 2025-2030, and this will add £2 per year to the average household water bill.



2050 target: Doubling natural capital (the wealth of natural resources) on our sites and those that we interact with

Legally required / must-do

Protect natural resources

£1 per year



Protect natural resources

- Invest **£12 million** to protect and enhance wildlife, for example by:
- Working with partners and landowners to remove weirs or include fish and eel pass installations to ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non – native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought.

Bristol Water will need to spend £12m to meet these requirements for 2025-2030, and this will add £1 per year to the average household water bill.



How acceptable or unacceptable do you find these legally required investments?

Legally required / *must-do*



Continue to deliver clean and safe tap water

£2 per year



Protect natural resources

£1 per year



Reducing the number of sewage spills in 150 locations

£23 per year






Nutrient removal and river water quality monitoring

£47 per year

Bristol Water & Wessex Water's proposed 5 year targets – your feedback on these

Must do investments where there is little flexibility in when or how they are delivered





















	2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>	
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	 FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations £23	Reducing internal and external sewer flooding £11	Reducing sewage spills in further 45 locations £11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring £47	Reduce pollution incidents to 14 per 10k of sewer pipe £4	
	Great customer experience	Be a top 10 customer service provider in the UK				Removing everyone from water poverty £24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040				Operationally net zero £6 Remove carbon & pollutants from sewer sludge £8
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	 BRISTOL WATER		Reducing leakage by 8% £4	Smart meters and water efficiency support £2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water £2	Reduce contacts on taste, smell and appearance £3	Replace 30,000 lead pipes £2
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources £1		Net zero operational emissions £7
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service				Removing everyone from water poverty £3



Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

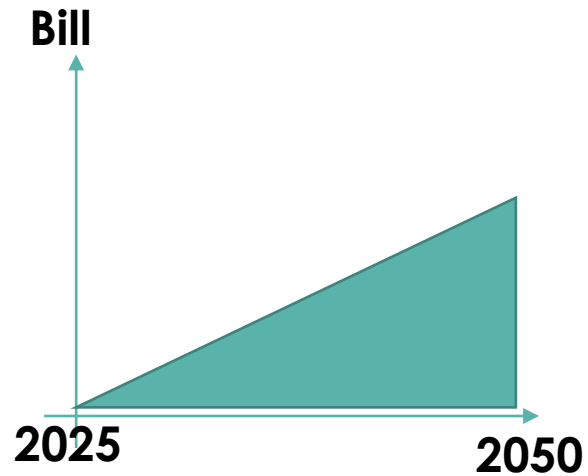
				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	£4
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£4



Longer term investments – your input on how and when they do these...

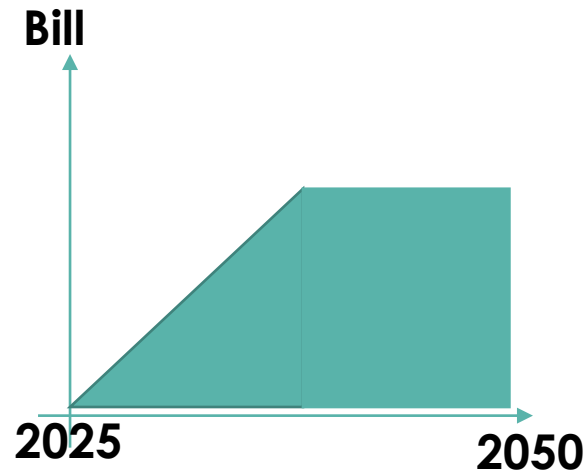
Components of the plan where there is more flexibility on how or when they are delivered

		2050 goals	Legally required <i>Must do</i>		5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>	
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
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							Remove carbon & pollutants from sewer sludge	£8
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	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 	Protect natural resources	£1			Net zero operational emissions	£7
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service					Removing everyone from water poverty	£3



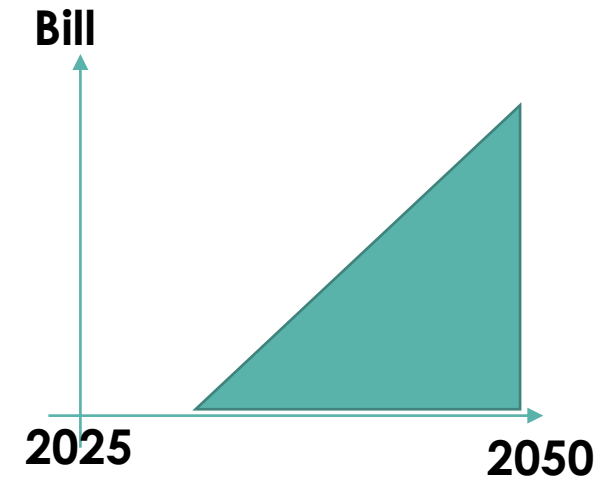
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*





2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£6

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £6 to the average bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Making all
operations net zero

£6

A is the proposed plan.

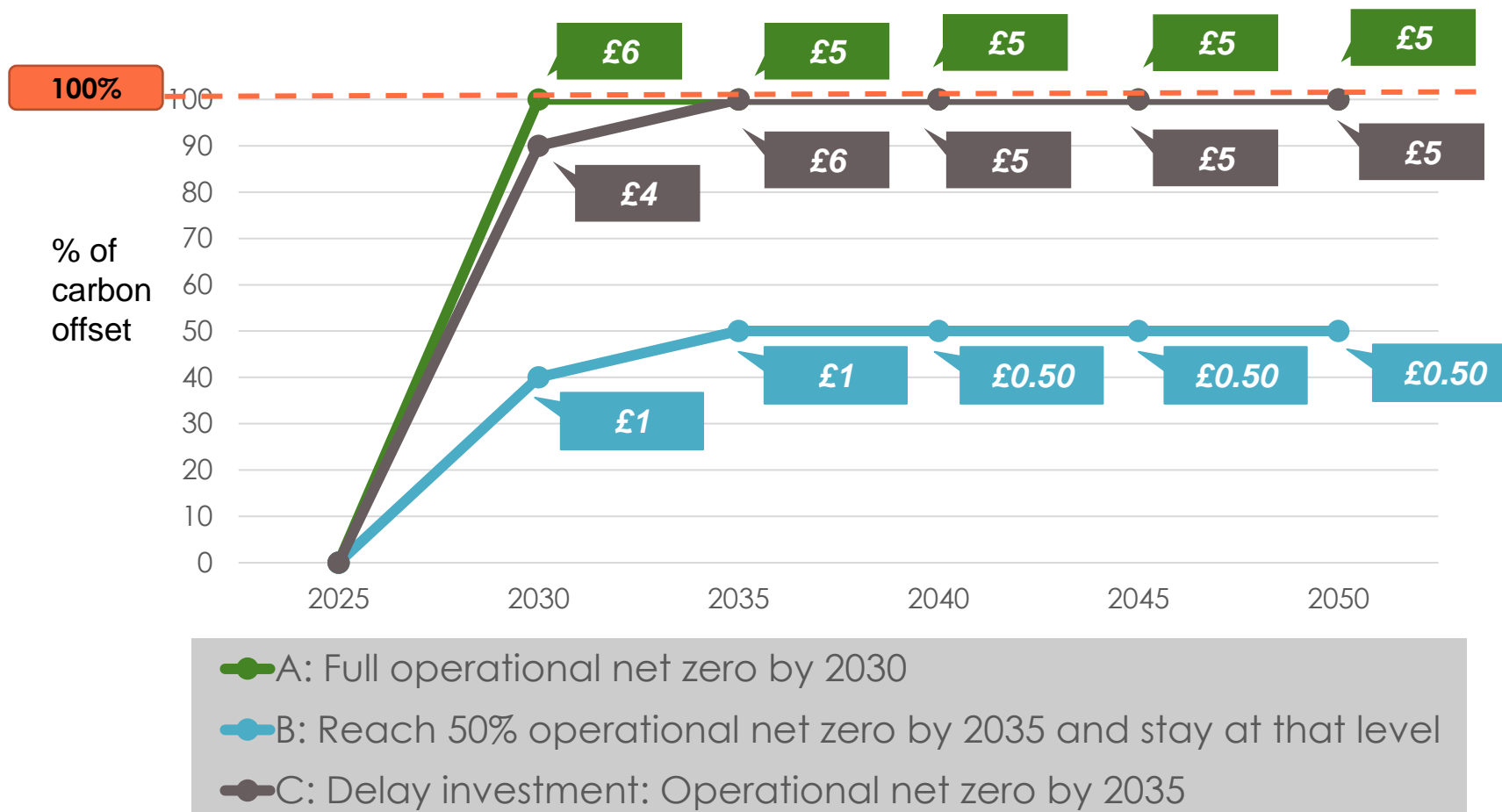
B is the less ambitious plan

C delays investment in the short term

The long term ambition is to be net zero (i.e. 100% carbon offset) by 2040 .

How would you like Wessex Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period





2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£8

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £8 to the average bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Removing micro pollutants

£8

A is the proposed plan.

B is the minimum requirement plan

C is a back up plan for option A

The long term ambition is to be a net zero business by 2040.

How would you like Wessex Water to invest?

A Proposed:

Trialling & implementing new technologies to turn the sludge into a material that does not have any carbon emissions & also destroys micropollutants in the sludge such as microplastics so these wouldn't be spread to land.

B: 'Least cost' option:

- Continue to spread sludge to land by building more storage barns to cope with increasing volumes.
 - Test new sludge treatment technologies in the near term in readiness for any future legislation changes, but not roll these out.
- NB This option does not reduce carbon impact nor provide a new way to dispose of sludge.

C - Back up: If proposed plans don't work – and the ability to spread to land is significantly reduced, Wessex Water would have to install (carbon intensive) incinerators and dryers at some sites to burn the sludge. This would remove the micropollutants in the sludge

Bill impact by end of each 5 year period



An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
spills in a further 45
locations

£11

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £11 to the average bill.

An effective sewerage system

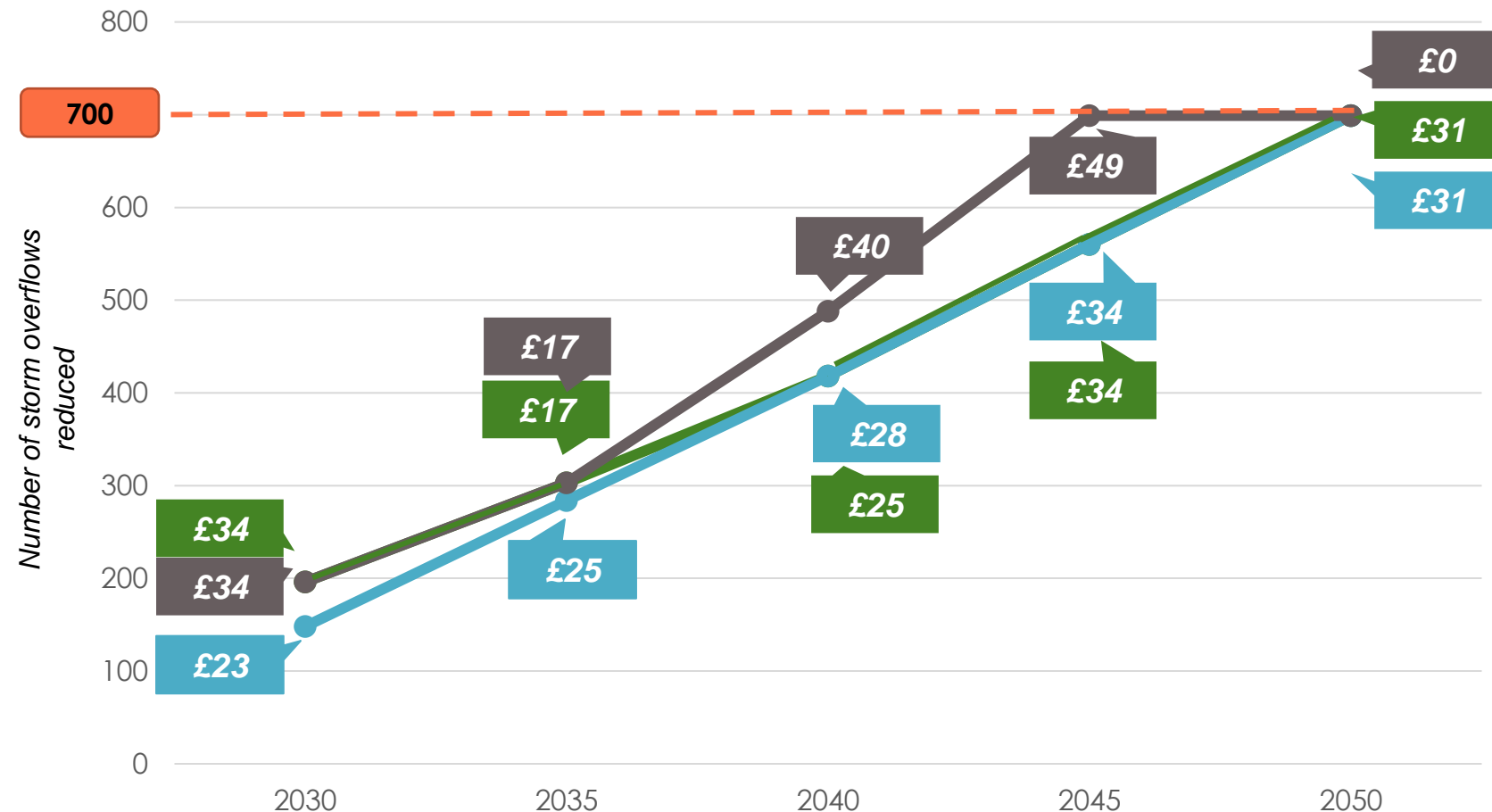
Discretionary investments
You decide

Reducing sewage spills in further 45 locations

£11

The long-term ambition is for the spills from almost 700 overflows to be reduced in line with 2050 legislative targets

How would you like Wessex Water to pace this investment?



A is the proposed plan.

B is the legally required plan.

C accelerates the delivery to 2045 instead of 2050

● A: Proposal is to move faster than legal requirement, adding another £11 to 2025-30 bill

● B: Least cost (legally required) plan - this £23 impact already covered earlier

● C: this plan accelerates meeting the target - almost 700 storm overflows reduced by 2045



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their water bill

Discretionary investments
You decide

Removing everyone
from water poverty

£24

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 households

- Continuing to work with partners such as Citizens Advice to raise awareness and reach customers who need support
- Continuing to fund debt advice partners to increase the number of clients they can advise about bills and debt
- Making it easy to access support: using data to automatically apply bill reductions to customers without the need to complete forms
- Helping customers to save water and energy
- Funding community projects across the region

Wessex Water propose to remove everyone from water poverty by 2030. This would add £24 per to people's bills who are not on social tariffs. Note the 'average bill' is not affected as this includes the support given to those on social tariffs.

Customer service & affordability

Discretionary investments
You decide

Removing everyone from water poverty

£24

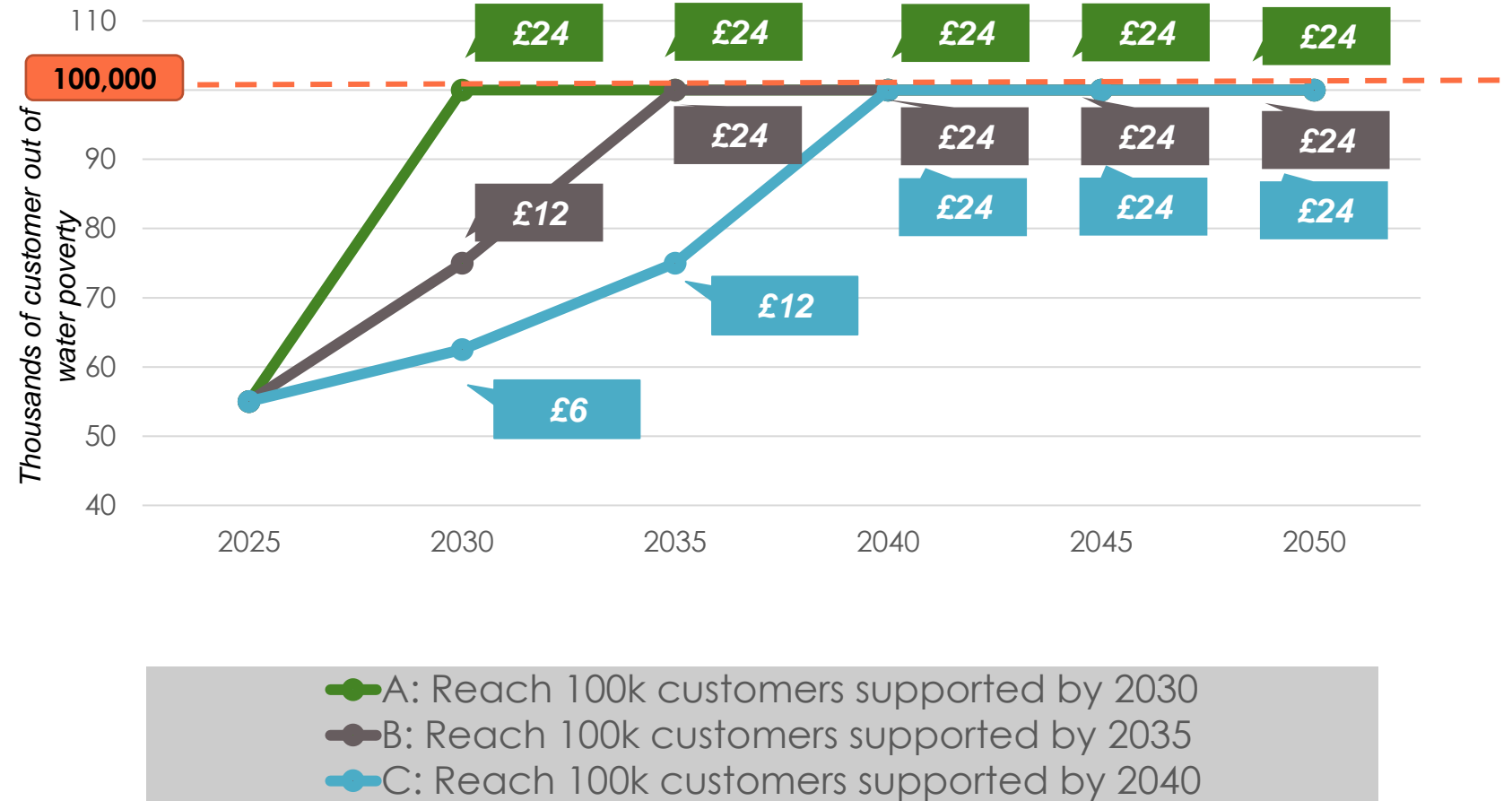
A is the proposed plan.

B delays investment but not as much as C

C is the slowest plan.

The long-term ambition is for 100,000 customers to be lifted out of water poverty

How would you like Wessex Water to pace this investment?





2050 target:

Replace 130,000 lead communication and supply pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£2 by 2030

Proposal for replacing lead pipes

- Replace 30,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bristol Water plans to spend £32 million to Replace 30,000 lead pipes by 2030. This would add £2 to the average bill by 2030.

The long term ambition is to replace 130,000 lead pipes by 2050

Longer term investments
You decide

Replacing lead pipes

£2 by 2030
£10 by 2050

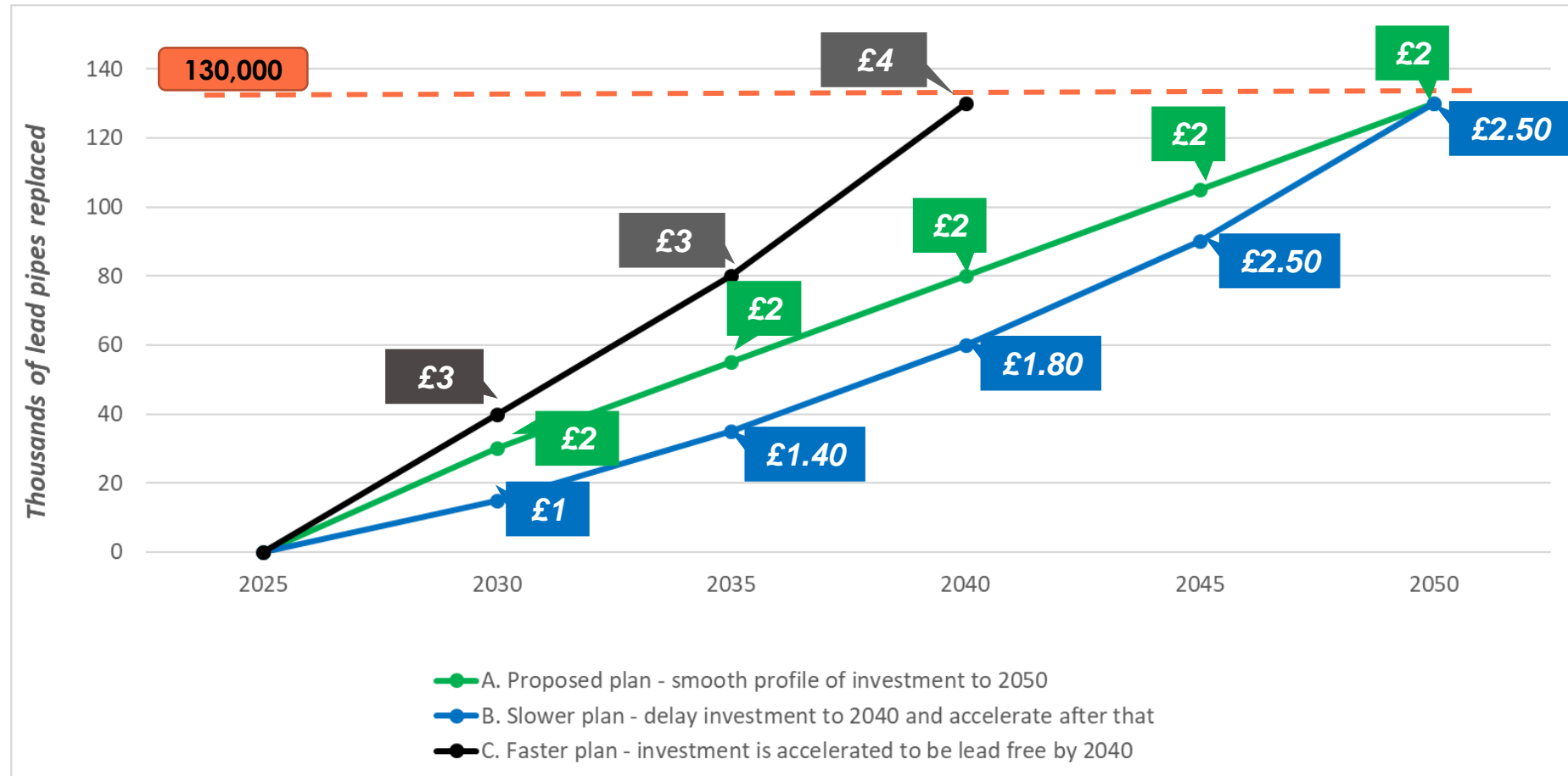
A is the proposed plan

B is the less ambitious plan

C is the more ambitious plan

How would you like Bristol Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Discretionary investments
You decide

Installing smart meters

£2 by 2030



2040 target:

Installing 500,000 smart meters by 2040 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 175,000 smart meters by 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bristol Water plans to spend £26 million to install 175,000 smart meters by 2030. This would add £2 to the average bill by 2030.

Boosting water resources & supply resilience

Longer term investments
You decide

Installing smart meters

£2 by 2030
£6 by 2050

A is the proposed plan

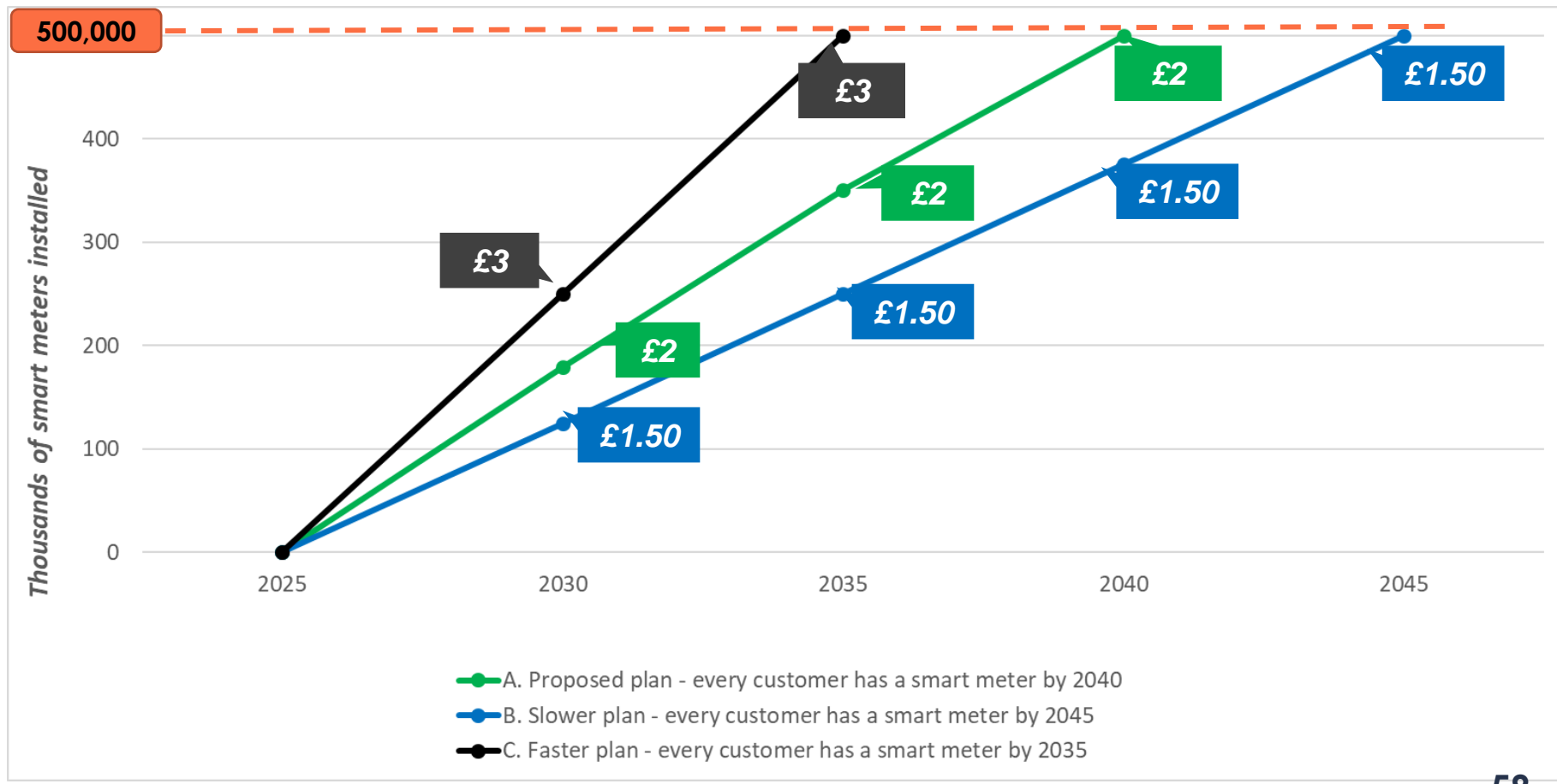
B is the less ambitious plan

C is the more ambitious plan

The long term ambition is to install 500,000 smart meters by 2040

How would you like Bristol Water to pace this investment?

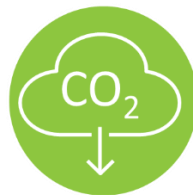
How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Net zero operational
emissions

£7 by 2030



2050 target:

Net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by Bristol Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions

Bristol Water propose to spend £105m on making all operations net zero, and this would add £7 to the average bill.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

How would you like Bristol Water to pace this investment?

Longer term investments
You decide

Net zero operational emissions

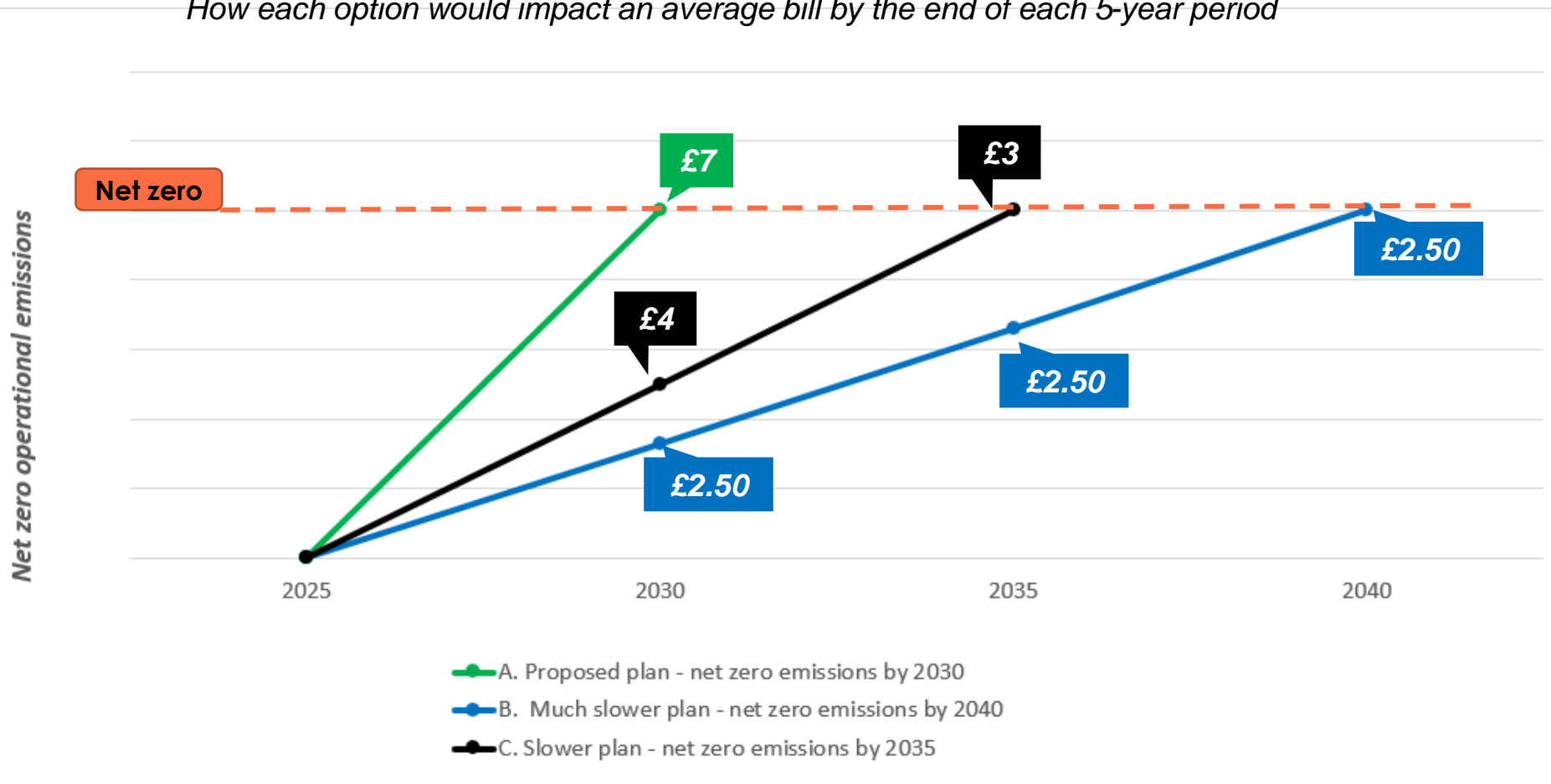
£7 by 2030

A is the proposed plan

B delays investment further

C is the middle option

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Removing everyone
from water poverty

£3 by 2030



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their water bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 25,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £3 as a cross subsidy to customers less able to pay.

In additional, Bristol Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy

Trusted customer and community experiences

With rising bills, 25,000 additional households will be in water poverty. Bristol Water plans to support all these additional households.

Discretionary investments
You decide

Removing everyone from water poverty

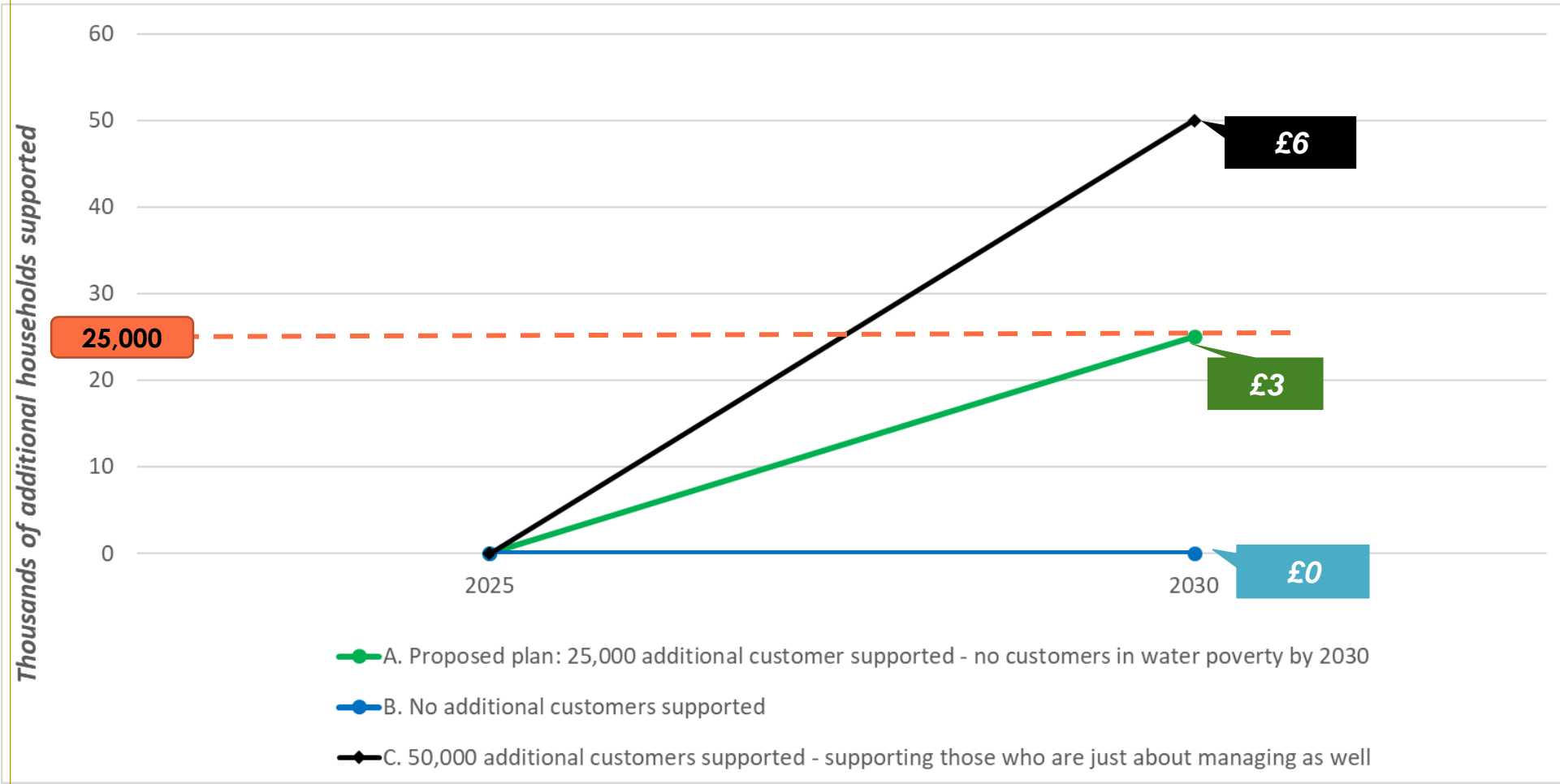
£3

A is the proposed plan

B is the less ambitious plan

C is the more ambitious plan

How would you like Bristol Water to pace this investment?

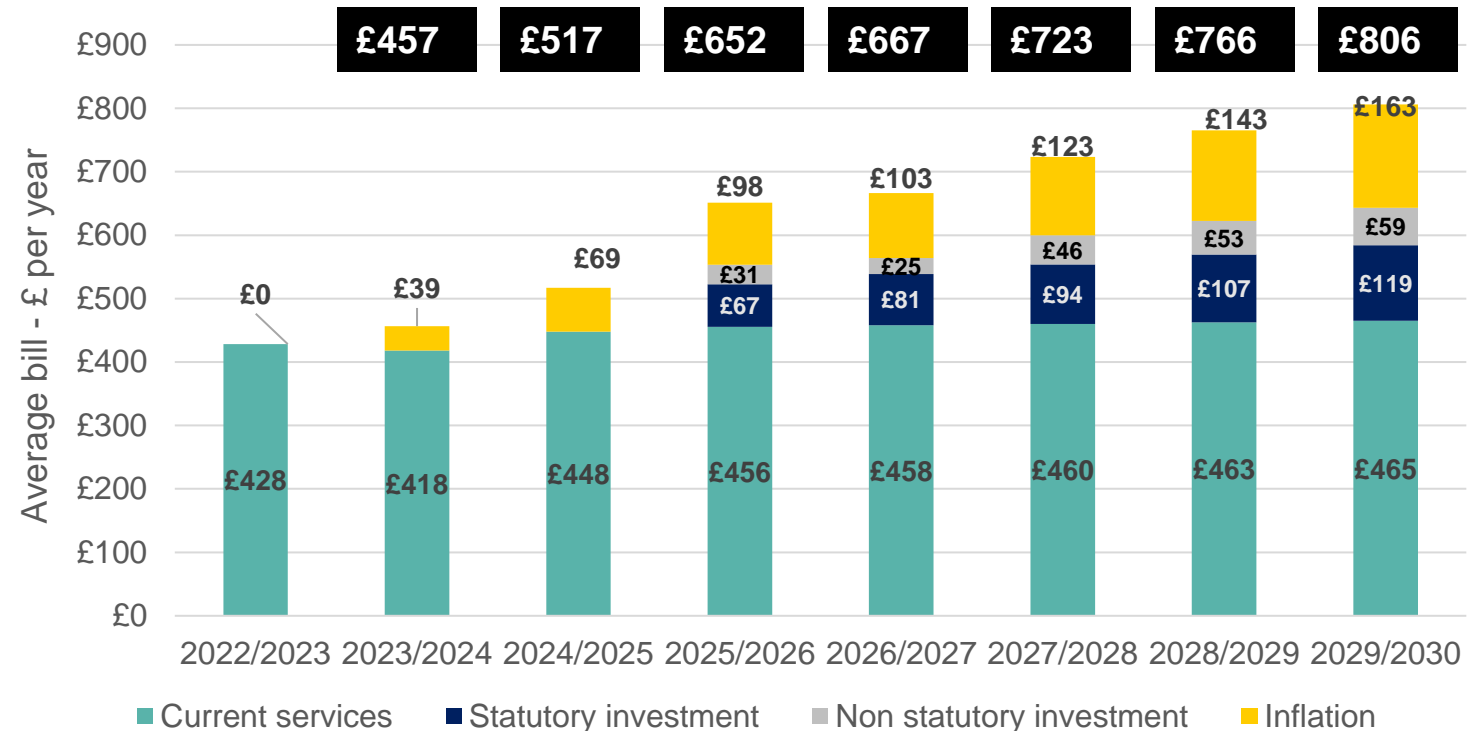




What would this
proposed plan
cost?

When you add the investment in each area, your bill will **increase** by, on average, **£31 a month (£372 a year)** by 2030. This includes:

- £12 a month of investment that regulators say we must make (statutory investment)
- £6 a month of investment that we want to make to maintain and improve our services to you, and
- £13 a month of inflation.



NB You will see a personalised bill prediction at the end of the session

‘Must do’ business plan

**Discretionary (optional)
investments to deliver additional
benefits to customers and the
environment.**

		2050 goals	Legally required <i>Must-do</i>		5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>		
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11		
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Delay eradication of water poverty	£1.50
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero Remove carbon & pollutants from sewer sludge	£2 £1
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£4	Slower rollout of smart meters	£1.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and appearance	£3	Replace 10,000 lead pipes	£1
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Delay net zero operational emissions	£2.50
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Around 25,000 customers are in water poverty	£0

2050 goals

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

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Wessex Water
YTL GROUP

Removing water poverty by 2040	£1.50
Barn storage for sludge	£1
Delay net zero investment	£2

There are 7 areas where Wessex Water & Bristol can reduce the cost of the plan

Removing everyone from water poverty. Aim to remove everyone from water poverty by 2040 (not 2030)

Continue to spread sludge to land (more storage barns) & test new sludge treatment tech. Option does not reduce carbon impact nor provide a new way to dispose of sludge.

Net zero emissions. Reach 50% net zero operational emissions and stay at that level.

Bristol Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

b
BRISTOL WATER

Slower rollout of smart meters	£1.50
Replace 10,000 lead pipes	£1
Net Zero operational emissions 2040	£2.50
Around 25,000 customers are in water poverty	£0

Slower smart meter rollout. Aim to install 500,000 smart meters by 2045 (not 2040)

It can reduce **lead replacement** from 20k pipes to 10k by 2030

Net zero emissions. Aim to have net zero operational emissions by 2040 (not 2030)

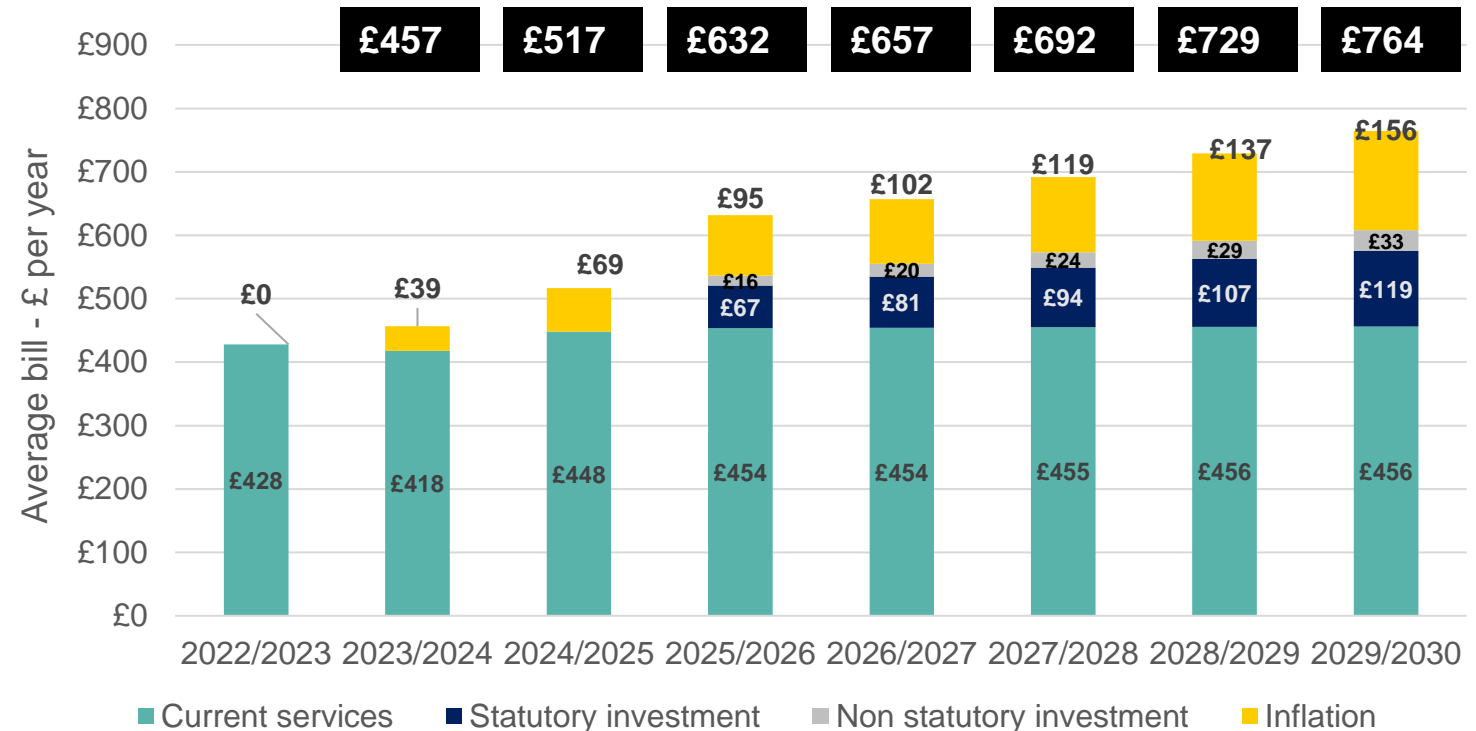
With rising bills, 25,000 additional households will be in water poverty.

When you add the investment in each area, your bill will **increase** by, on average, **£28 a month (£336 a year)** by 2030. This includes:

- £12 a month of investment that regulators say we must make (statutory investment)
- £3 a month of investment that we want to make to maintain and improve our services to you, and
- £13 a month of inflation.



What would this
'must do' plan
cost?



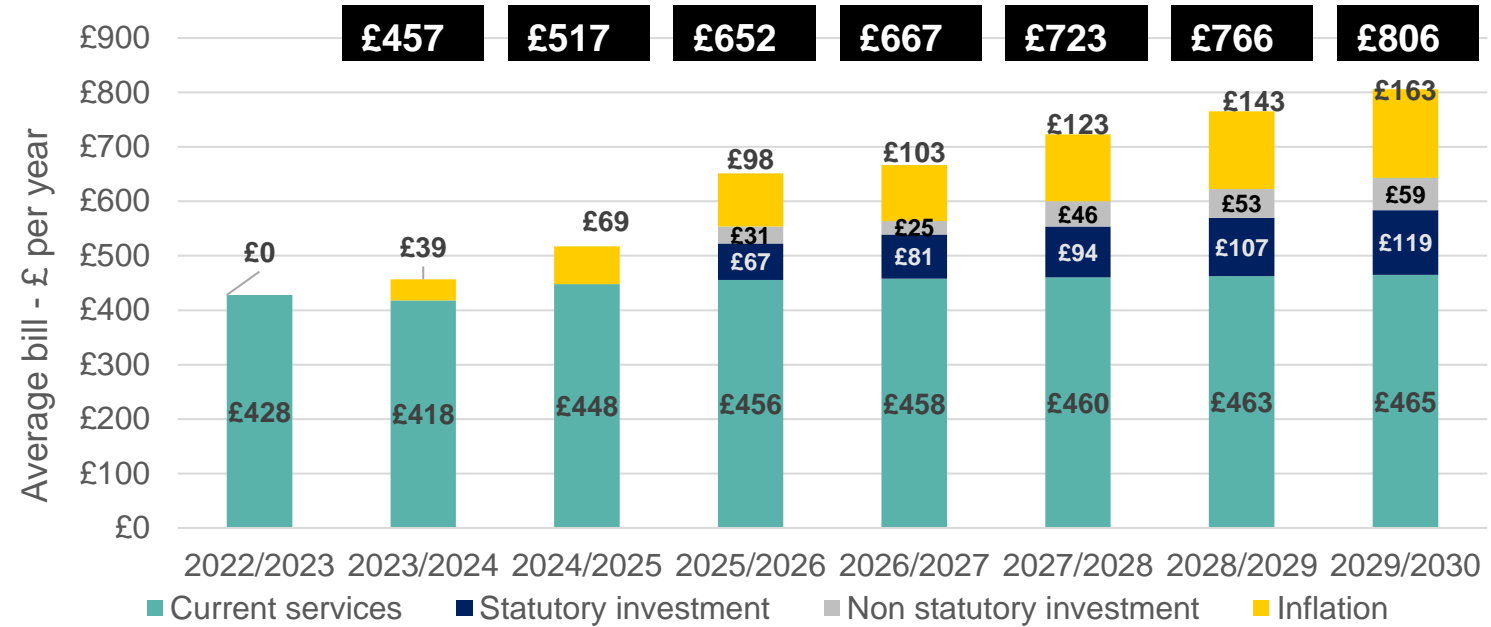
NB You will see a personalised bill prediction at the end of the session

1



Proposed plan

This is Wessex Water & Bristol Water's proposed plan and includes extra work over and above what is required by law to provide extra benefits to customers, the environment and local communities

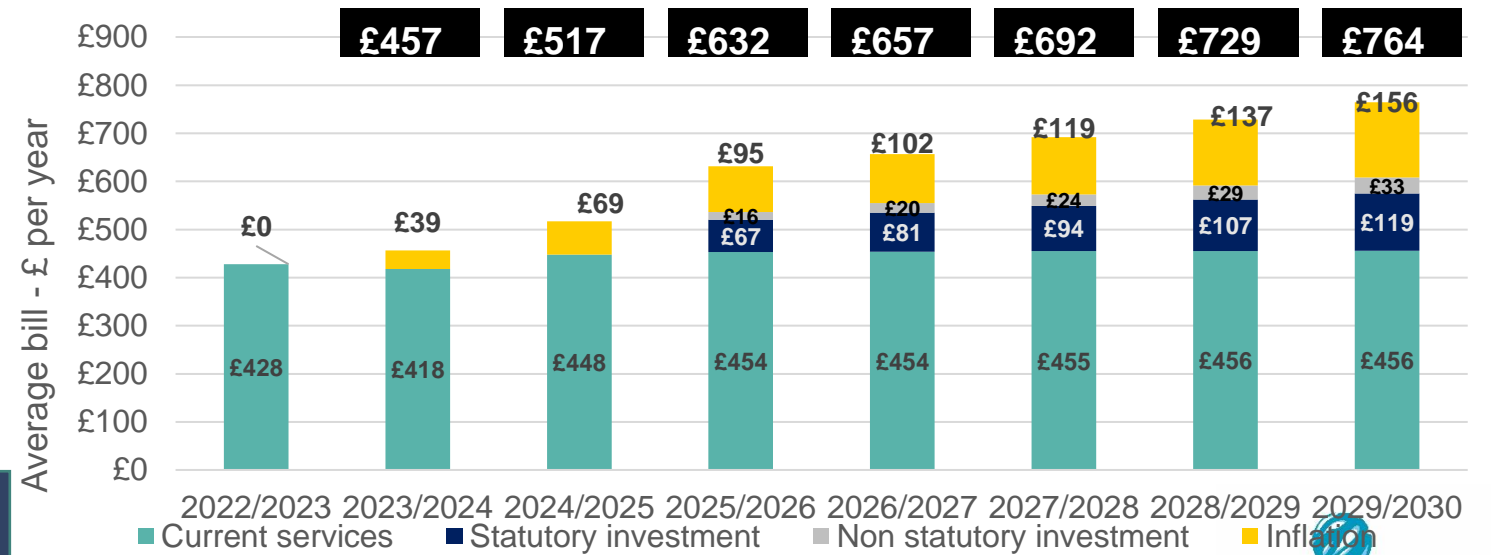


2



Must do' plan

This plan allows Wessex Water & Bristol Water to carry out the work that they are required to do by law; Also the **least cost** plan



Must-do is £42 per year cheaper than proposed

Wrap-up





BLUE MARBLE

www.bluemarbleresearch.co.uk



PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Bristol Water & Wessex Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

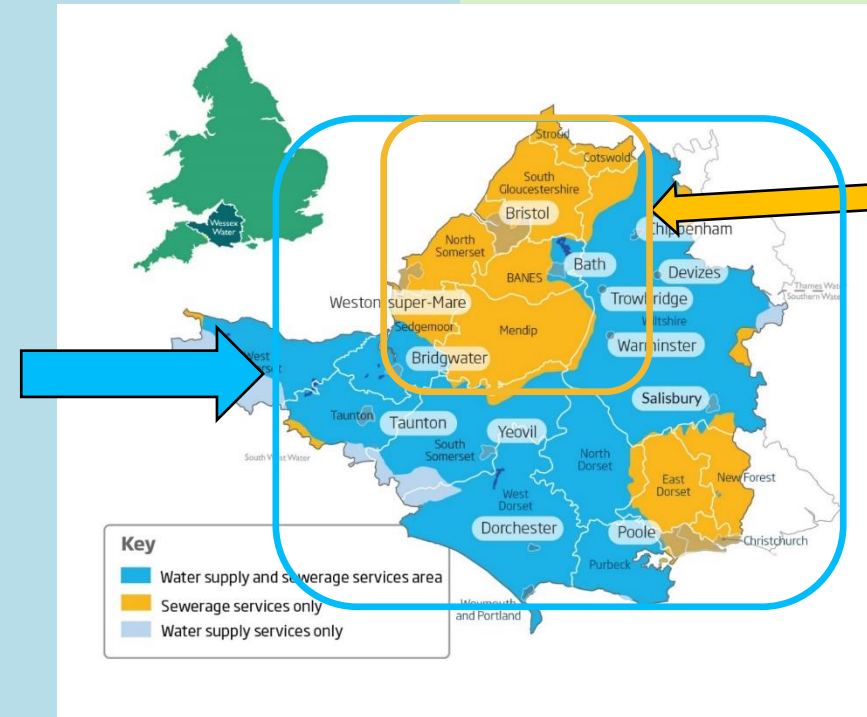
Water companies are regional: people have to receive water services from the company that covers where they live



This is the Wessex Water region



This is the Bristol Water region



Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

It also provides water supply services for all areas excluding Bristol Water and Bournemouth Water areas

This is the Bristol Water region, which covers Bristol City, North Somerset and areas of Bath, North East Somerset and South Gloucestershire.

It provides water supply services for:

- Approximately 1.2m people
- 31,000 businesses

Wessex Water provides the sewerage services

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



2.
Clean water
supplied to
customers



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally

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Wessex Water
YTL GROUP 



**Wastewater
services**



1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers

Water quality monitored by Drinking Water Inspectorate



3. Customers receive a safe supply of water

Satisfaction monitored by Ofwat



4. Customers flush waste water

Activities monitored by Environment Agency



5. Wastewater is collected and piped to sewage pumping stations



6. Wastewater treated at recycling centres & returned to the environment

7. Customer services and billing services are combined. These are based locally Bills set by Ofwat

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

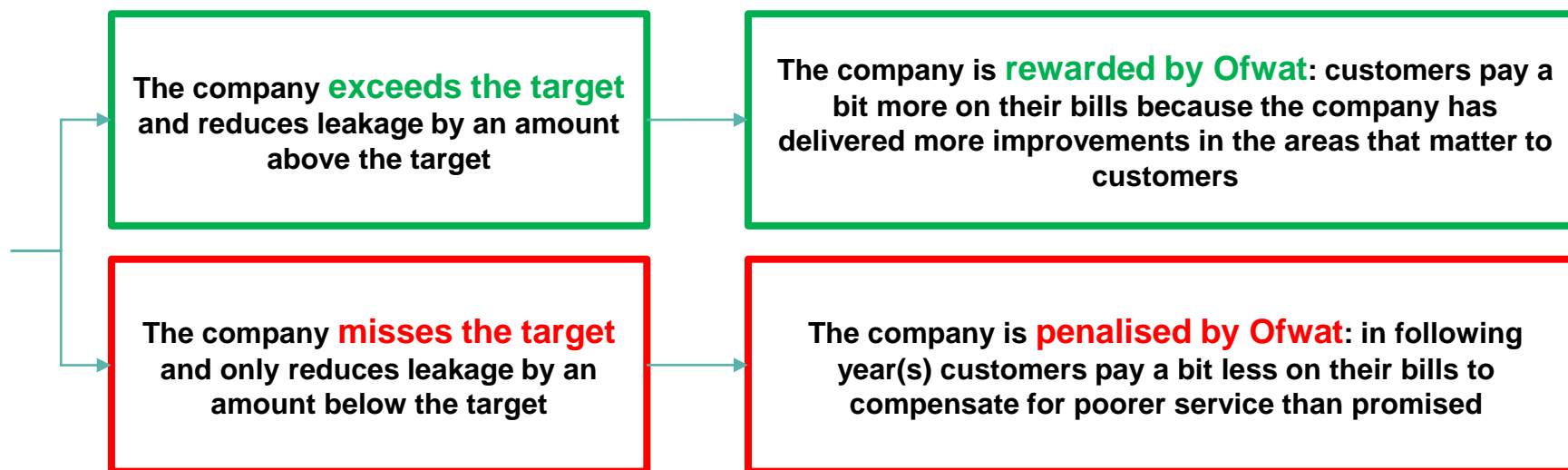
Companies can **miss** or **exceed** **performance commitment targets** for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills (which equates to £1 to an average household bill)
- Customer bills have increased by an average of £1 for the current year in response.

PART TWO

Next we are showing you how Wessex Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes households are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all households in the region
- Please read the information and consider where you are happy with Bristol Water and Wessex Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

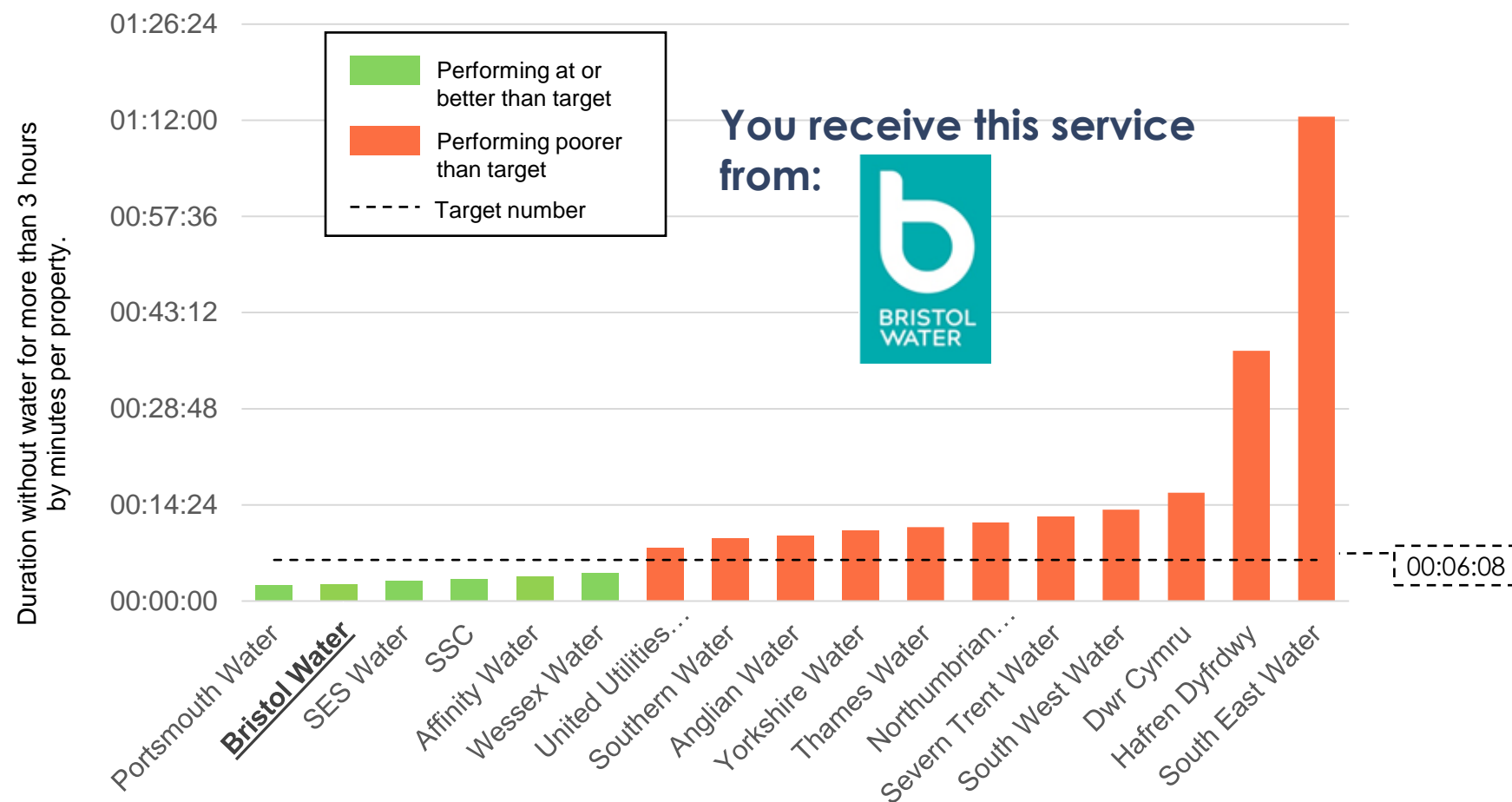
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

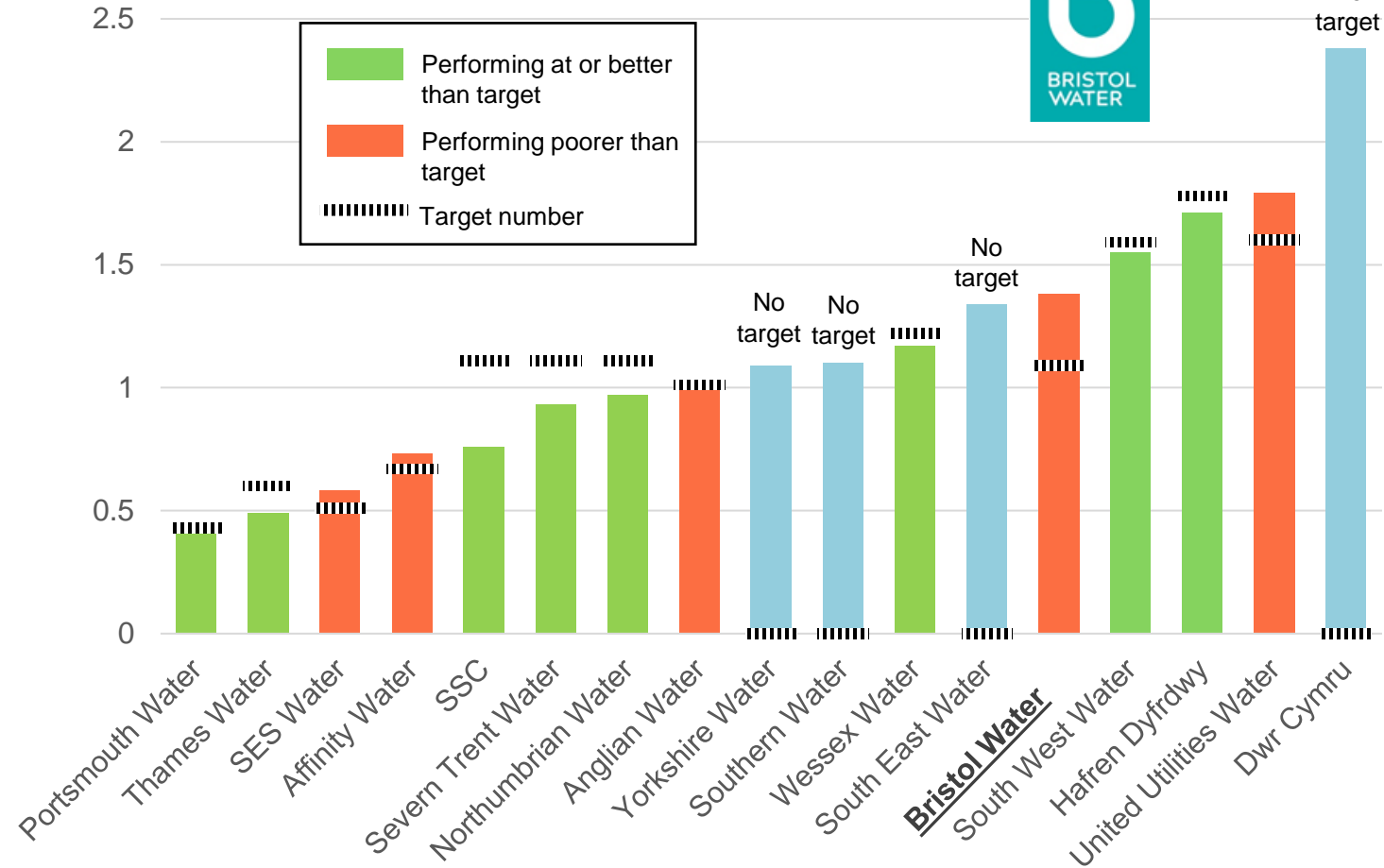


You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

Number of customer contacts received regarding incidents, per 1,000 properties.



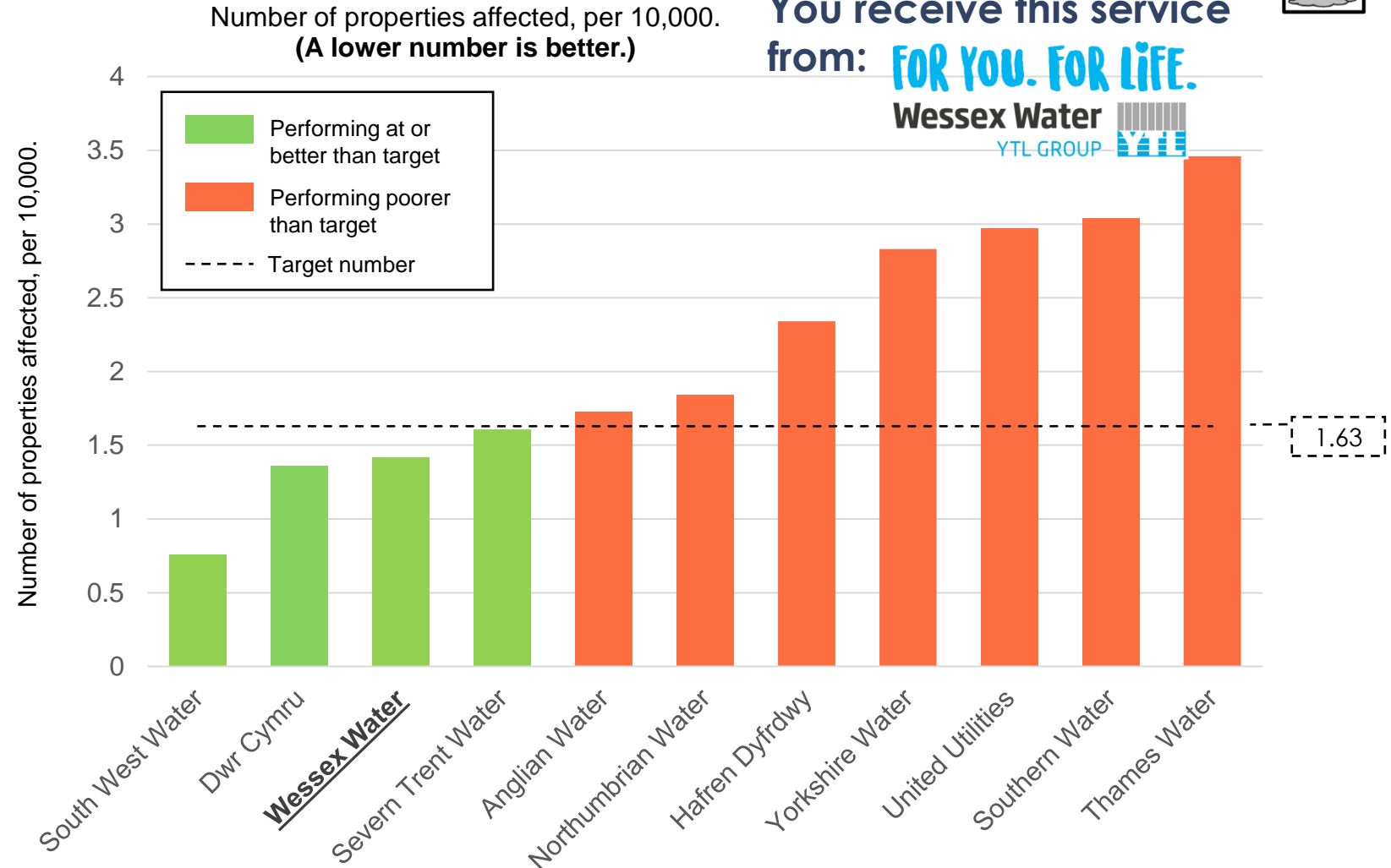
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

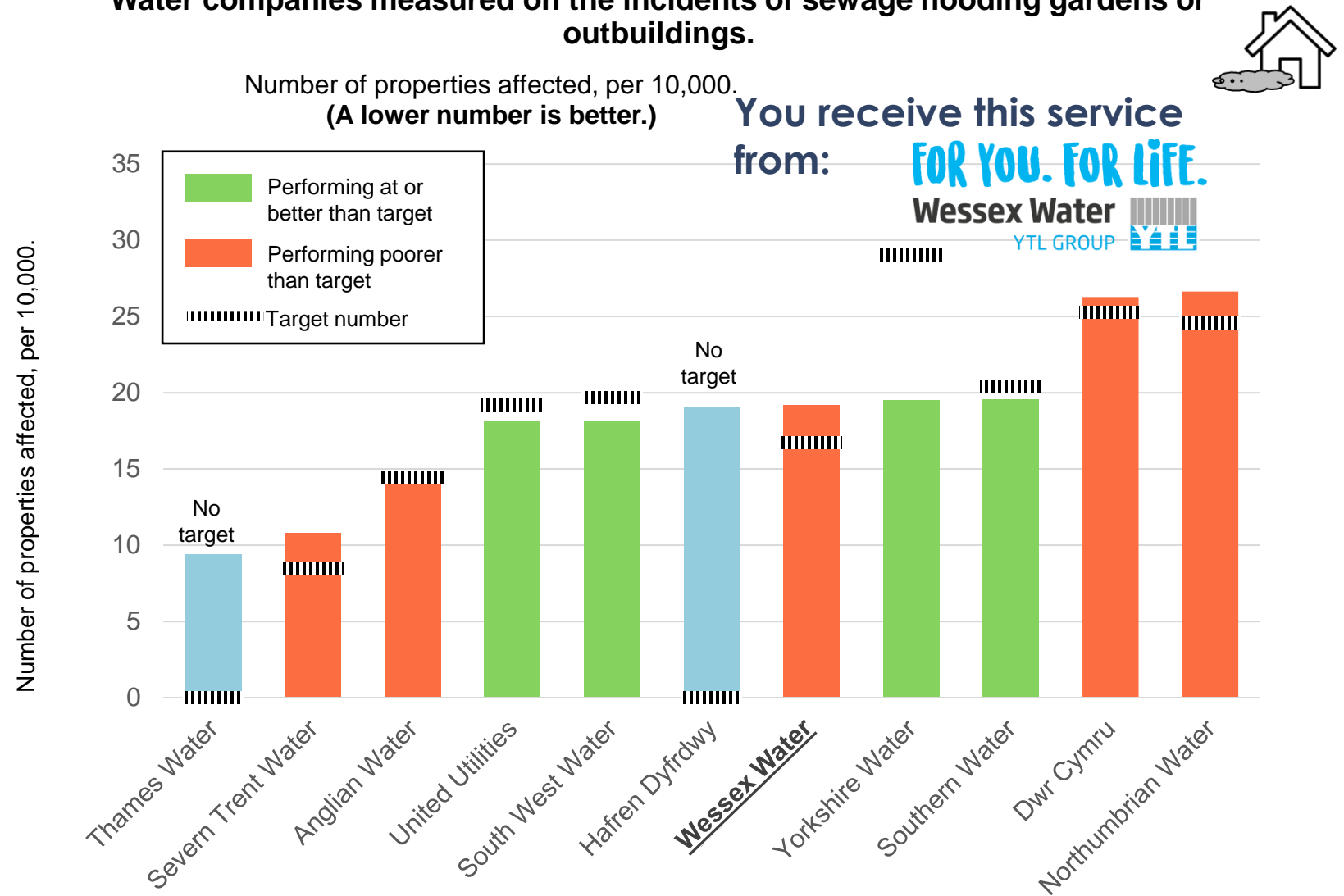
An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)



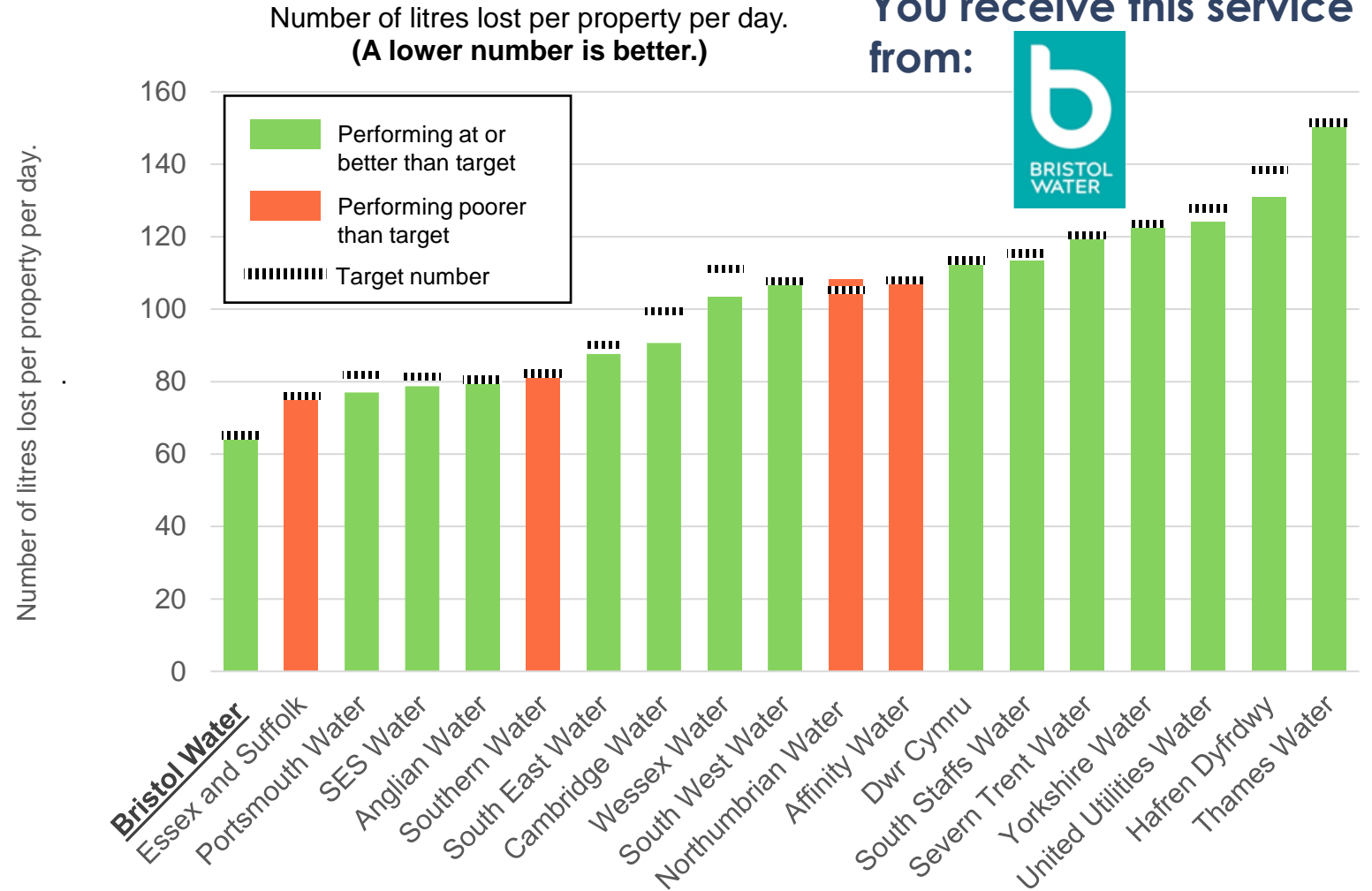
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

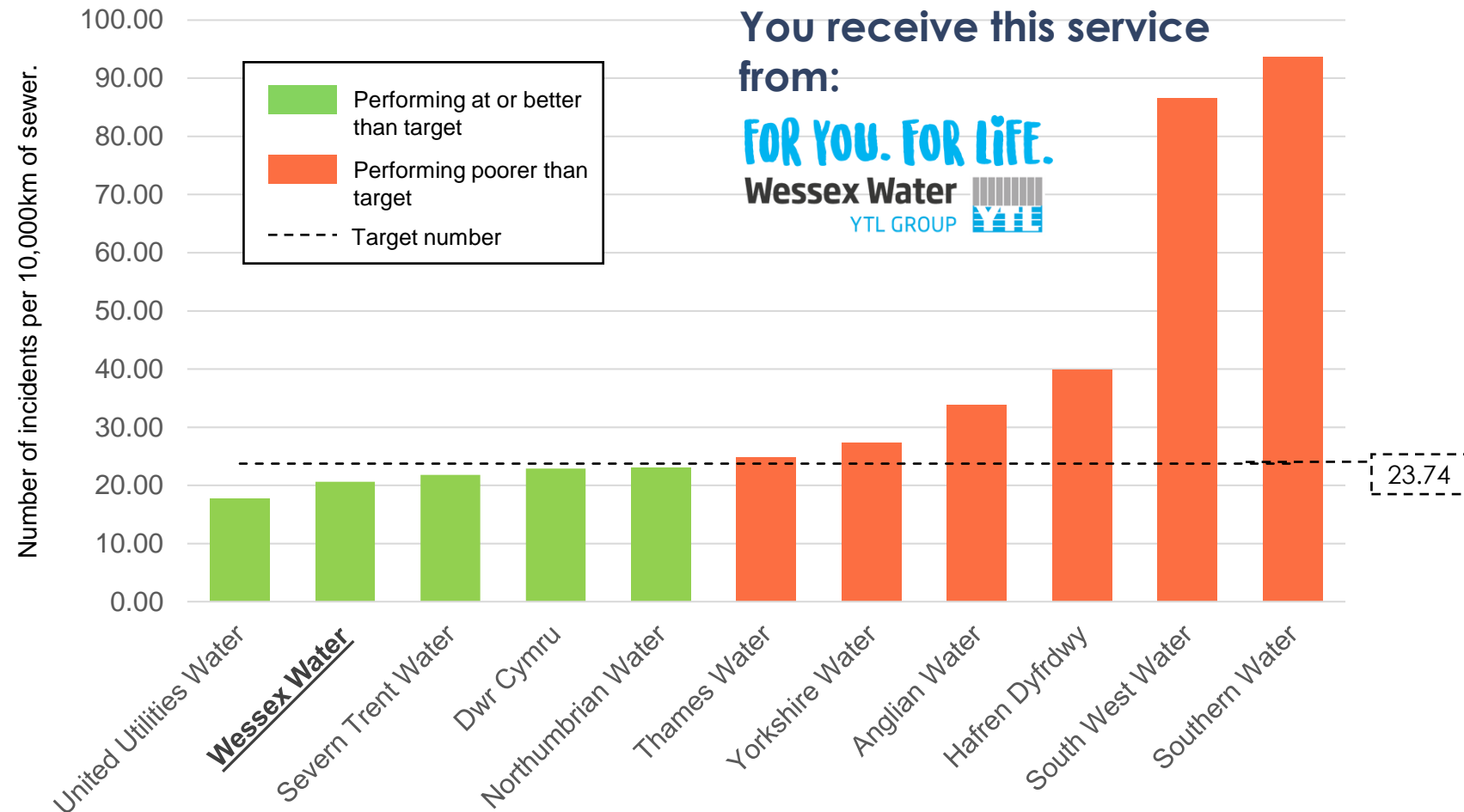
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.



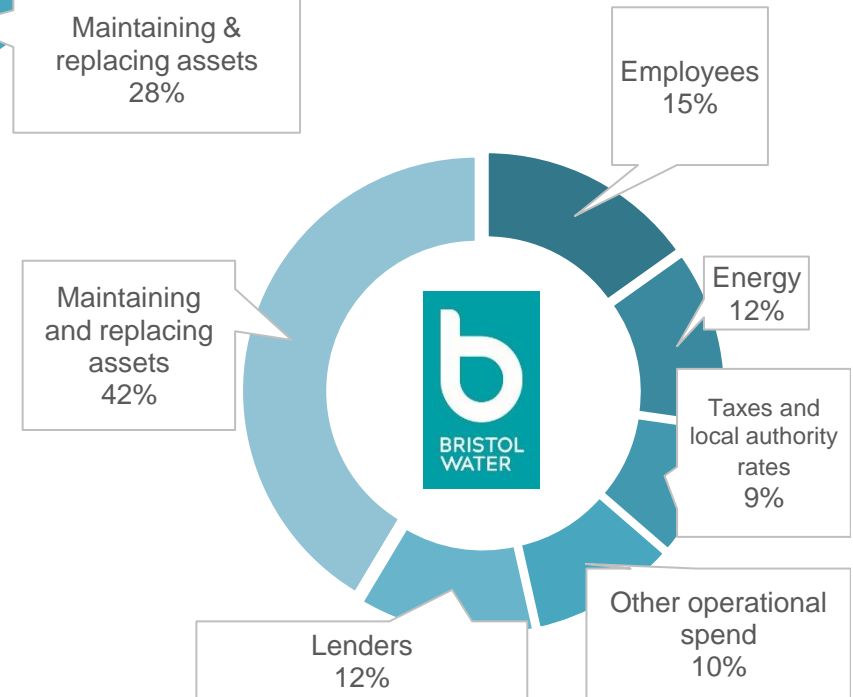
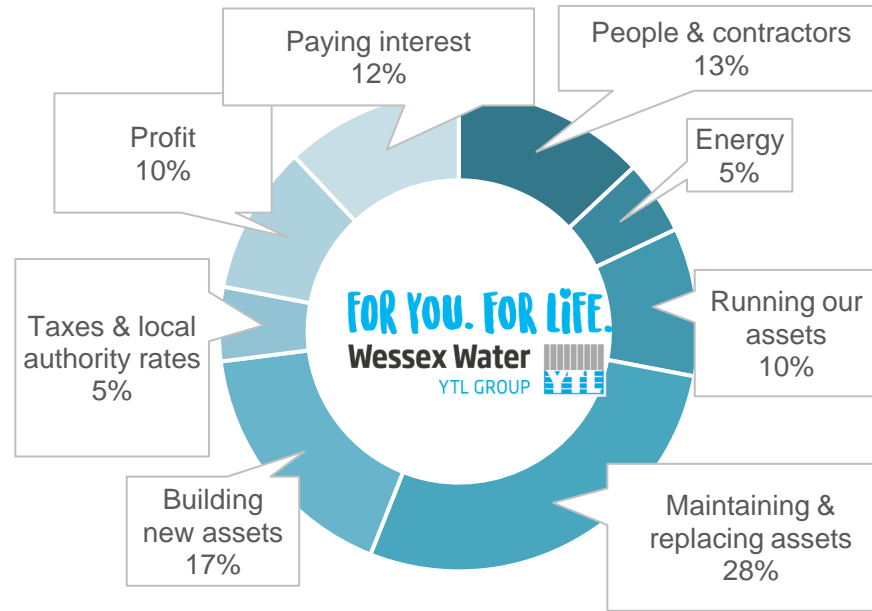
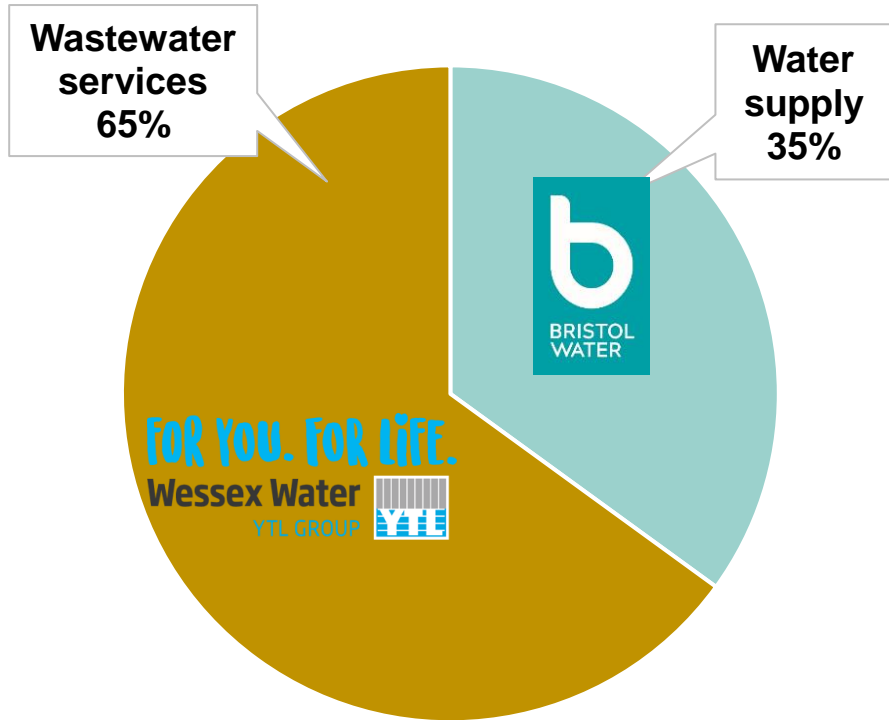
Number of incidents per 10,000km of sewer.
(A lower number is better.)



What a Wessex Water and Bristol Water customer's water bill pays for

Household bill breakdown

Split for every £1 spent for an average customer



PART THREE

Finally we are showing you a headline summary of Bristol Water and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bristol Water and Wessex Water proposed investment plans for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.


Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

		2050 goals	Legally required No say	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE.  Wessex Water <small>YTL GROUP</small>	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Removing everyone from water poverty	£24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£6
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population				Reducing leakage by 8%	£4	Smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and odour	£3	Replace 30,000 lead pipes	£2
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Operationally net zero	£8
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3

What will it mean for bills?

This proposed plan will have an impact on customers' bills.



















The average bill will increase by £23/month by 2030.

This breaks down as:

- £10 to meet the investment required by the regulators (*the blue and grey investments*)
- £5 to meet the investments we propose over and above this (*the white investments*)
- £8 to meet inflation

Wessex Water proposes an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				TODAY's performance	Target performance by 2030	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 mins	 3 mins	£0
Water Quality			Contacts per 1,000 population	1.4 contacts	 1 contact	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43 incidents	 1.04 incidents	} £11
External sewer flooding			Incidents per 10,000 connections	19.27 incidents	 14.5 incidents	
Leakage			Number of litres lost per property per day	64.3 litres	 50.7 litres	£4
Pollution			Incidents per 10,000km of sewer	22 incidents	 17.6 incidents	£4

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/ffB7ZcAyv3>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.



BLUE MARBLE

ACCEPTABILITY & AFFORDABILITY INTERVIEW GUIDE IDI for NHH

WESSEX WATER / BRISTOL/BOURNEMOUTH

Overview

1 hour online interview with non-household customers	
5 mins	1. Welcome & Introductions and temperature check
5 mins	2. Reactions to pre-task
5 mins	3. Focus on the long term picture
10 mins	4. Overview of Proposed plan; legally required and performance targets
15 mins	5. Focus on discretionary elements (with phasing)
5 mins	6. Bill impacts
10 mins	7. Alternative shorter-term picture (MUST-DO) & Bill impacts
5 mins	8. Wrap-up, post task & thank you

Introduction & temperature check (5 mins)

Aim: welcome participant to the session, introduce Blue Marble and observers and set out expectations of the event

- Introduce Blue Marble and explain that we are an independent research agency.
- Explain: Confidentiality, GDPR, recording, how data will be used.
- Objective for the session: to help **Bristol Water/Wessex Water/Bournemouth** make important investment decisions.
- Role of respondents: to act as representatives of the business community of the **Bristol Water/Wessex Water/Bournemouth** region;

- Name, nature of business, role
- Size (no of employees)
- Current challenges in operating environment
- Perspective on the economic climate:
 - How impacting your business?
 - Is it getting better or worse?
 - If not improving, when anticipate the financial situation will start to improve?
- Type of water usage (for industrial use, or used for domestic-type purposes)

Pre-task reactions (5 mins)

Check participant has pre-task to hand. Explain we'll mainly be talking about the 'plan on a page' but just want to get their views on the background information provided



- General response (spontaneous reactions) to the pre-read
- Probe for any surprises/new information in the pre-read
- Awareness and engagement with water market (probing for both retailer vs wholesaler mentions)
 - Who do you deal with in terms of your water and waste water supply?
 - Perceptions of the companies you deal with for supply/waste/customer services
 - What contact do you have with your water company(ies) and retailer?
 - Participants' sentiment towards their water company(ies)

CHECK/PROBE:

- Understanding of relationship between wholesaler (Bristol Water/Wessex Water/Bournemouth) and retailer (org that sends bills/deals with customer queries)
- Price review regulated by Ofwat
- The regulators (Ofwat, DEFRA, Drinking Water Inspectorate, EA, CCW)

Probe for any specific comments/observations relating to:

- Bill breakdown chart
- The way water companies are rewarded and penalised against performance commitments
- The actual performance commitment examples
- Performance commitments
 - Are there any areas that particularly matter or don't really matter to your business/organisation?
- Where do you think investment and improvement is most needed?
- Thinking about all the water and wastewater services that Bristol Water/Wessex Water/Bournemouth provide for your business/organisation and thinking about your bills:
 - What do you think of the value for money of the service you receive from your wholesale water and sewerage services?
 - In what ways are they providing good value?

Focus on the long-term picture to 2050 (5 mins)

Before we get into the detail of the investment plans for the next 5 years (the 1-pager), we need to understand what Bristol Water/Wessex Water/Bournemouth is trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SHARE SCREEN - CHALLENGES: There are some challenges that all water companies have to factor in to their longer term plan (allow respondent a moment to read)



SHARE SCREEN – 2050 AMBITIONS: Bristol Water/Wessex Water/Bournemouth outcomes which are its ambitions or goals for 2050.

What do you think about the long-term plans Bristol Water/Wessex Water/Bournemouth have set out?

- Which one or two outcomes matter most to your business/organisation – why?
- Which matter least? Why?
- These ambitions sit in the 2050 timeframe (or 2040 in the case of net zero) but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) – 10 mins

SHARE SCREEN – 2 PLANS: There are 2 plans that we will be showing you. The 'Proposed' plan includes extra work over and above what they are required by law - to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows Bristol Water/Wessex Water/Bournemouth to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.

SHARE SCREEN - one page plan from the pre-read. **MODERATOR:** talk through the slide:

- The key investments relate to the long term outcomes (in colour)
- **Dark blue** are the elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- **In grey** are the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years
- **In white** are the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years

What are your initial reactions to the type and cost of investments that are proposed?

- Initial reactions to the investment areas:
 - How do these fit with expectations?
 - Any surprises? Any concerns?
 - How acceptable does the plan look (if cost isn't in the equation)
- What are your initial thoughts on the proposed bill changes?
 - How acceptable is the plan once you can see the cost impacts?
 - How affordable is this for businesses?
- Specifically, what are your initial thoughts on the **legally required** (dark blue) aspects?
 - How acceptable are these investment areas
 - Any challenges?



SHARE SCREEN - CHALLENGES: Here we see the 6 key performance targets again and the investment level proposed for the 2025-30 period. They relate to the performance graphs included in the pre-read.

How do you feel about the targets set?

- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Focus on discretionary investments (15 mins)

Now we are moving onto look at the longer term investments where customers have a say in how and when these investments are planned between now and 2050.

SHARE SLIDE – phasing example: one aspect we will be discussing when looking at the long term investments is how they phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- The first scenario is for steady rises which will affect current and future customers similarly.
- In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).
- In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.

- What is best for them as business customers?
- What is fairest for all current and future customers?
- What is best for society?

SHARE SCREEN - 1 PAGE PLAN

We won't be able to discuss all of these in the time but I'd be interested to know which you are most interested in discussing – **tick 3-4 to discuss**

Wessex only		✓
Reduce sewage spills in further 45 locations	•	
Install smart meters in 90% of all properties	• The Wessex Water area has been designated as an area of 'water stress' – meaning it can compulsorily meter all properties. Like	



	<p>leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment.</p> <ul style="list-style-type: none"> • Today, just over 70% of households have a basic water meter used to generate the water bill every 6 months – none have smart meters. • Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage. • Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits 	
Replace 12,000 lead pipes	<ul style="list-style-type: none"> • Properties built before the mid 1970's may have a lead service pipe. Lead was banned as plumbing material in the 70's. The World Health Organisation state there is no safe level for lead in drinking water • In areas where there are lots of properties with lead service pipes, water companies dose the water with phosphate to reduce lead being picked up in the drinking water • Wessex Water have a programme of lead pipe replacement to improve water quality. • It encourages anybody with lead pipes in their home to get them replaced. Between 2020-25 Wessex replaced 9,000 lead pipes. It proposes to continue with further lead pipe replacement and also offer a grant to customers if it can't replace the lead pipes for any reason • Anybody who has a concern about lead can ask for a water quality sample to be taken. It proposes to continue with further lead pipe replacement and also offer a grant to customers if it can't replace the lead pipes for any reason 	
Reduce carbon & pollutants from sewer sludge	<ul style="list-style-type: none"> • Sewage sludge is disposed of as fertiliser but it creates carbon emissions when spread on land and potentially leaches micropollutants into the water environment. • Wessex Water needs to reduce these emissions. Furthermore they may not be allowed to spread sludge to land in the future. This will have a big impact as they will need to dispose of the sewage sludge in another way. 	
Operationally net zero	<ul style="list-style-type: none"> • Wessex Water uses carbon to run its sites, fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing energy and chemical use. • It is also moving towards greener treatment processes, where possible 	
Wessex and Bristol		
Reduce sewage spills in further 45 locations	<ul style="list-style-type: none"> • As above 	
Reduce carbon & pollutants from sewer sludge	<ul style="list-style-type: none"> • As above 	
Operationally net zero	<ul style="list-style-type: none"> • As above 	
Smart meters and water efficiency support	<ul style="list-style-type: none"> • 	



Replace 30,000 lead pipes	•	
Net zero operational emissions	<ul style="list-style-type: none"> Like Wessex Water, Bristol Water uses carbon to run its sites, fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing energy and chemical use. It is also moving towards greener treatment processes, where possible 	
Removing everyone from water poverty	<ul style="list-style-type: none"> Bristol Water has helped many households afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes There are likely to be many more households in the Bristol Water region who need help in the future to eradicate water poverty 	
Wessex and Bournemouth		
Reduce sewage spills in further 45 locations	• As above	
Reduce carbon & pollutants from sewer sludge	• As above	
Operationally net zero	• As above	
350,000 smart meters and water efficiency support	•	
Replace 20,000 lead pipes	•	
Operationally net zero	•	
Removing everyone from water poverty	•	

Now I'll read out some background about an additional investment for [xxx]. (use info in column above)

SLIDE xx Show target summary (big screen)

SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at option A/the proposed plan. The least cost approach is option [B/C]

- How do you feel about the proposed target set for this investment?
- Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /2050 target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Bill impact – proposed plan – 5 mins



SLIDE xx proposed bill change based on an average non household bill of £1,000 (explaining that they will see a personal bill prediction later on for them to respond to)

- Response to overall bill impact
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?

Focus on the shorter-term (MUST-DO business plan) – 10 mins

SCREEN SHARE MUST DO SUMMARY Introduce overview and summary of the 'must-do' business plan

- Talk through the 5 areas that will revise the bill changes down

- How do you feel about the 'least cost/must do' plan
- Which of the areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan impact your business/organisation?

- **SCREEN SHARE BILL COMPARISON** based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)

- Response to overall bill impact
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?

Wrap up and post-task – 5 minutes

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today. Explain process.

NHH In depth Interview

May 2023





What impressions do you have
of Bristol and Wessex Water?



Supply interruptions

Exceed



Water Quality

Fail



Internal sewer flooding

Exceed



External sewer flooding

Fail



Leakage

Exceed



Pollution

Exceed

What impressions do you have of the performance?

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Reaching net zero

Population changes



- Meeting supply & waster needs for new housing
- Managing pollution risks from increasing sewer use
- Building sustainable drainage for storm water

New and existing statutory requirements



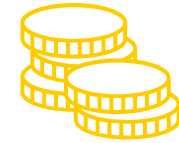
Managing:

- Pollution risks
- Sustainable water 'abstraction'
- Supply & demand: reducing what we use

Protecting rivers and coasts & environmental protections

Water quality

Economic factors



- Cost of living crisis
- Rising costs for businesses
- Affordability of bills
- Inflation



Wessex Water has 5 long term outcomes as a wastewater services provider

This is what they aim to achieve by 2050

Affordable bills



Zero water poverty – no households spending more than 5% of their disposable income on their water bill

Effective sewerage system



Halve the impact of sewer flooding on our customers

Net zero carbon



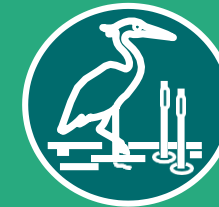
Be a net zero carbon business by 2040

Great river & coastal water



- To restore the quality of our rivers and coastal waters
- Zero pollution incidents

Biodiversity



Double our contribution to the region's biodiversity



Bristol Water has 4 long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boosting water resources and supply resilience

Balancing the needs of customers and communities with those of the environment, by reducing demand and abstracting sustainably. Providing resilience by developing geographically connected supplies.

Maintain top quality drinking water supplies

High quality water delivered to homes and business through smart networks, making it very rare for customers to experience any issues with their water supply.

Boosting biodiversity, nature recovery and protecting the planet

Working together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Bristol Water's business will be net zero.

Trusted customer and community experiences

Providing a great experience for customers & communities when they interact with Bristol Water. Through open data and the way Bristol Water work, they will be transparent and trusted.

1

Proposed plan

This is Bristol Water and Wessex Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows Bristol Water and Wessex Water to carry out the work that they are required to do by law

Also the **least cost** plan

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

		2050 goals	Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13	Reducing sewage spills in further 45 locations	£14
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 	Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040					Operationally net zero	£5
							Remove carbon & pollutants from sewer sludge	£9
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population			Reducing leakage by 8%	£9.50	Smart meters and water efficiency support	£4.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 	Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 30,000 lead pipes	£4.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 	Protect natural resources	£2.50			Net zero operational emissions	£16.50
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service					Removing everyone from water poverty	£7

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP



What will it mean for bills?

This proposed plan will have an impact on customers' bills.

A £1000 bill today would increase by £62/month by 2030.

This breaks down as:

- £23 to meet the investment required by the regulators (*the blue and grey investments*)
- £9 to meet the investments we propose over and above this (*the white investments*)
- £30 to meet inflation

Bristol Water & Wessex Water's proposed 5 year targets – your feedback on these



















Must do investments where there is little flexibility in when or how they are delivered



	2050 goals		Legally required Must do	5 year targets: customer feedback	Longer term investments: your input on how & when
Wessex Water's proposal	Effective sewerage system Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations £28	Reducing internal and external sewer flooding £13	Reducing sewage spills in further 45 locations £14
	Great river & coastal water • To restore the quality of rivers and coastal waters • Zero pollution incidents		Nutrient removal and river water quality monitoring £50	Reduce pollution incidents to 14 per 10k of sewer pipe £4	
	Net zero carbon & biodiversity Be a net zero carbon business by 2040				Operationally net zero £5
Bristol Water's proposal	Boosting water resources & supply resilience Resilience to climate change & higher population	b BRISTOL WATER		Reducing leakage by 8% £9.50	Smart meters and water efficiency support £4.50
	Maintain top quality drinking water supplies • Water that looks, tastes & smells great • Replace all lead pipes		Continue to deliver clean and safe tap water £4.50	Reduce contacts on taste, smell and appearance £7	Replace 30,000 lead pipes £4.50
	Biodiversity & nature recovery • Doubling nature on sites • Net zero operational emissions by 2030		Protect natural resources £2.50		Net zero operational emissions £16.50
	Trusted customer and community experiences Fair and affordable bills Excellent and innovative customer service				Removing everyone from water poverty £7

Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

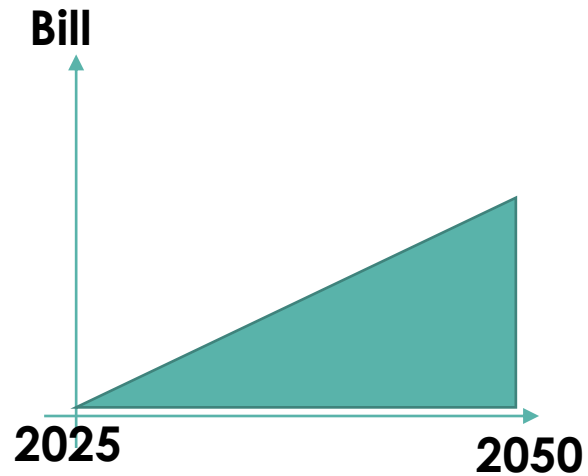
				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£7
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £12.50
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	£9.50
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£3.50



Longer term investments – your input on how and when they do these...

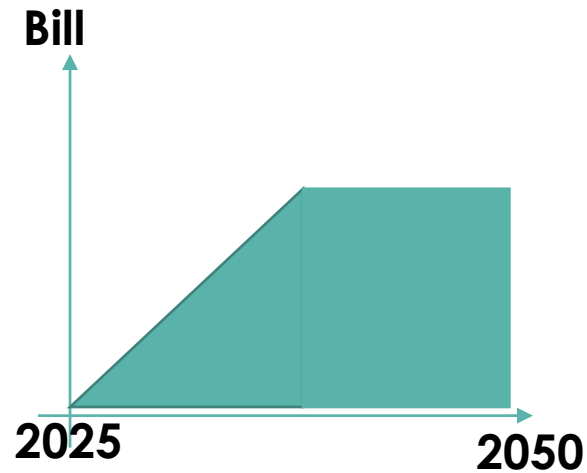
Components of the plan where there is more flexibility on how or when they are delivered

	2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13	Reducing sewage spills in further 45 locations	£14
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£5
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£9.50	Smart meters and water efficiency support	£4.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 30,000 lead pipes	£4.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£2.50			Net zero operational emissions	£16.50
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£7



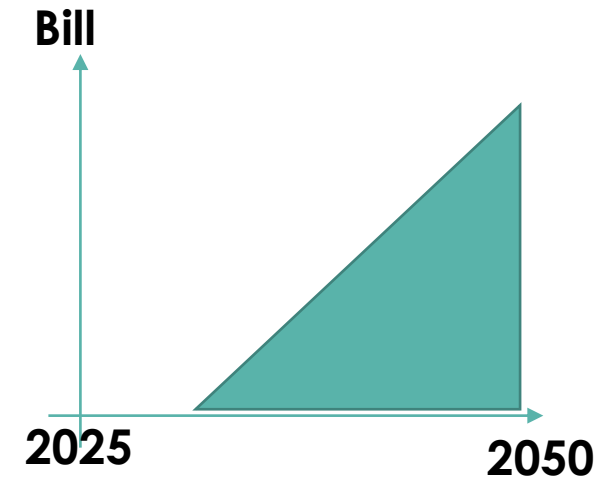
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£5

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £5 to a £1,000 water bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Making all
operations net zero

£5

A is the proposed plan.

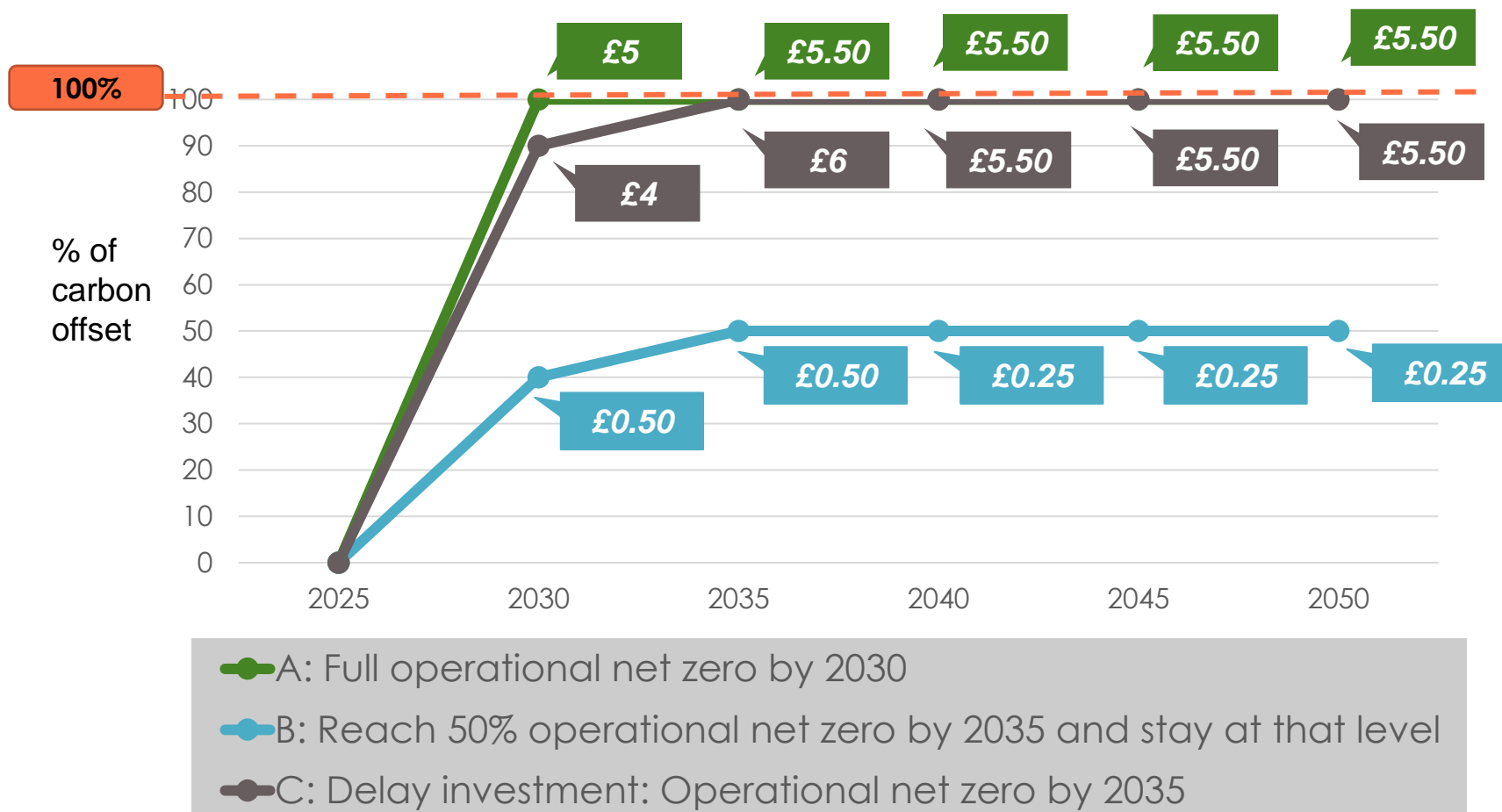
B is the less ambitious plan

C delays investment in the short term

The long term ambition is to be net zero (i.e. 100% carbon offset) by 2040 .

How would you like Wessex Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period





2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£9

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £9 to a £1,000 water bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Removing micro pollutants

£9

A is the proposed plan.

B is the minimum requirement plan

C is a back up plan for option A

The long term ambition is to be a net zero business by 2040.

How would you like Wessex Water to invest?

A Proposed:

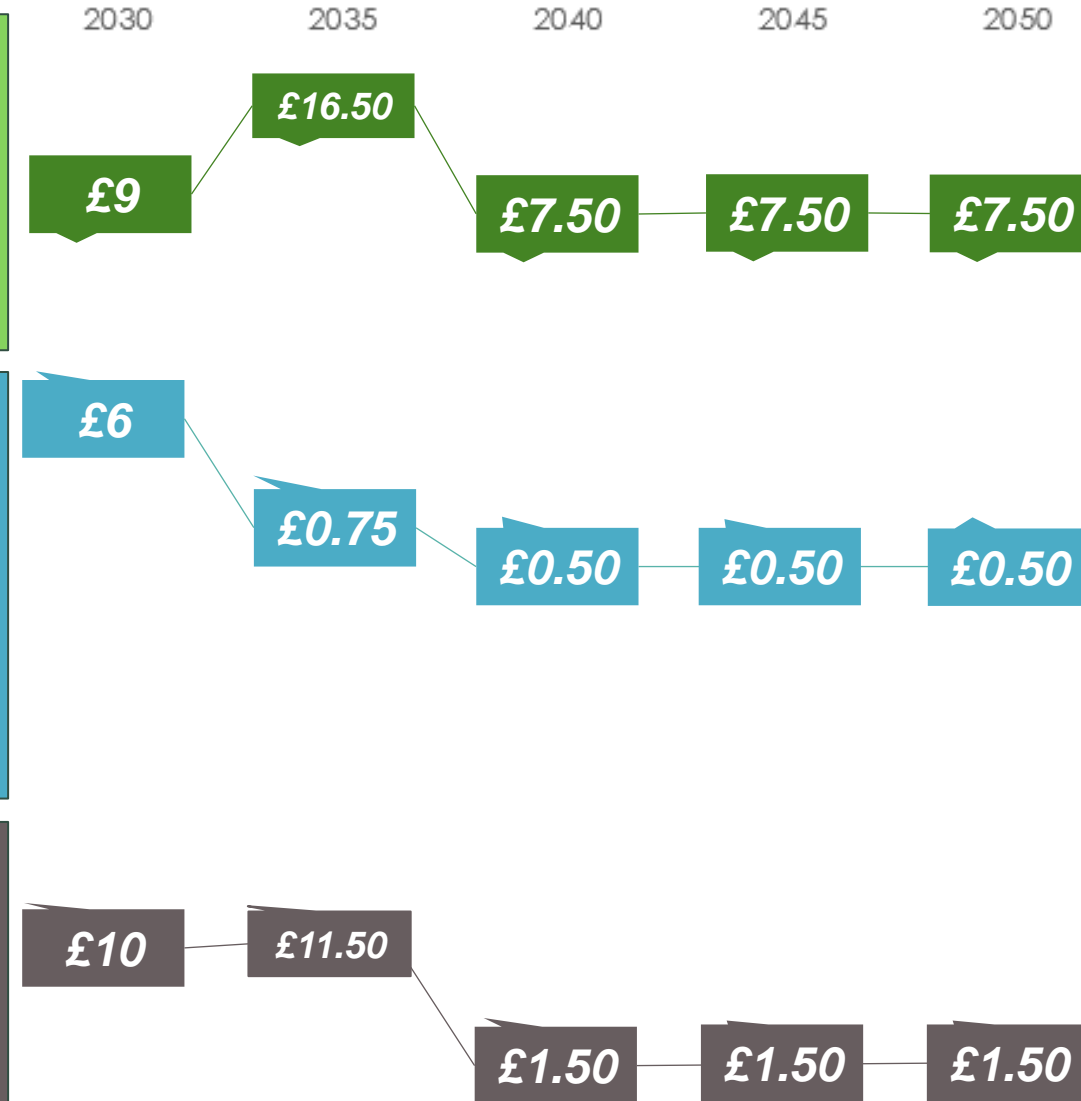
Trialling & implementing new technologies to turn the sludge into a material that does not have any carbon emissions & also destroys micropollutants in the sludge such as microplastics so these wouldn't be spread to land.

B: 'Least cost' option:

- Continue to spread sludge to land by building more storage barns to cope with increasing volumes.
 - Test new sludge treatment technologies in the near term in readiness for any future legislation changes, but not roll these out.
- NB This option does not reduce carbon impact nor provide a new way to dispose of sludge.

C - Back up: If proposed plans don't work – and the ability to spread to land is significantly reduced, Wessex Water would have to install (carbon intensive) incinerators and dryers at some sites to burn the sludge. This would remove the micropollutants in the sludge

Bill impact by end of each 5 year period



An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
 spills in a further 45
 locations

£13.50

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £13.50 to a £1,000 water bill.

An effective sewerage system

Discretionary investments
You decide

Reducing sewage spills in further 45 locations

£13.50

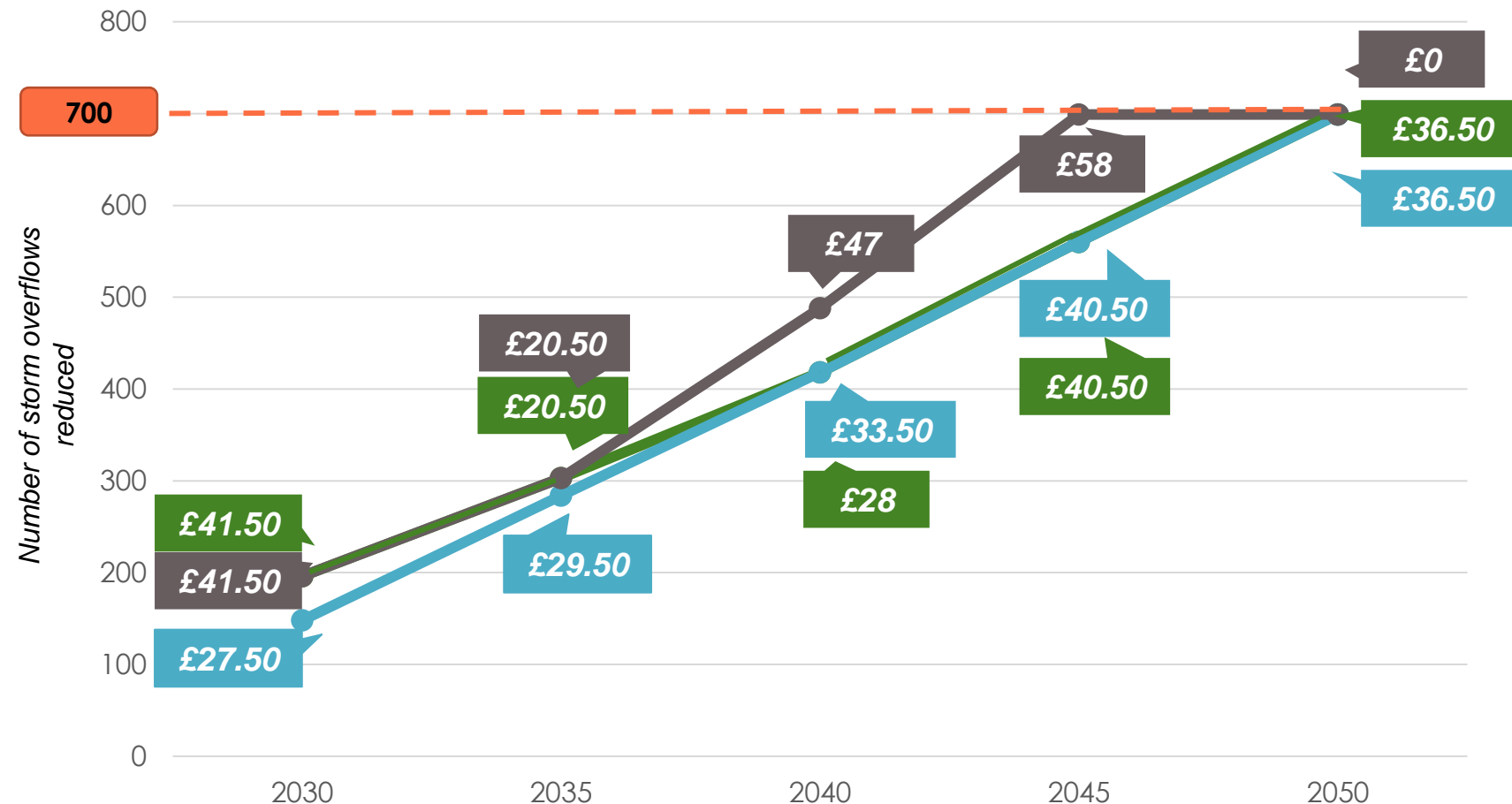
A is the proposed plan.

B is the legally required plan.

C accelerates the delivery to 2045 instead of 2050

The long-term ambition is for the spills from almost 700 overflows to be reduced in line with 2050 legislative targets

How would you like Wessex Water to pace this investment?



● A: Proposal is to move faster than legal requirement, adding another £11 to 2025-30 bill

● B: Least cost (legally required) plan - this £23 impact already covered earlier

● C: this plan accelerates meeting the target - almost 700 storm overflows reduced by 2045



2050 target:

Replace 130,000 lead communication and supply pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£4.50 by 2030

Proposal for replacing lead pipes

- Replace 30,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bristol Water plans to spend £32 million to Replace 30,000 lead pipes by 2030. This would add £4.50 to a £1,000 water bill.

Maintain top quality drinking water supplies

The long term ambition is to replace 130,000 lead pipes by 2050

Longer term investments
You decide

Replacing lead pipes

£4.50 by 2030

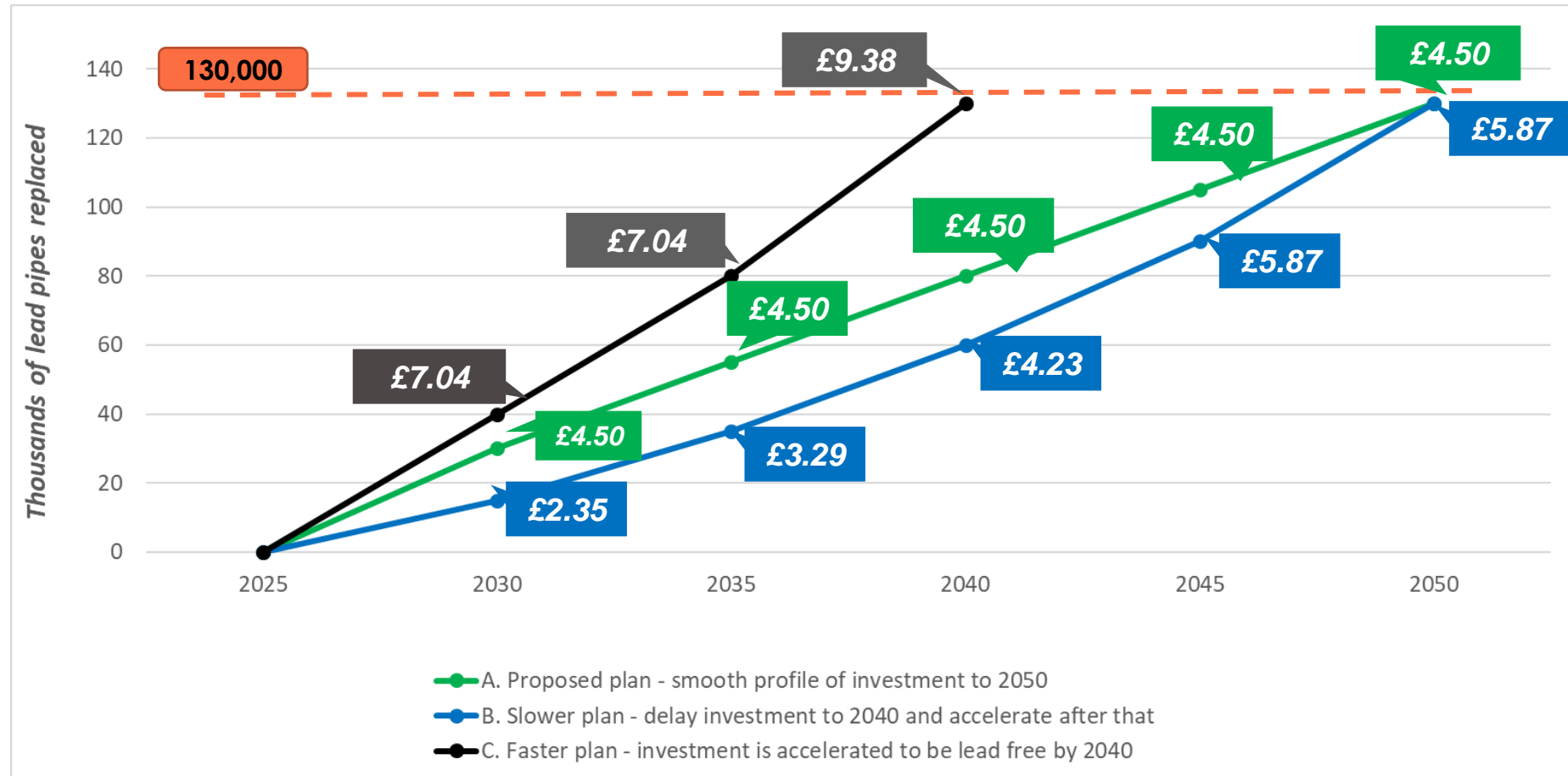
A is the proposed plan

B is the less ambitious plan

C is the more ambitious plan

How would you like Bristol Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Discretionary investments
You decide

Installing smart meters

£4.50 by 2030



2040 target:

Installing 500,000 smart meters by 2040 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 175,000 smart meters by 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bristol Water plans to spend £26 million to install 175,000 smart meters by 2030. This would add £4.50 to a £1,000 water bill.

Boosting water resources & supply resilience

Longer term investments
You decide

Installing smart meters

£4.50 by 2030

A is the proposed plan

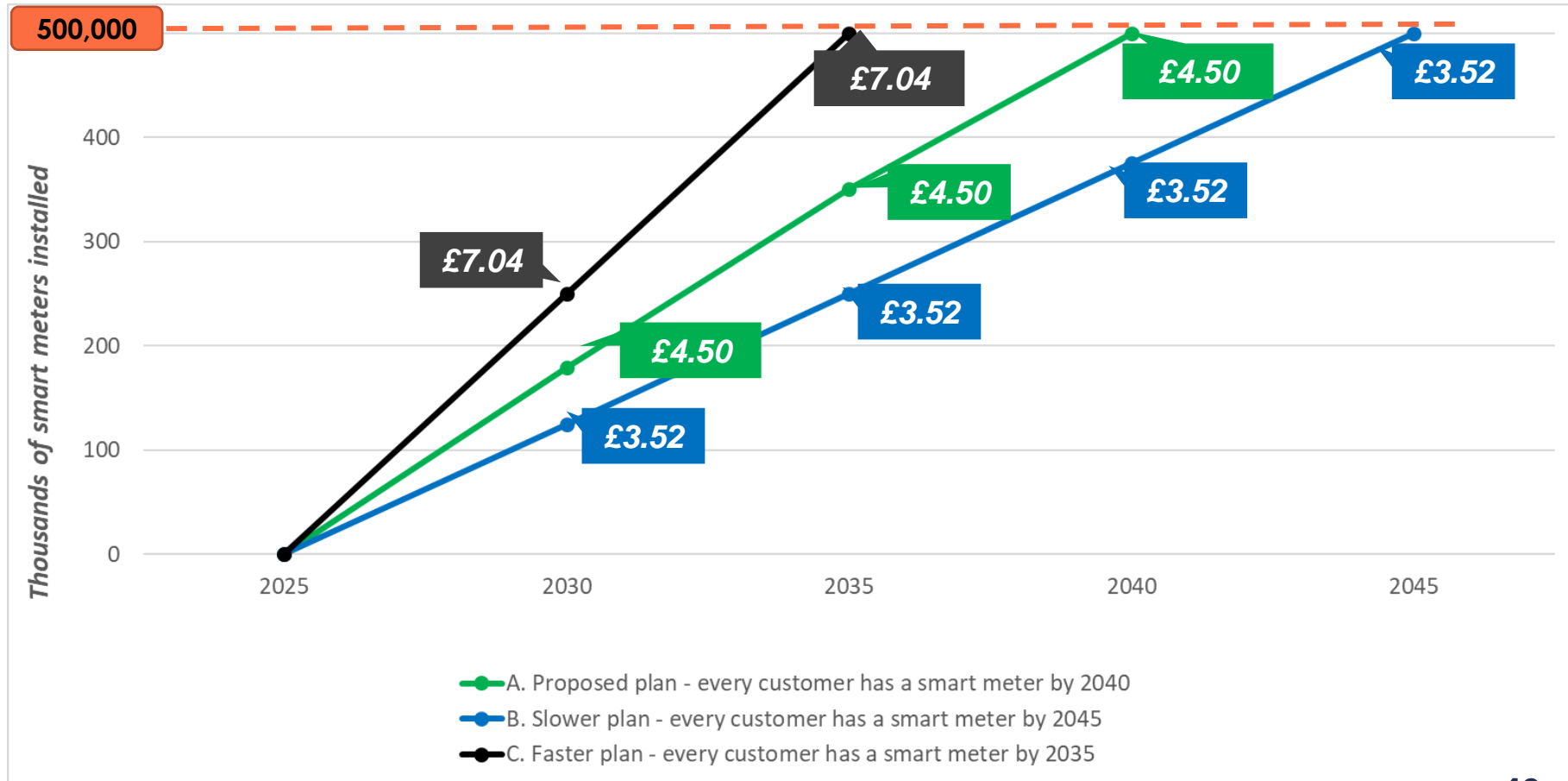
B is the less ambitious plan

C is the more ambitious plan

The long term ambition is to install 500,000 smart meters by 2040

How would you like Bristol Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

**Net zero operational
emissions**

£16.50 by 2030



2050 target:

Net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by Bristol Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions

Bristol Water propose to spend £105m on making all operations net zero, and this would add £16.50 to the average bill.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

How would you like Bristol Water to pace this investment?

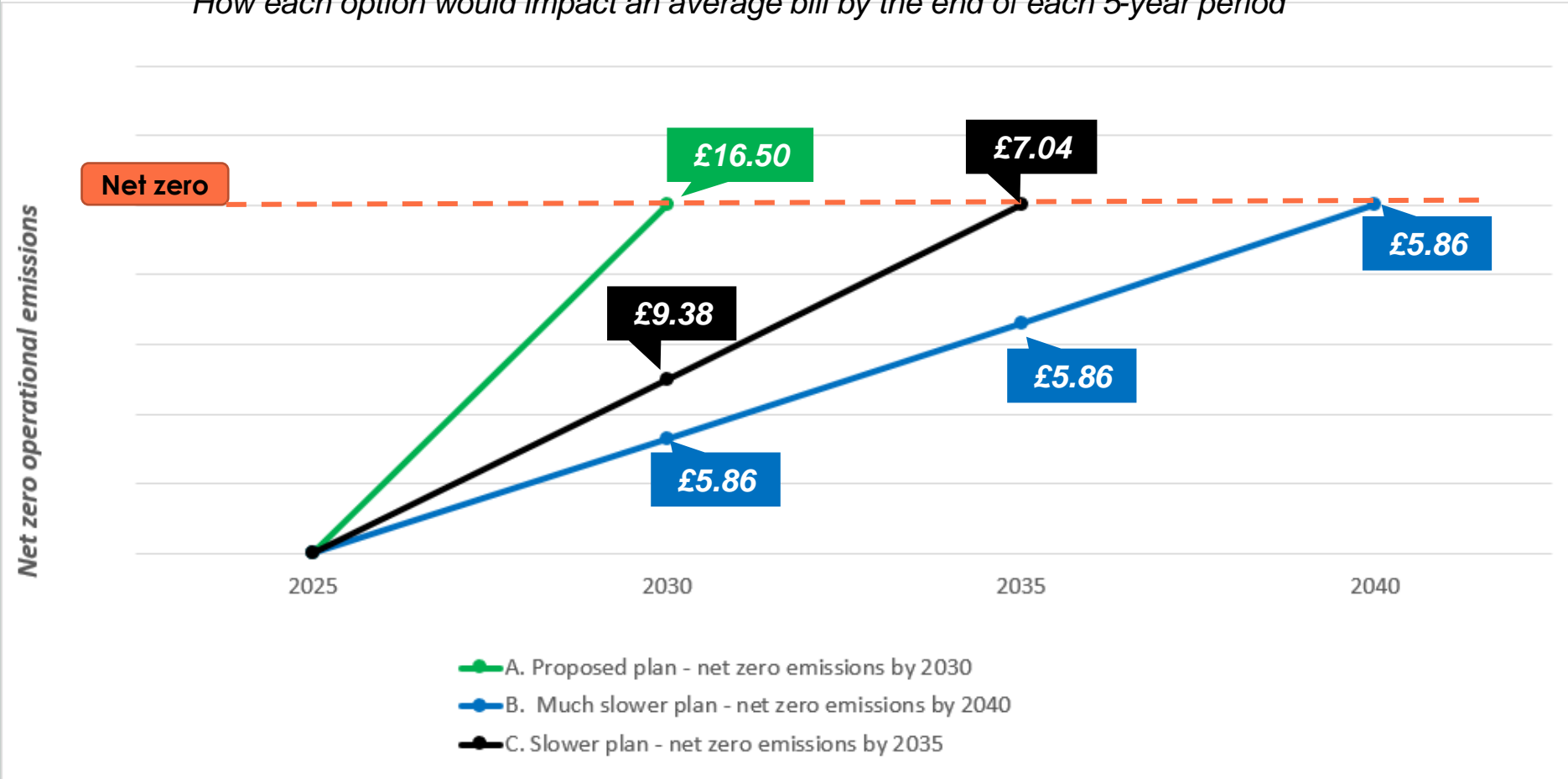
Longer term investments
You decide

Net zero operational emissions

£16.50 by 2030

- A is the proposed plan
- B delays investment further
- C is the middle option

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Removing everyone
from water poverty

£7 by 2030



2050 target:

Zero water poverty – no one spending more than 2% of their disposable income on their water bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 25,000 additional households

- Doubling the number of households supported by social tariffs

This will increase a £1,000 bill by £7 as a cross subsidy to customers less able to pay.

In additional, Bristol Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy

Trusted customer and community experiences

With rising bills, 25,000 additional households will be in water poverty. Bristol Water plans to support all these additional households.

Discretionary investments
You decide

Removing everyone from water poverty

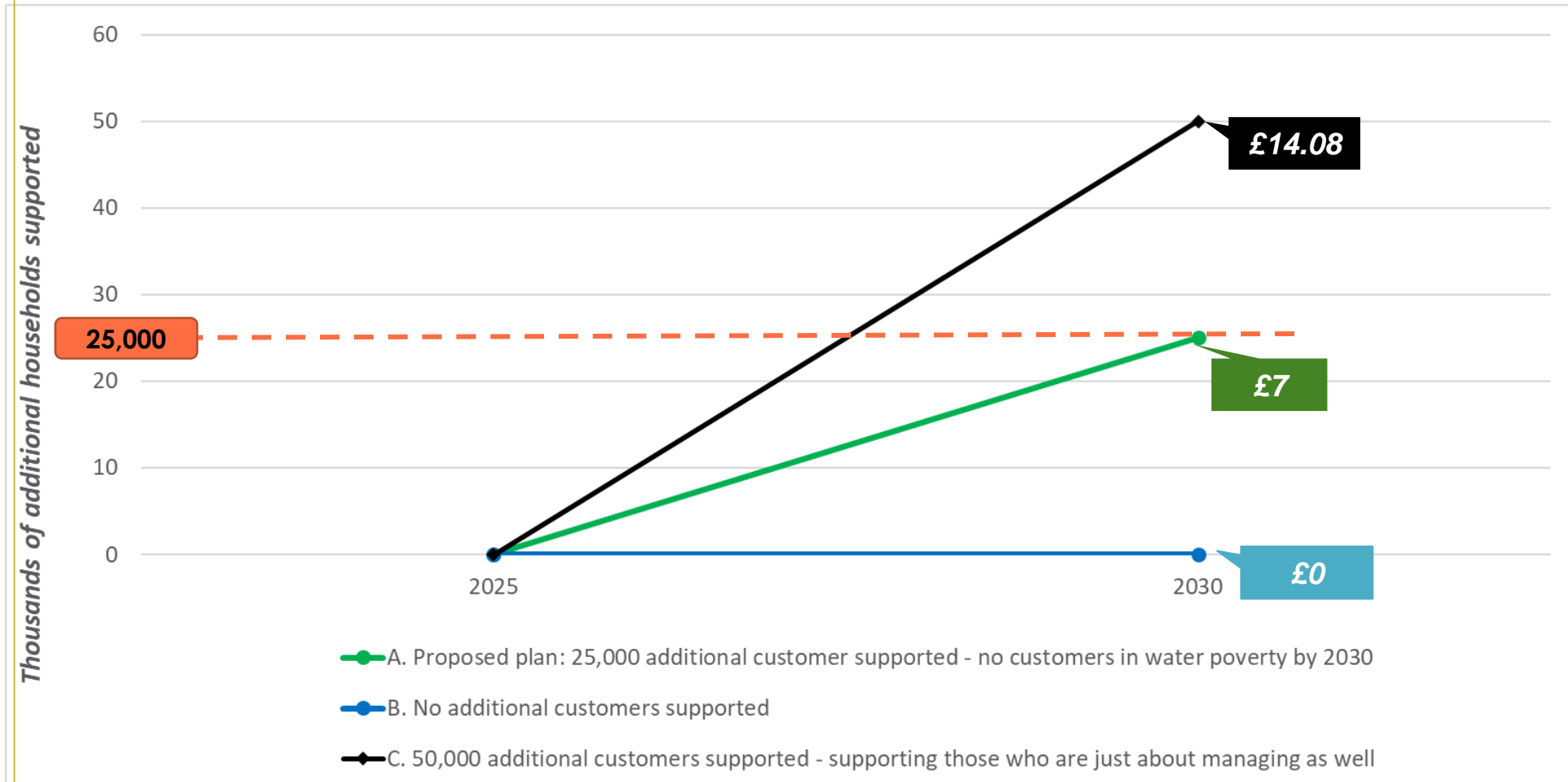
£7

A is the proposed plan

B is the less ambitious plan

C is the more ambitious plan

How would you like Bristol Water to pace this investment?



What would this proposed plan cost?



When you add the investment in each area, a £1,000 bill will increase by, on average, £62 a month (£746 a year) by 2030. This includes:

- £123 a month of investment that regulators say we must make (statutory investment)
- £9 a month of investment that we want to make to maintain and improve our services to you, and
- £30 a month of inflation.



NB You will see a personalised bill prediction at the end of the session

**‘Must do’
business plan**

		2050 goals	Legally required <i>Must-do</i>		5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>		
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers		Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13		
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Delay eradication of water poverty	£3.50
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£4.50
								Remove carbon & pollutants from sewer sludge	£2.50
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population				Reducing leakage by 8%	£9.50	Slower rollout of smart meters	£3.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 10,000 lead pipes	£2.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 						Delay net zero operational emissions	£6
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service							Around 25,000 customers are in water poverty

2050 goals

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

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Removing water poverty by 2040	£3.50
Barn storage for sludge	£2.50
Delay net zero investment	£4.50

There are 7 areas where Wessex Water & Bristol can reduce the cost of the plan

Removing everyone from water poverty. Aim to remove everyone from water poverty by 2040 (not 2030)

Continue to spread sludge to land (more storage barns) & test new sludge treatment tech. Option does not reduce carbon impact nor provide a new way to dispose of sludge.

Net zero emissions. Reach 50% net zero operational emissions and stay at that level.

Bristol Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

b
BRISTOL WATER

Slower rollout of smart meters	£3.50
Replace 10,000 lead pipes	£2.50
Net Zero operational emissions 2040	£6
Around 25,000 customers are in water poverty	£0

Slower smart meter rollout. Aim to install 500,000 smart meters by 2045 (not 2040)

It can reduce **lead replacement** from 20k pipes to 10k by 2030

Net zero emissions. Aim to have net zero operational emissions by 2040 (not 2030)

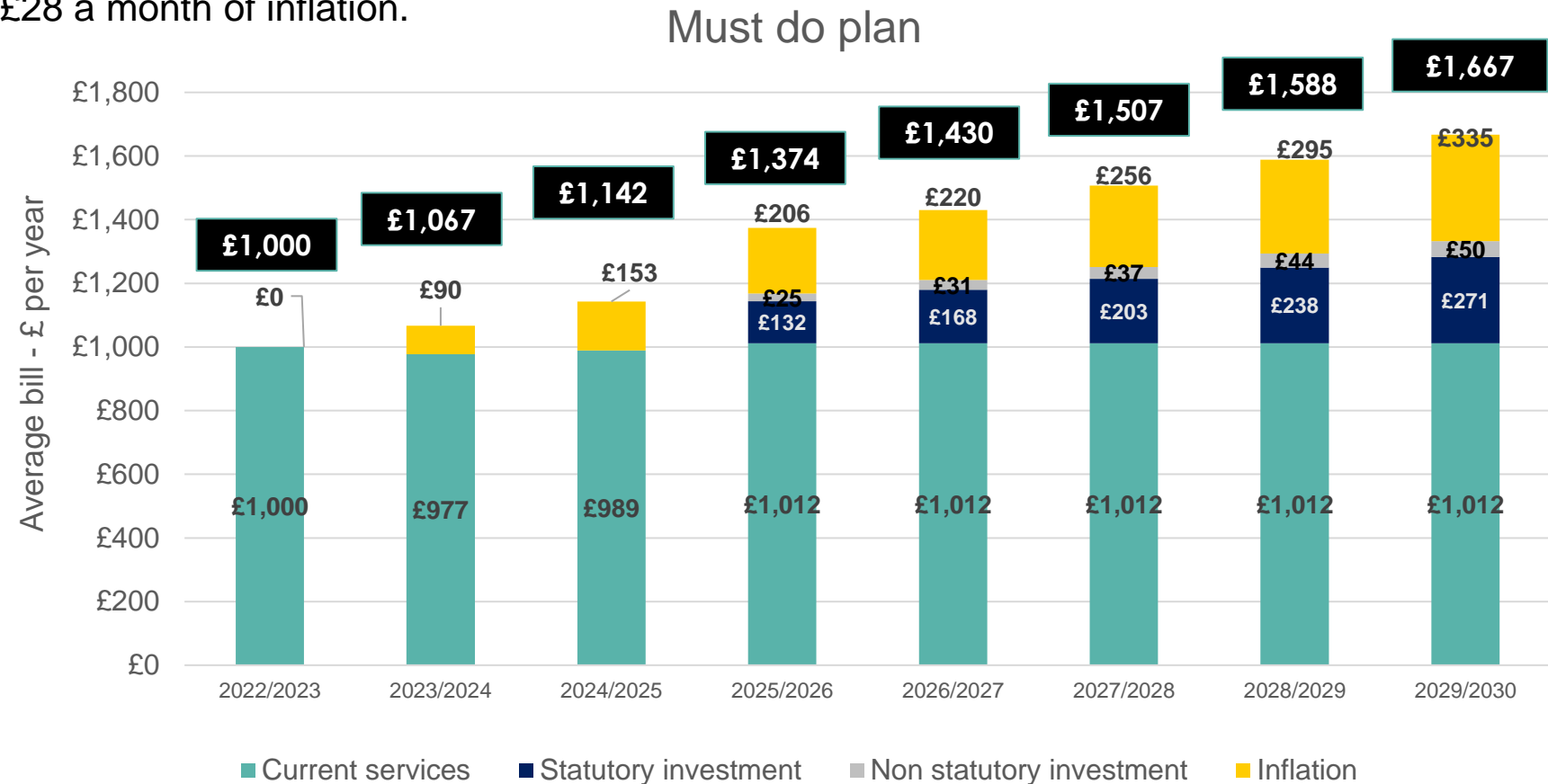
With rising bills, 25,000 additional households will be in water poverty.

When you add the investment in each area, your bill will **increase** by, on average, **£55.50 a month (£667 a year)** by 2030. This includes:

- £23.50 a month of investment that regulators say we must make (statutory investment)
- £4 a month of investment that we want to make to maintain and improve our services to you, and
- £28 a month of inflation.



What would this 'must do' plan cost?



NB You will see a personalised bill prediction at the end of the session



Summarise your views in the
post-group survey.

Thank you!



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ACCEPTABILITY & AFFORDABILITY NHH FOCUS GROUPS MODERATOR GUIDE

Overview

- 2 x 1.5 hour online focus groups with non-household customers
- Company/CCG representatives to attend – primarily in observation role

SESSION 1 – 85 mins		
	15 mins	Welcome & Introductions
	10 mins	An introduction to the water company
	10 mins	Recap on the pre-task information
	20 mins	Focus on explaining the long-term picture to 2050 (incl temp check)
	10 mins	Intro to proposed business plan
	15 mins	Statutory (legally required) elements
	5 mins	Wrap up session 1
SESSION 2 – 95 mins		
	5 mins	Welcome and recap on previous session
	15 mins	Performance commitments
	45 mins	Discretionary elements (with phasing)
	5 mins	Bill impacts
	15 mins	'Must do' business plan
	10 mins	Wrap-up, post task & thank you

Welcome & Introductions plus brief response to pre-read (15 mins)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

Moderator:

- Welcome everyone to the event & Introduce Blue Marble and explain that we are an independent research agency. & Introduce Blue Marble staff and explain that we'll be facilitating the discussions. Objective for the session: to help Bristol Water & Wessex Water make important investment decisions. [Slide 2](#)
- Explain: Confidentiality, GDPR, recording, how data will be used. [Slide 3](#)
- Role of respondents: [Slide 5](#)
 - Asking people to act as representatives of the population of the Bristol Water & Wessex Water region;
 - There are no right or wrong answers we just want to hear people's open and honest views;
 - We will provide lots of information and expect much of it will be new to them – encourage people to ask questions.
 - Acknowledge that we have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not).



Observers/water company representatives (CCG): each to briefly introduce self – name, job title and 1 sentence summary of role/responsibilities.

Moderator: *Now we're going to ask you to introduce yourselves to the people on your table – and to make it a bit more fun we'd like you to look at these pictures and think about which most closely reflects how you feel about your business at the moment. (SLIDE 7)*

Discussions (10 mins)

Introductions

We provided you with some pre-read information to look through before attending this session. We're going to cover those topics in depth in due course, but I want to get your first thoughts as part of our introductions:

Each respondent to introduce self:

- Name, nature of business, which image most reflects how they feel about their business at the moment and why – and also tell the table what struck you or surprised you most out of the things you have read?

Group discussion:

- Has any of the information you have seen changed your opinion of your water company in any way?
- What would you most like to find out more about?
- Is there anything in the material you read which was difficult to understand?
 - Which bits?

An introduction to the water company (10 mins)

Moderator: (3 mins) to very briefly recap pre-task *SLIDES xxx*

SLIDE xx: This first slide shows us all the water companies that operate across England and Wales. It is important to note that water companies operate regionally. While households don't choose their water provider – businesses can choose their water and waste water retailer but are still supplied by the water company (otherwise known as the wholesaler) in the region. This is why it is a chance for customers to have their say. Some companies provide just water supplies, others provide both water and sewerage services.

SLIDE xx: This is a close up of the Bristol Water region – and it gives us a sense of the scale of their operation. Wessex is one of the companies that provides both sewerage and water supply. It provides sewerage services to the whole of the region, including the Bristol Water region. Bristol Water supplies the water - to around .5 million people. It's important to note that while businesses in the region are supplied by Wessex Water and Bristol Water, the retailer bills and provides customer service to businesses.

SLIDE xx: This slide explains why the research is happening. It is all to do with the way water companies plan ahead in a process called the Price Review.

Every five years, water companies develop a 'business plan' that sets out how they want to develop their services, and the proposed cost to customers. As we've seen, customers are



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not able to choose their water provider, so water companies must give them a say about what they want from their services and the price they pay. Talking to customers through research also helps water companies prioritise what to do first or what to do most of. In this session we'll be looking at some of the choices they face – and where they want your input.

SLIDE xx: Water companies are regulated. This research is part of the regulatory process. The business plan we'll be looking at - and the cost of the investments which impact on customer bills - are **finalised by Ofwat**. One of the ways that people have their say is through research like this. We'll be asking what you think about the plans: are they '**acceptable**' to you and are they **affordable**. The plans we show you will be refined following this research based on what customers have to say.

SLIDE xx: Here we see all the things a water company like Bristol Water does in terms of water supply – and also what Wessex Water does on the waste side. We are showing you this because the plans relate to all of the aspects of their work.

SLIDE xx: All of these aspects are overseen by regulators. Defra is the government department setting the overall policy for water companies. We have mentioned Ofwat +already who oversee the financial operation of water companies and measure customer satisfaction. The Environment Agency monitors all the areas that could have a detrimental impact on the environment if not conducted properly.

The Drinking Water Inspectorate monitors water quality. And the Consumer Council for Water represent the rights and interests of consumers – like a watchdog.

Discussions: (7 mins)

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
 - Do you have any particular perceptions of them?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Were you aware that Bristol Water provides your water services and Wessex Water your sewerage services?
 - Are your bills for both services separate or combined?
- Participants' sentiment towards their water company
 - What kind of relationship do you have with your water company?
 - If your water company was a person, what would they be like: describe personality, how would they dress, what would they drive, where would they go on holiday, how would they spend their free time?

Recap on the pre-task information (10 mins)

SLIDE xx: This slide shows us what your bill pays for.

- Any comments

SLIDE xx: The next information we showed you was about the way water companies are monitored, specifically by Ofwat.



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We are told about the service level targets, called 'performance commitments', which are set for every five-year business plan. Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

SLIDE xx: Companies can miss or exceed performance commitment targets and this has a direct impact on customer bills because of the way Ofwat rewards or penalises companies

SLIDE xx Last year Wessex Water passed 31 and failed 11 performance commitment targets earning them an overall reward of £5.2m. The way the reward is paid is via customer bills (and last year this equated to £12 per household that Wessex Water could add to bills because it performed better than the required level). However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.

Bristol Water passed XX and failed XX performance commitment targets earning them an overall reward of £Xm: this equated to £X increase per household bill.

Hopefully now you have a sense of how the water market works, that it is regulated – and that its performance is closely monitored by the various regulators.

The remaining information showed us the performance of Wessex Water and Bristol Water against all the other water companies. We'll look at all these slides again when we consider their future plans.

- *SLIDE xx: In terms of supply interruptions, **Bristol Water** is not meeting its target – it missed/exceed/met its target by XX%*
- *SLIDE xx: In terms of water quality, its appearance, taste and smell, **Bristol Water** missed/exceed/met its target by XX%*
- *SLIDE xx: For the target about sewage flooding in properties, **Wessex Water** is exceeding its target*
- *SLIDE xx: For sewage flooding outside the home in gardens or outbuildings, **Wessex** is not meeting its target – it missed the target by 24%*
- *SLIDE xx: For reducing leaks, **Bristol Water** has missed/exceed/met its target by XX%*x**
- *SLIDE xx: And in terms of pollution of rivers and bathing areas, **Wessex Water** is exceeding its target*

Discussions: (7 mins)

- Thinking about what was just presented, which areas matter most to your business/organisation?
 - Why?
 - Are there any areas that don't really matter to your business/organisation at all?
- Where do you think investment and improvement is most needed?
 - Should this area be prioritised? If so, why?
- Thinking about all wastewater services that Wessex Water and water services from Bristol Water provide for your business/organisation and thinking about your bills:
 - What do you think of the value for money of the service you receive from your wholesale water and sewerage service?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?



SLIDE xx Here we see the 6 key performance targets again and the investment level proposed for the 2025-30 period

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Focus on the long-term picture to 2050 (20 mins)

Moderator: (5 mins)

Before we get into the detail of the investment plans for the next 5 years, we need to understand what Bristol Water & Wessex Water are trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SLIDE xx: Here is a dateline showing the way that water companies plan out as far as 2050 as well as a shorter term 5 year plan as the first stepping stone. We will be discussing both the shorter 5 year plans and the long term goals.

SLIDE xx: There are some challenges that all water companies have to factor into their longer term plan:

- *The impact of a changing climate: more extreme weather predictions mean that water companies will need to manage more frequent drought periods and the risk of more intense rain and flooding. Their plans include ways to adapt to climate change and become a net zero business.*
- *The pressures that come with a growing population: this means increasing the water and wastewater networks to accommodate new housing developments and building new sustainable ways to capture storm water to prevent it overwhelming the drains and sewers – especially necessary in built up areas.*
- *Some new laws and regulations: all water companies have to comply with environmental laws in England. They also have to consider how climate change and population growth affect current and future capacity of sewage and rainwater drainage networks. These cover a range of areas including:*
 - *Reducing pollution of seas and rivers from sewage overflows.*
 - *Not taking too much water from rivers and from underground to protect the ecology.*
 - *Making sure there is enough water available to protect the natural environment as well as providing a public water supply.*
 - *Treating water and wastewater to a standard that does not harm the natural environment.*



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- *Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.*
- *And then there's the economic situation – the cost of living crisis and high inflation.*

Discussions: (5 mins)

SLIDE xx: We asked you to reflect on the squeeze facing some businesses in the pre-task survey....

- Thinking specifically about businesses, do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?

Moderator: (5 min)

Now we'd like to get your feedback on both Bristol and Wessex Water's long term ambitions.

MODERATOR ALTERNATE SLIDE ORDER

SLIDE xx: Bristol Water has X outcomes which are its ambitions or goals for 2050.

SLIDE xx: Wessex Water has 6 outcomes which are its ambitions or goals for 2050. We'd like you to discuss these on your tables now:

Table discussions: (5 mins)

- What do you think about the long-term plans Wessex Water and Bristol Water have set out?
- Which one or two outcomes matter most to your business/organisation – probe why
- Which matter least? Why?
- These ambitions mostly sit in the 2050 timeframe but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) – 75 mins

Moderator (5 mins)

SLIDE xx *There are 2 plans that we will be showing you. You have already seen the 'Proposed' plan in the pre-read document. This plan includes extra work over and above what your water companies are required to do by law to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows Bristol Water and Wessex Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.*

SLIDE xx *This is the one page plan you saw in the pre-read. I'm just going to clarify the 3 types of investment for you to consider... These are:*

- **Dark blue** are the elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- **In grey** are the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years



- **In white** are the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years
- We'll have the summary on the table so that you can refer to the overall plan as we work through the elements.

Discussion

What are your initial reactions to the type and cost of investments that are proposed?

- Initial reactions to the investment areas:
 - How do these fit with expectations?
 - Any surprises?
 - Any concerns?
 - How acceptable does the plan look (if cost isn't in the equation)
- What are your initial thoughts on the proposed bill changes?
 - How acceptable is the plan once you can see the cost impacts?
 - How affordable is this for businesses?

Wrap up session 1

Moderator

Thank you very much for all of your input so far. We really appreciate your time and engagement. We look forward to seeing you next week at the same time. You will have received an invitation for next week's session

Welcome & Introductions plus brief recap on previous session (5 mins)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

Moderator (5 min):

- Ensure participants have turned on cameras and microphones, and troubleshoot any tech issues
- Welcome everyone to the event.
- Recap briefly
 - the long term picture to 2050
 - Introduction to proposed business plan
 - Statutory (legally required) elements



Discussions (15 mins)

SLIDE xx Moderator: now we are moving on to briefly look at the 5 key performance targets and the investments proposed.

SLIDE xx Six Performance commitments slide on big screen

MODERATOR refer to the additional detail slides (xx-xx) as required, using information to answer any questions.

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Do you feel this will support the longer term ambition /2050 target?
 - Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Discussions part 3 (45 mins in total)

Moderator (2 mins)

SLIDE xx Now we are moving onto look at the 7 longer term investments where customers have more of a say in how and when these investments are planned between now and 2050

SLIDE xx: One aspect we will be discussing when looking at the long term investments is how each company could phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- *The first scenario is for steady rises which will affect current and future customers similarly.*
- *In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).*
- *In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.*

Discussions: (5 mins)

- What is best for them as individuals?
- What is best for their business/organisation?



Moderator (2 mins)

Wessex only		✓
Reduce sewage spills in further 45 locations	<ul style="list-style-type: none"> • 	
Install smart meters in 90% of all properties	<ul style="list-style-type: none"> • The Wessex Water area has been designated as an area of 'water stress' – meaning it can compulsorily meter all properties. Like leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment. • Today, just over 70% of households have a basic water meter used to generate the water bill every 6 months – none have smart meters. • Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage. • Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits 	
Replace 12,000 lead pipes	<ul style="list-style-type: none"> • Properties built before the mid 1970's may have a lead service pipe. Lead was banned as plumbing material in the 70's. The World Health Organisation state there is no safe level for lead in drinking water • In areas where there are lots of properties with lead service pipes, water companies dose the water with phosphate to reduce lead being picked up in the drinking water • Wessex Water have a programme of lead pipe replacement to improve water quality. • It encourages anybody with lead pipes in their home to get them replaced. Between 2020-25 Wessex replaced 9,000 lead pipes. It proposes to continue with further lead pipe replacement and also offer a grant to customers if it can't replace the lead pipes for any reason • Anybody who has a concern about lead can ask for a water quality sample to be taken. It proposes to continue with further lead pipe replacement and also offer a grant to customers if it can't replace the lead pipes for any reason 	
Reduce carbon & pollutants from sewer sludge	<ul style="list-style-type: none"> • Sewage sludge is disposed of as fertiliser but it creates carbon emissions when spread on land and potentially leaches micropollutants into the water environment. • Wessex Water needs to reduce these emissions. Furthermore they may not be allowed to spread sludge to land in the future. This will have a big impact as they will need to dispose of the sewage sludge in another way. 	
Operationally net zero	<ul style="list-style-type: none"> • Wessex Water uses carbon to run its sites, fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing energy and chemical use. • It is also moving towards greener treatment processes, where possible 	
Wessex and Bristol		
Reduce sewage spills in further 45 locations	<ul style="list-style-type: none"> • As above 	



Reduce carbon & pollutants from sewer sludge	<ul style="list-style-type: none"> • <i>As above</i> 	
Operationally net zero	<ul style="list-style-type: none"> • <i>As above</i> 	
Smart meters and water efficiency support	<ul style="list-style-type: none"> • 	
Replace 30,000 lead pipes	<ul style="list-style-type: none"> • 	
Net zero operational emissions	<ul style="list-style-type: none"> • <i>Like Wessex Water, Bristol Water uses carbon to run its sites, fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing energy and chemical use.</i> • <i>It is also moving towards greener treatment processes, where possible</i> 	
Removing everyone from water poverty	<ul style="list-style-type: none"> • <i>Bristol Water has helped many households afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes</i> • <i>There are likely to be many more households in the Bristol Water region who need help in the future to eradicate water poverty</i> 	
Wessex and Bournemouth		
Reduce sewage spills in further 45 locations	<ul style="list-style-type: none"> • <i>As above</i> 	
Reduce carbon & pollutants from sewer sludge	<ul style="list-style-type: none"> • <i>As above</i> 	
Operationally net zero	<ul style="list-style-type: none"> • <i>As above</i> 	
350,000 smart meters and water efficiency support	<ul style="list-style-type: none"> • 	
Replace 20,000 lead pipes	<ul style="list-style-type: none"> • 	
Operationally net zero	<ul style="list-style-type: none"> • 	
Removing everyone from water poverty	<ul style="list-style-type: none"> • 	

Now I'll read out some background about an additional investment for [xxx]. (use info in column above)

SLIDE xx Show target summary (big screen)



SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan.

- How do you feel about the proposed target set for this investment?
- Does it feel too ambitious/not ambitious enough/about right?

- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2050** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE XX (STIMULUS Proposed plan cost) moderator to explain the slide – that this is for both water companies who send combined bills (5 mins)

Discussions

- Response to the summary of bill impacts over the 2025-30 period
- How affordable is it?
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?
- How are you feeling about the plan?
- How are you feeling about Wessex Water?
- How are you feeling about Bristol Water

Focus on the shorter-term (MUST-DO business plan) – 15 minutes

Moderator (5 mins)

SLIDE xx & xx Introduce overview and summary of the 'must-do' business plan

- Talk through the areas that will revise the bill changes down (*STIMULUS least cost alternative*)
- *SLIDE xx proposed bill change* based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)
- *Slide xx proposed/must-do bill changes side by side*

Discussions

- How do you feel about the 'least cost/must do' plan
- Which of the 5 areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan impact your business/organisation?

Wrap up and post-task – 5 minutes

Moderator



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Thank you very much for all of your input so far. We really appreciate your time and engagement.

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today.

NHH FOCUS GROUP

Online – part 1

May 2023



An introduction to water and wastewater services

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some premises have 2 separate suppliers e.g. customers in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

Water companies are regional: people and businesses have to receive water services from the company that covers where they live

Unlike household customers, business customers can choose their water and sewerage retailer. The retailer provides billing services and is the first point of contact for business customers for all service matters.

The water companies (also known as the 'wholesaler') manage the water and sewerage services.

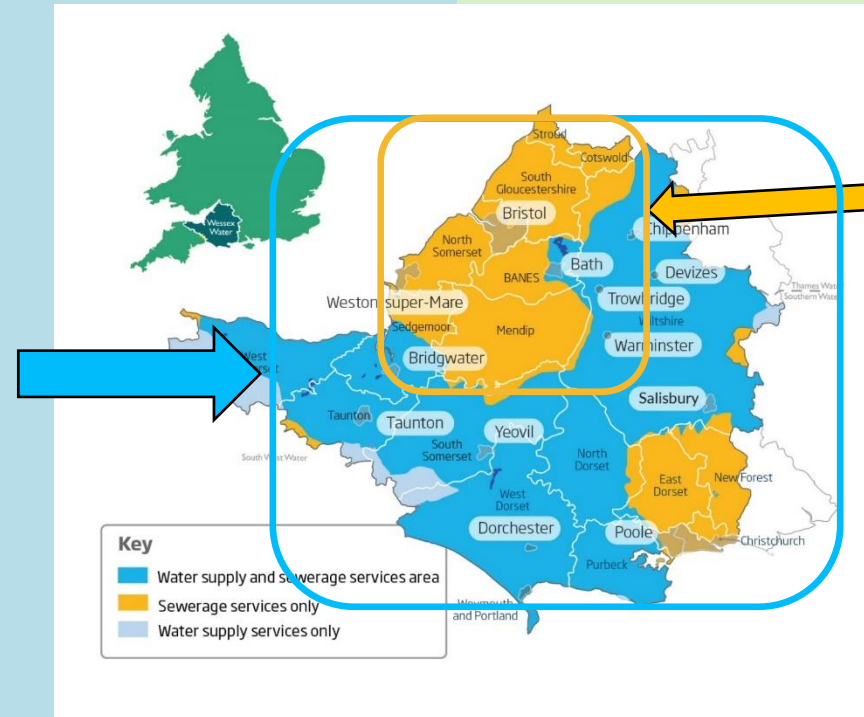


This is the Wessex Water region

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Wessex Water
 YTL GROUP



This is the Bristol Water region



Wessex Water provides essential water services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

This is the Bristol Water region

It provides water supply services for:

- 1.2m people
- 35,000 businesses

Wessex Water provides the sewerage services

Businesses in the region receive water from Bristol Water and waste water from Wessex Water, but primarily deal with their retailer who bills them and provides customer services.

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



5. Wastewater is collected and piped to sewage pumping stations



Wastewater services



6. Wastewater treated at recycling centres & returned to the environment

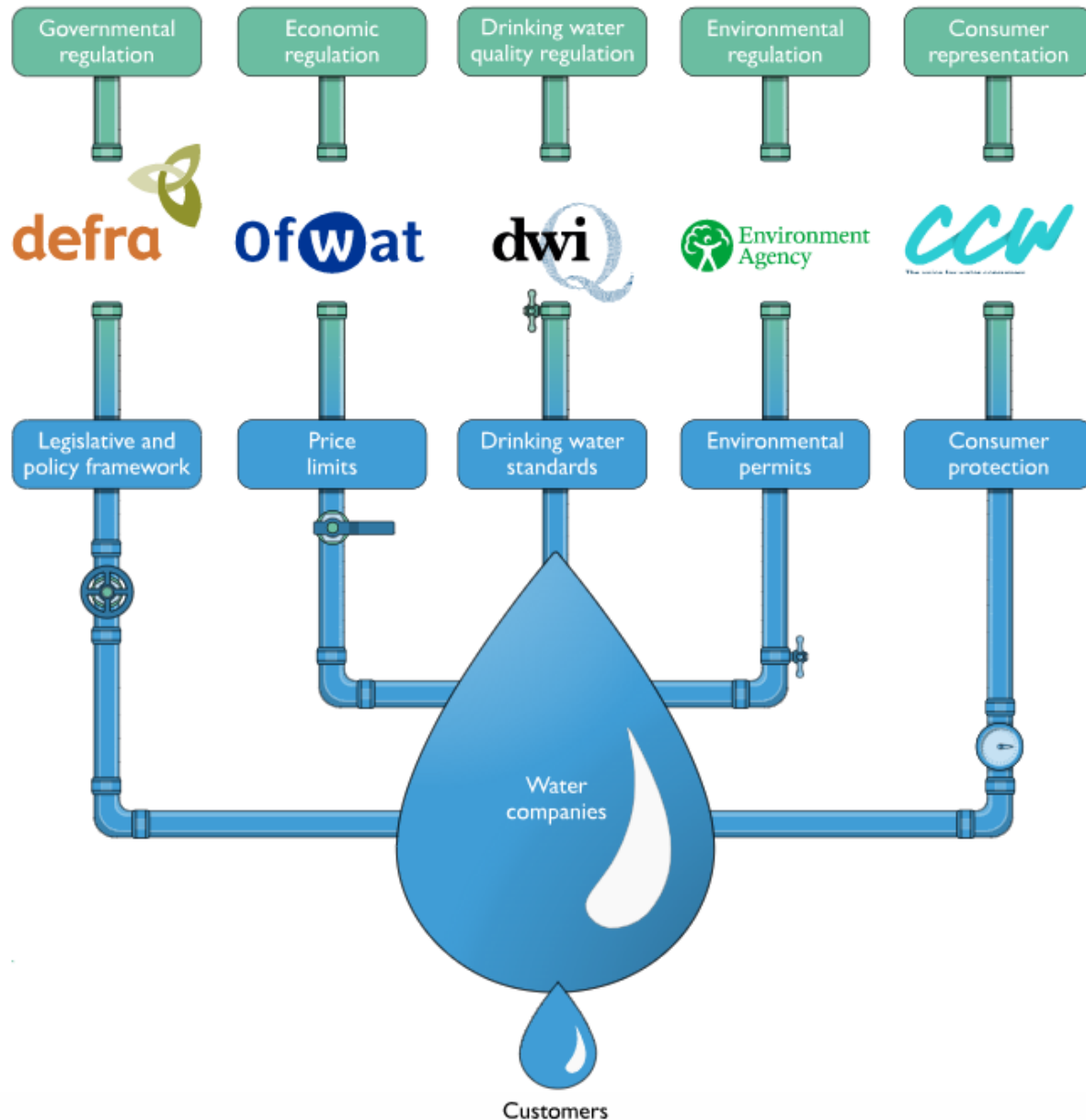


1. Water is collected groundwater, reservoirs or rivers and treated

FOR YOU. FOR LIFE.
Wessex Water
 YTL GROUP 

The role of the retailer
7. Customer services and billing

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

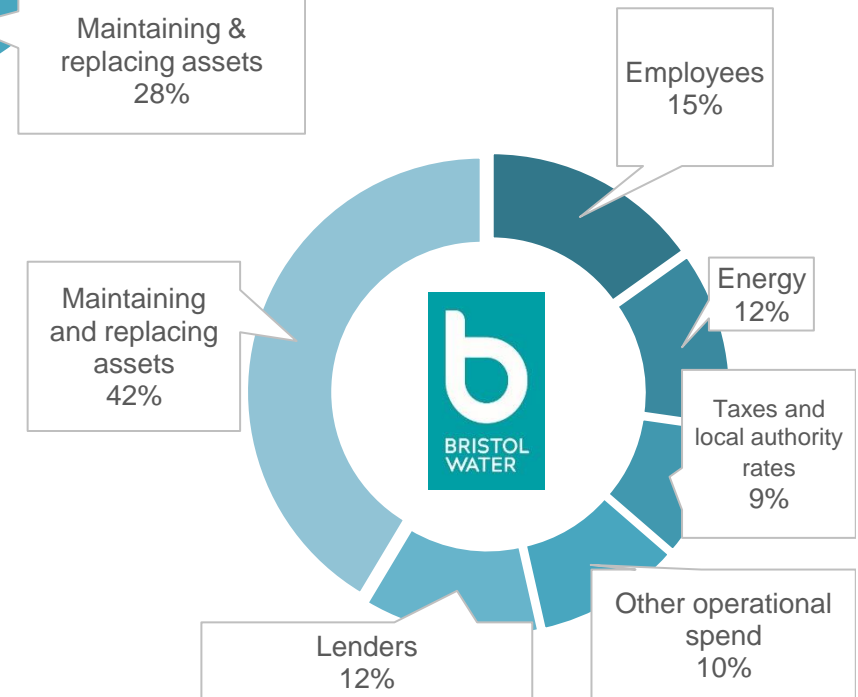
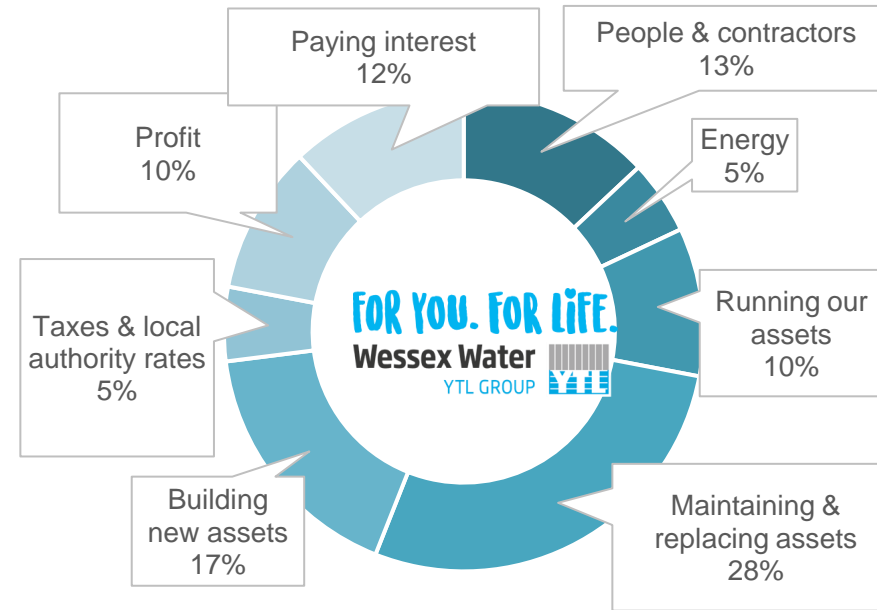
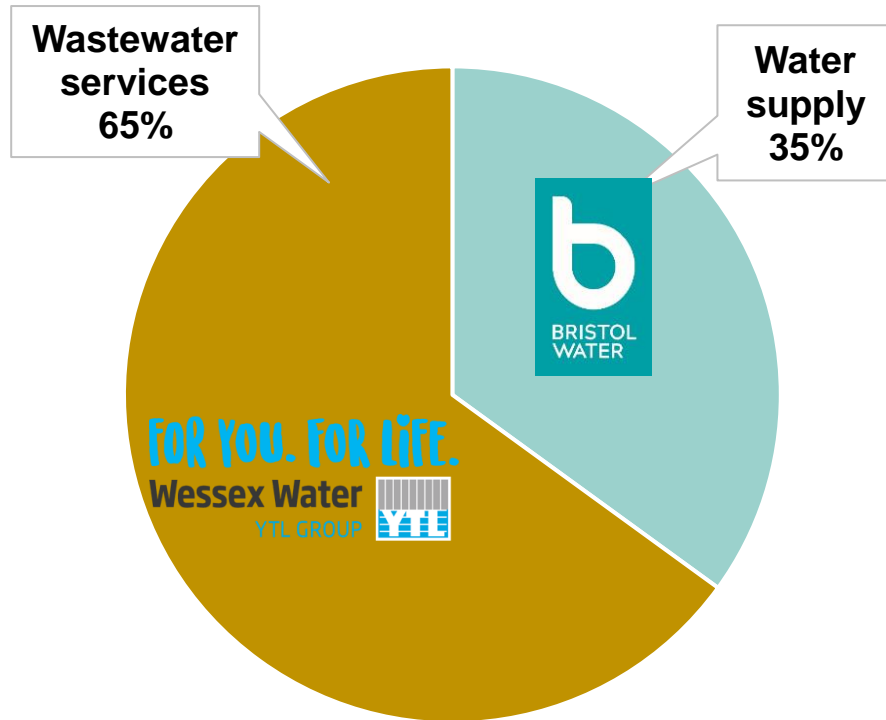
CCW: Consumer Council for Water



What impressions do you have
of your water company?

Bill breakdown

Split for every £1 spent for an average customer



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

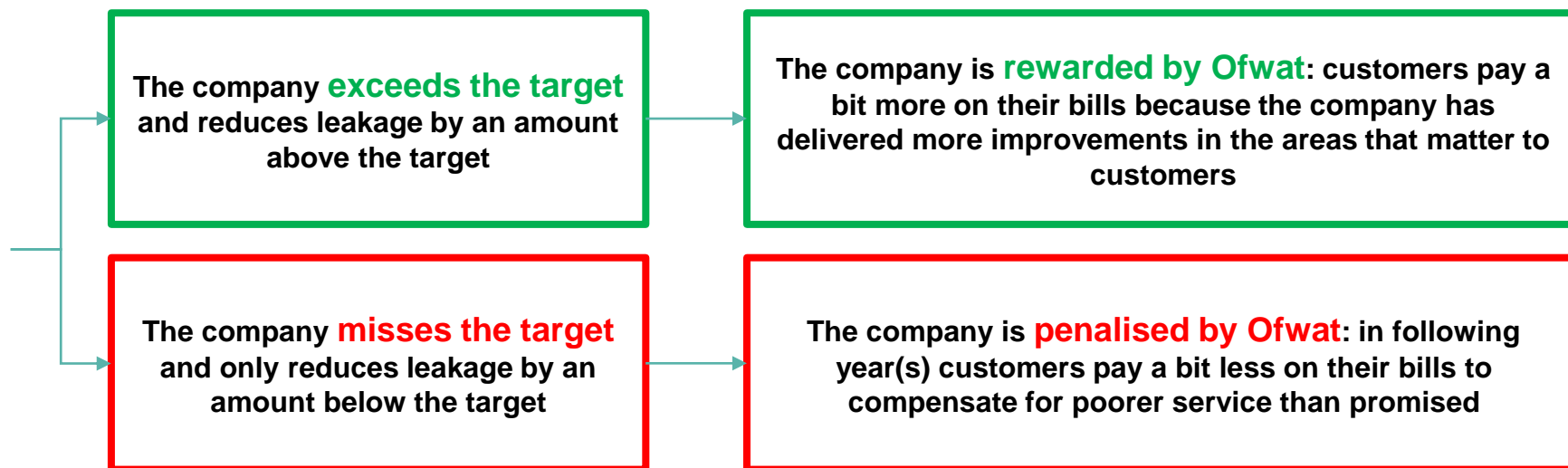
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £16 to an average non household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills
- Customer bills have increased by an average of £1 for the current year in response.

PART TWO

Next we are showing you how Wessex Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes properties are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all properties in the region
- Please read the information and consider where you are happy with Wessex Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

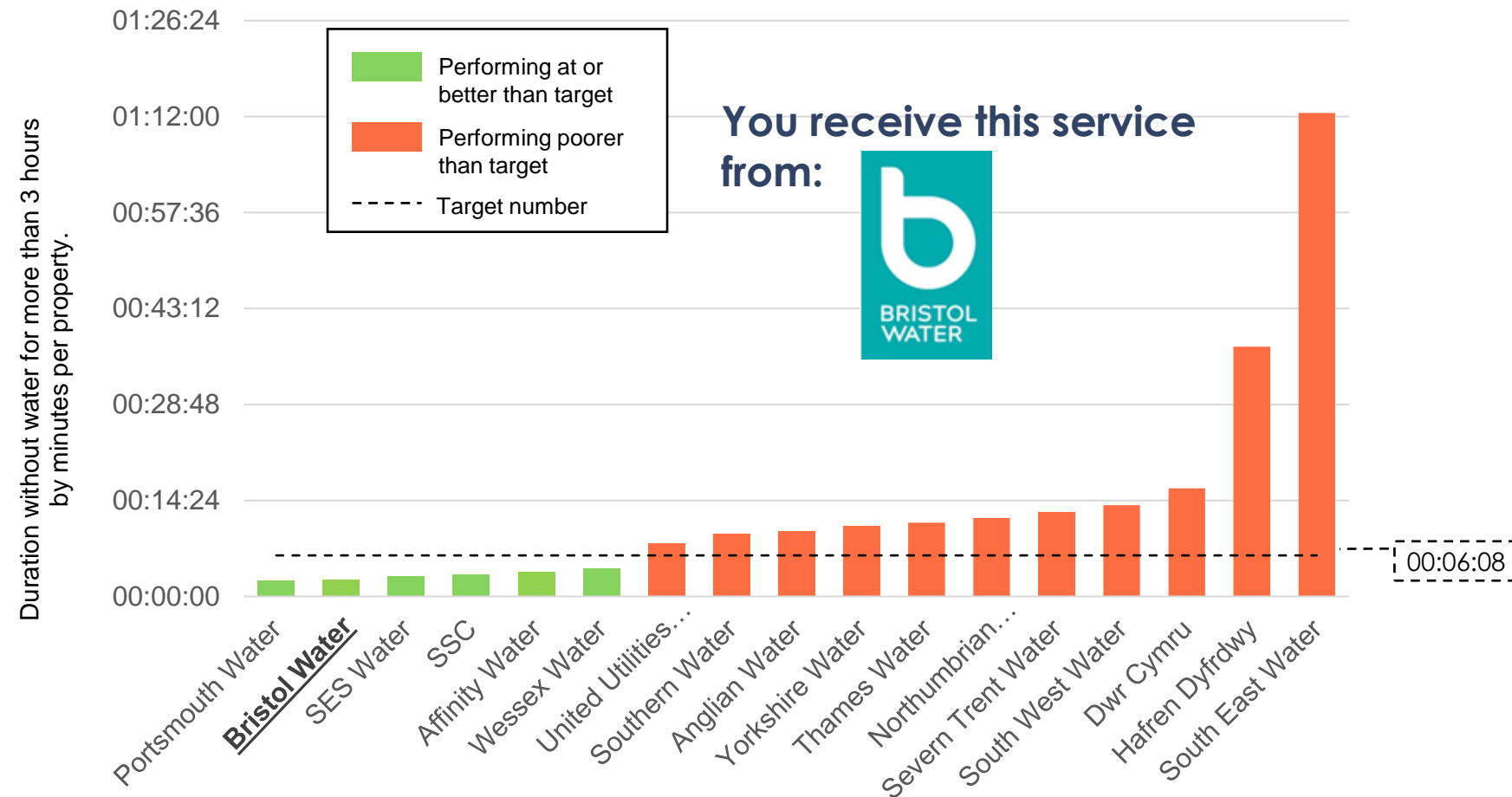
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

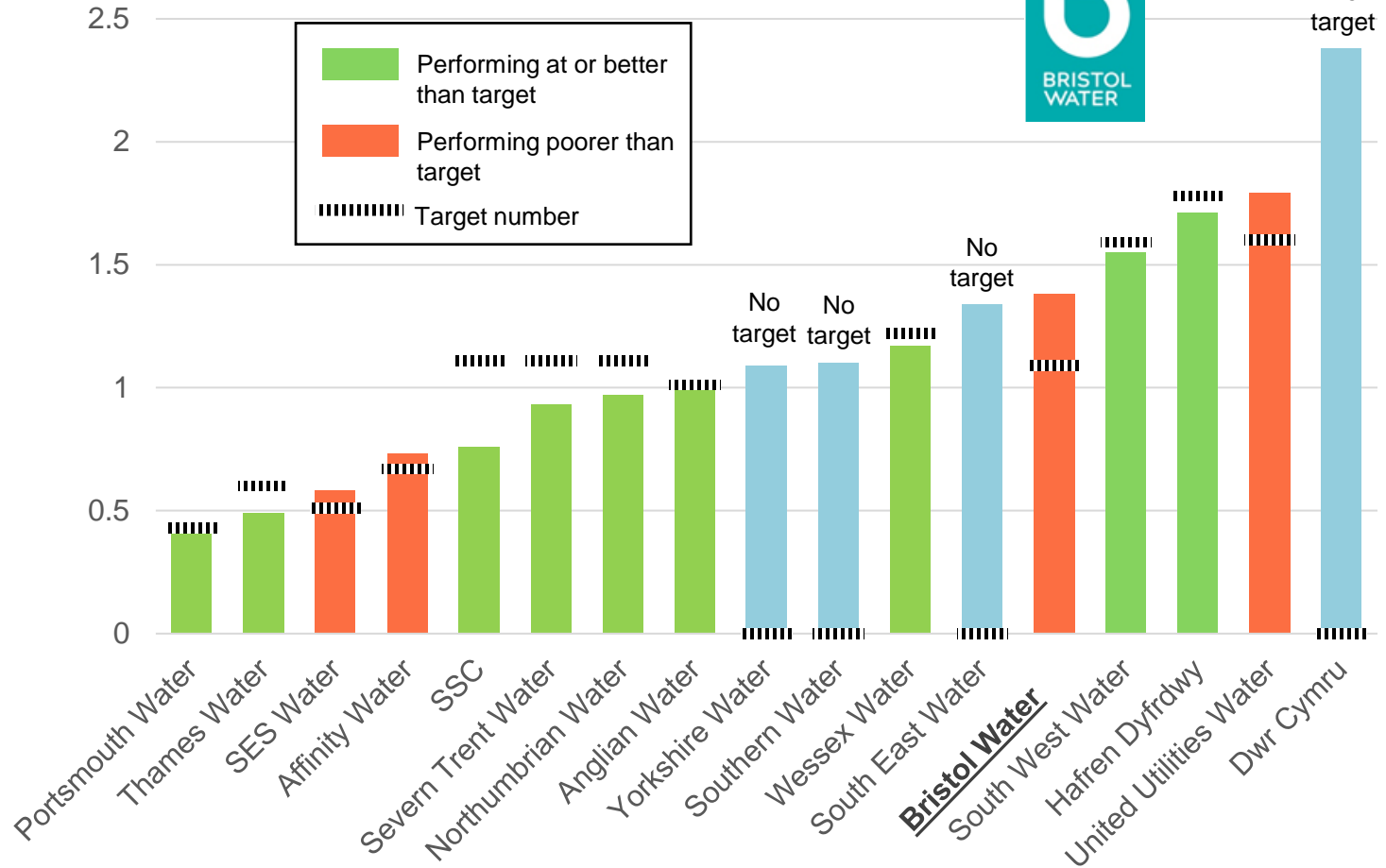


Number of customer contacts received regarding incidents, per 1,000 population.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



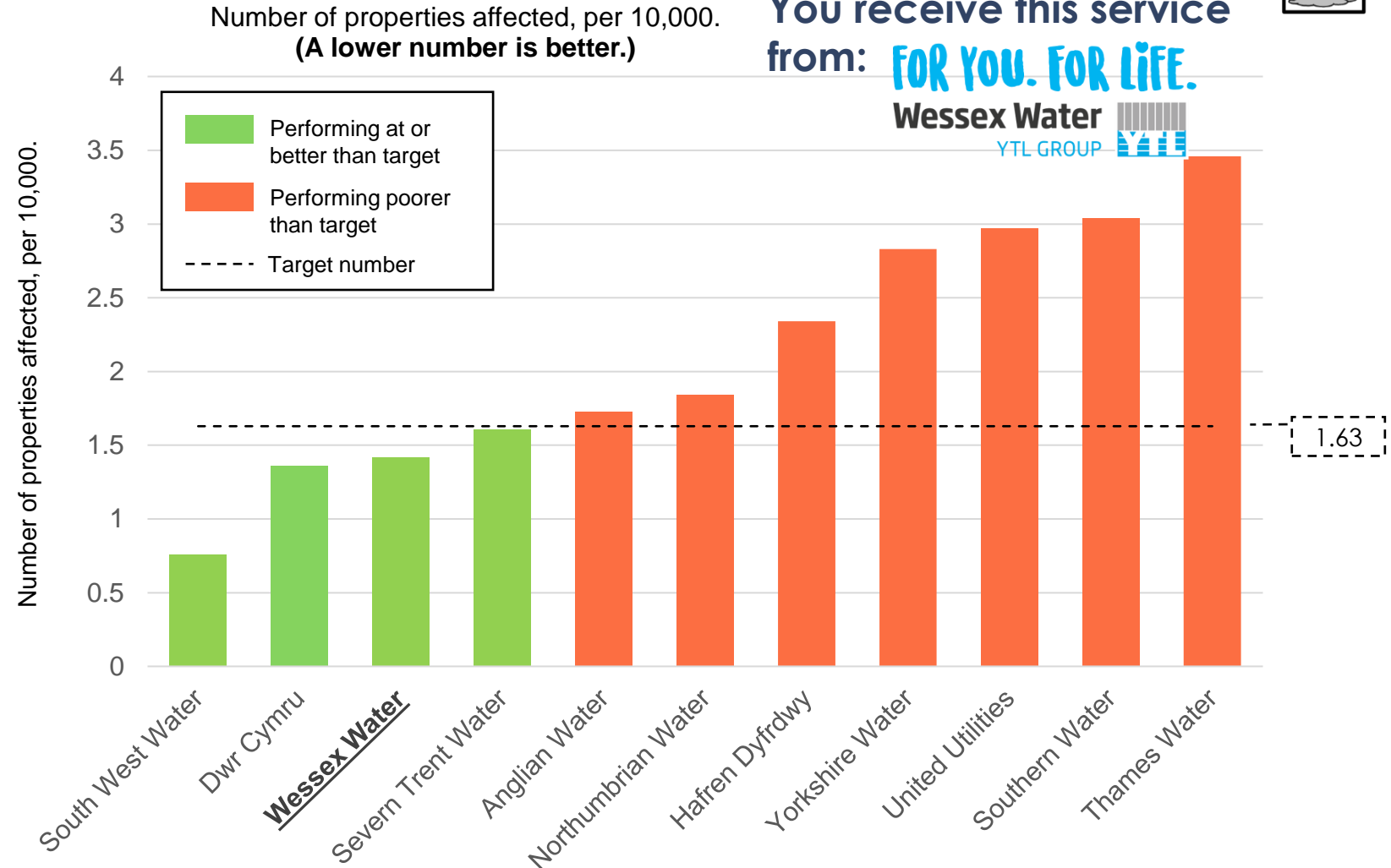
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

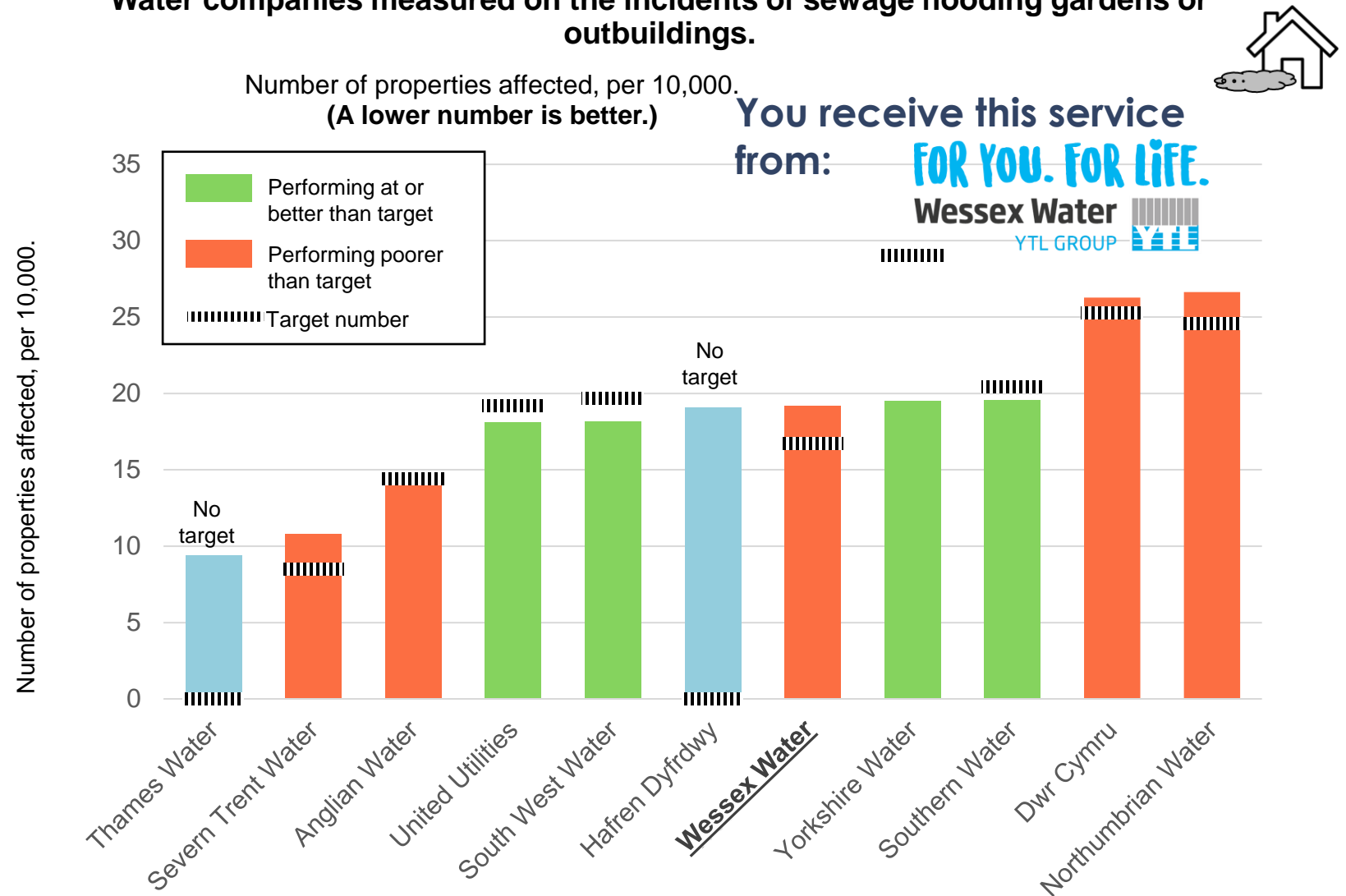
An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)



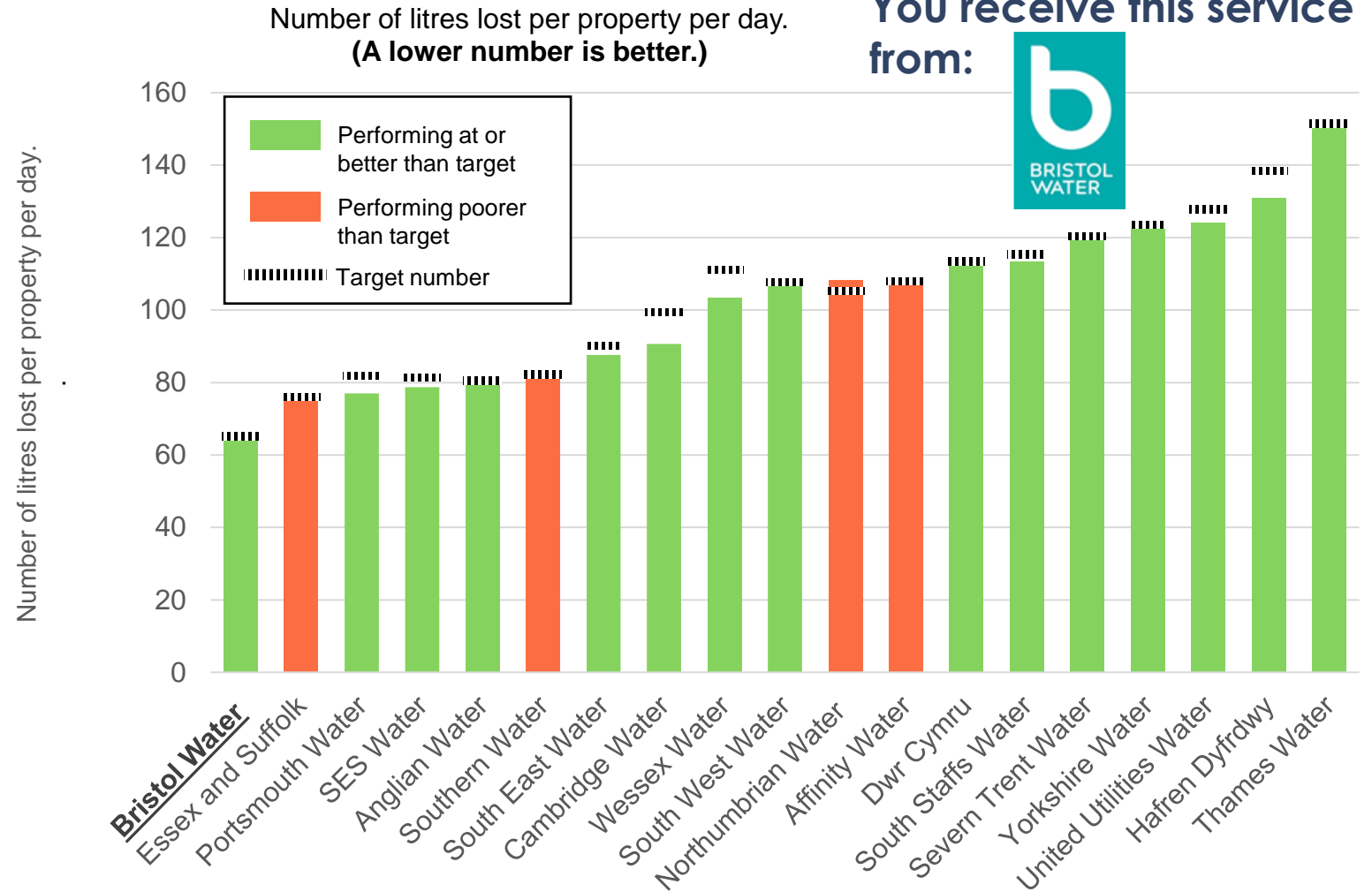
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

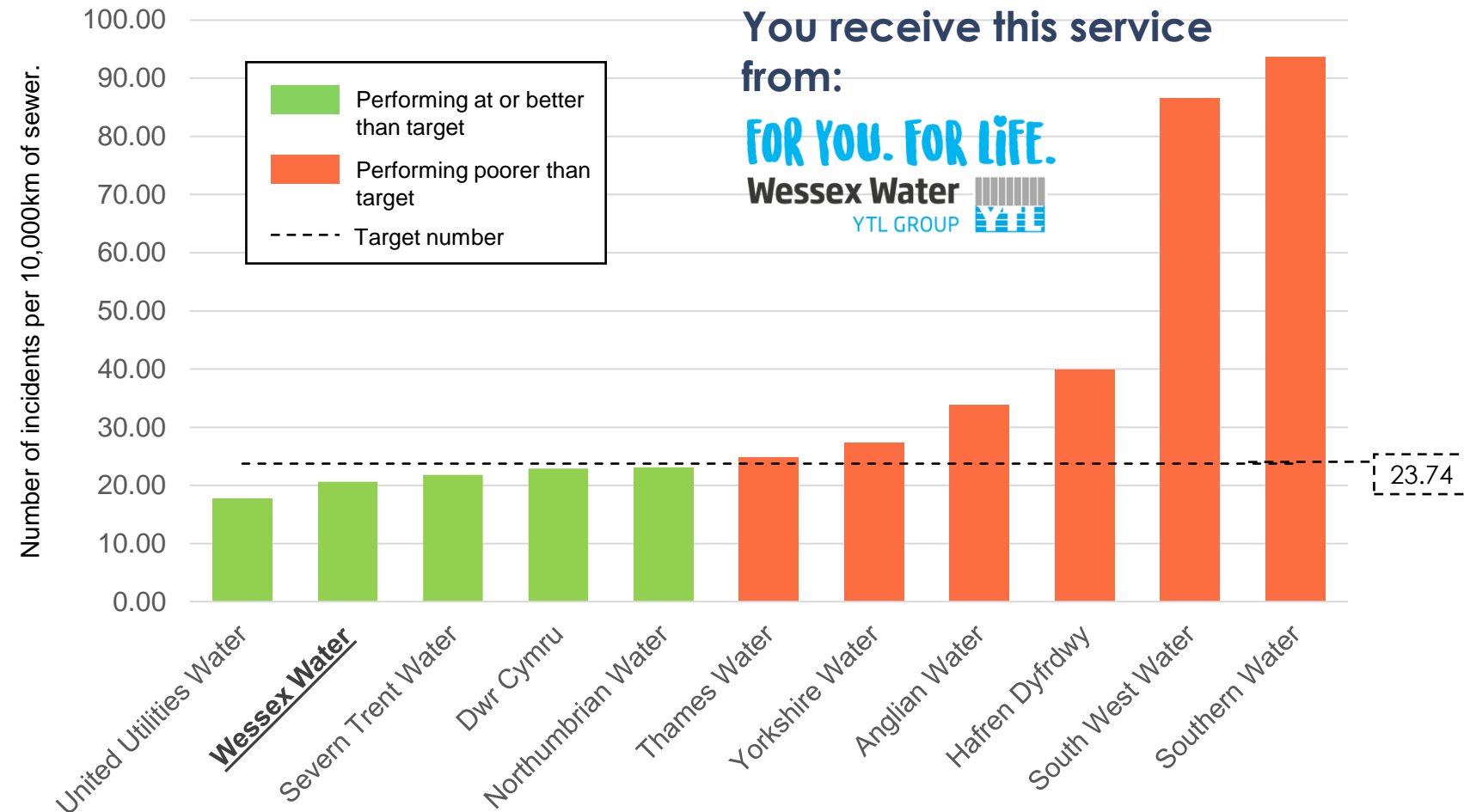
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.



Number of incidents per 10,000km of sewer.
(A lower number is better.)





Supply interruptions



Water Quality



Internal sewer flooding



External sewer flooding



Leakage





















Pollution

What impressions do you have of the performance?

Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£7
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £12.50
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	£9.50
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£3.50

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Reaching net zero

Population changes



- Meeting supply & waster needs for new housing
- Managing pollution risks from increasing sewer use
- Building sustainable drainage for storm water

New and existing statutory requirements



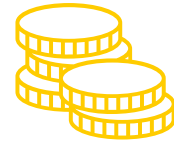
Managing:

- Pollution risks
- Sustainable water 'abstraction'
- Supply & demand: reducing what we use

Protecting rivers and coasts & environmental protections

Water quality

Economic factors



- Cost of living crisis
- Rising costs for businesses
- Affordability of bills
- Inflation



Wessex Water has 5 long term outcomes as a wastewater services provider

This is what they aim to achieve by 2050

Affordable bills



Zero water poverty – no households spending more than 5% of their disposable income on their water bill

Effective sewerage system



Halve the impact of sewer flooding on our customers

Net zero carbon



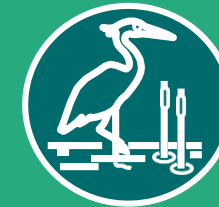
Be a net zero carbon business by 2040

Great river & coastal water



- To restore the quality of our rivers and coastal waters
- Zero pollution incidents

Biodiversity



Double our contribution to the region's biodiversity



Bristol Water has 4 long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boosting water resources and supply resilience

Balancing the needs of customers and communities with those of the environment, by reducing demand and abstracting sustainably. Providing resilience by developing geographically connected supplies.

Maintain top quality drinking water supplies

High quality water delivered to homes and business through smart networks, making it very rare for customers to experience any issues with their water supply.

Boosting biodiversity, nature recovery and protecting the planet

Working together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Bristol Water's business will be net zero.

Trusted customer and community experiences

Providing a great experience for customers & communities when they interact with Bristol Water. Through open data and the way Bristol Water work, they will be transparent and trusted.

1

Proposed plan

This is Bristol Water & Wessex Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows Bristol Water & Wessex Water to carry out the work that they are required to do by law

Also the **least cost** plan

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

		2050 goals	Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13	Reducing sewage spills in further 45 locations	£14
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 	Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040					Operationally net zero	£5
							Remove carbon & pollutants from sewer sludge	£9
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population			Reducing leakage by 8%	£9.50	Smart meters and water efficiency support	£4.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 	Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 30,000 lead pipes	£4.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 	Protect natural resources	£2.50			Net zero operational emissions	£16.50
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service					Removing everyone from water poverty	£7

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP



What will it mean for bills?

This proposed plan will have an impact on customers' bills.

A £1000 bill today would increase by £62/month by 2030.

This breaks down as:

- £23 to meet the investment required by the regulators (*the blue and grey investments*)
- £9 to meet the investments we propose over and above this (*the white investments*)
- £30 to meet inflation

NHH FOCUS GROUP

Online – part 2

May 2023





Wessex Water has 5 long term outcomes as a wastewater services provider

This is what they aim to achieve by 2050

Affordable bills



Zero water poverty – no households spending more than 5% of their disposable income on their water bill

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Halve the impact of sewer flooding on our customers

Net zero carbon



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Great river & coastal water



- To restore the quality of our rivers and coastal waters
- Zero pollution incidents

Biodiversity



Double our contribution to the region's biodiversity



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A £1000 bill today would increase by £62/month by 2030.

This breaks down as:

- **£23 to meet the investment required** by the regulators (*the blue and grey investments*)
- **£9 to meet the investments we propose** over and above this (*the white investments*)
- **£30 to meet inflation**

An effective sewerage system

Legally required
No say

Reducing the
number of sewage
spills in 150
locations

£28



2050 target:

To halve the number of sewer flooding incidents.



Storm overflows

When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,300 for Wessex Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £28 to a £1,000 water bill.



2050 target

To restore the quality of rivers and coastal waters

Legally required
No say

**Nutrient removal
and river water
quality monitoring**

£56



The services that water companies provide must comply with environmental laws in England/Wales, as well as UK/Welsh Government policy.

- Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there
- A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built
- As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country
- Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity

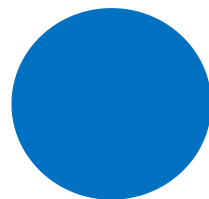
Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £56 to a £1,000 water bill.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£4.50



2050 target: High quality drinking water



Continue to deliver clean and safe tap water

Invest £26 million to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

Investing in:

- Catchment management to manage water quality issues at source
- Major upgrades to 3 treatment works

Bristol Water will need to spend £26m to meet these requirements for 2025-2030, and this will add £4.50 to a £1,000 water bill.

Legally required / must-do

Protect natural resources

£2.50



2050 target: Doubling natural capital (the wealth of natural resources) on our sites and those that we interact with



Protect natural resources

- Invest **£12 million** to protect and enhance wildlife, for example by:
- Working with partners and landowners to remove weirs or include fish and eel pass installations to ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non – native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought.

Bristol Water will need to spend £12m to meet these requirements for 2025-2030, and this will add £2.50 to a £1,000 water bill.



How acceptable or unacceptable do you find these legally required investments?

Legally required / *must-do*

**Reducing the
number of
sewage spills
in 150
locations**

£28 per year

**Nutrient
removal and
river water
quality
monitoring**

£56 per year

**Continue to
deliver clean
and safe tap
water**

**£4.50 per
year**

**Protect
natural
resources**

**£4.50 per
year**

Bristol Water & Wessex Water's proposed 5 year targets – your feedback on these

Must do investments where there is little flexibility in when or how they are delivered



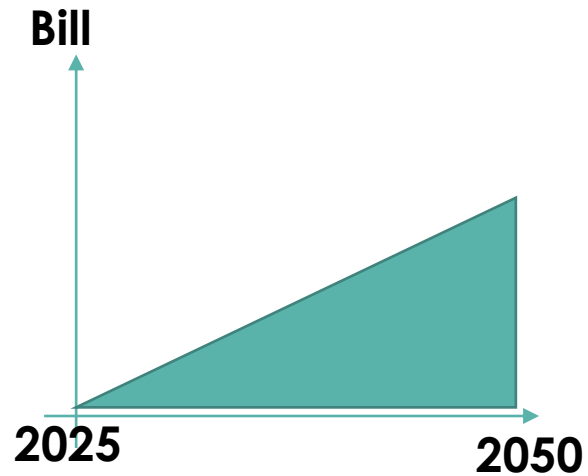
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Longer term investments – your input on how and when they do these...

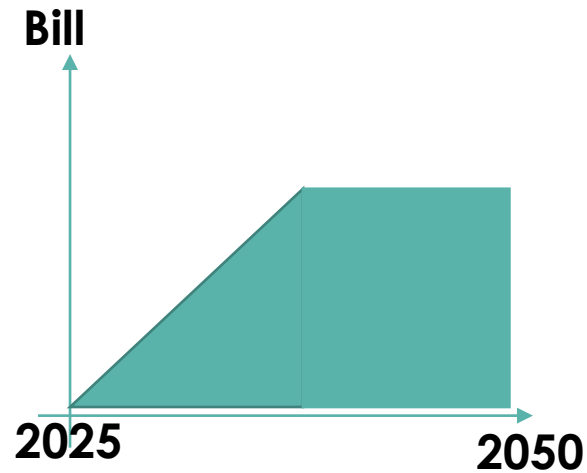
Components of the plan where there is more flexibility on how or when they are delivered

	2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13	Reducing sewage spills in further 45 locations	£14
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£5
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£9.50	Smart meters and water efficiency support	£4.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 30,000 lead pipes	£4.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£2.50			Net zero operational emissions	£16.50
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£7



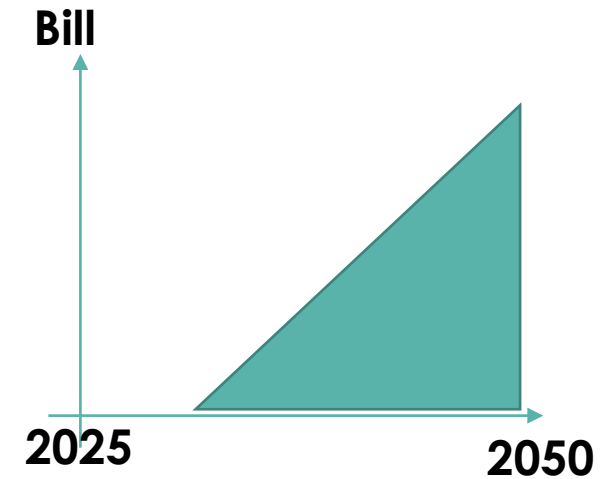
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£5

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £5 to a £1,000 water bill.

Net zero carbon and biodiversity

The long term ambition is to be net zero (i.e. 100% carbon offset) by 2040 .

Discretionary investments
You decide

Making all operations net zero

£5

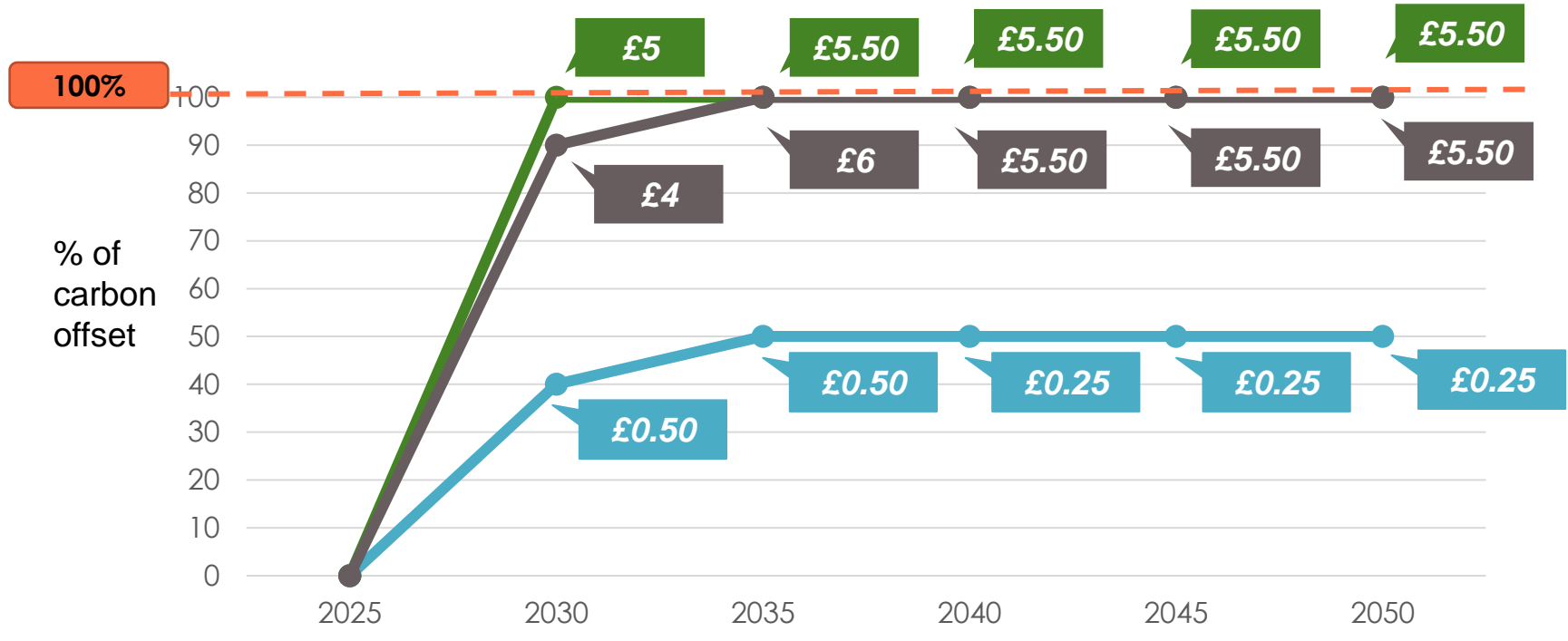
A is the proposed plan.

B is the less ambitious plan

C delays investment in the short term

How would you like Wessex Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



- A: Full operational net zero by 2030
- B: Reach 50% operational net zero by 2035 and stay at that level
- C: Delay investment: Operational net zero by 2035



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£9

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £9 to a £1,000 water bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Removing micro pollutants

£9

A is the proposed plan.

B is the minimum requirement plan

C is a back up plan for option A

The long term ambition is to be a net zero business by 2040.

How would you like Wessex Water to invest?

A Proposed:

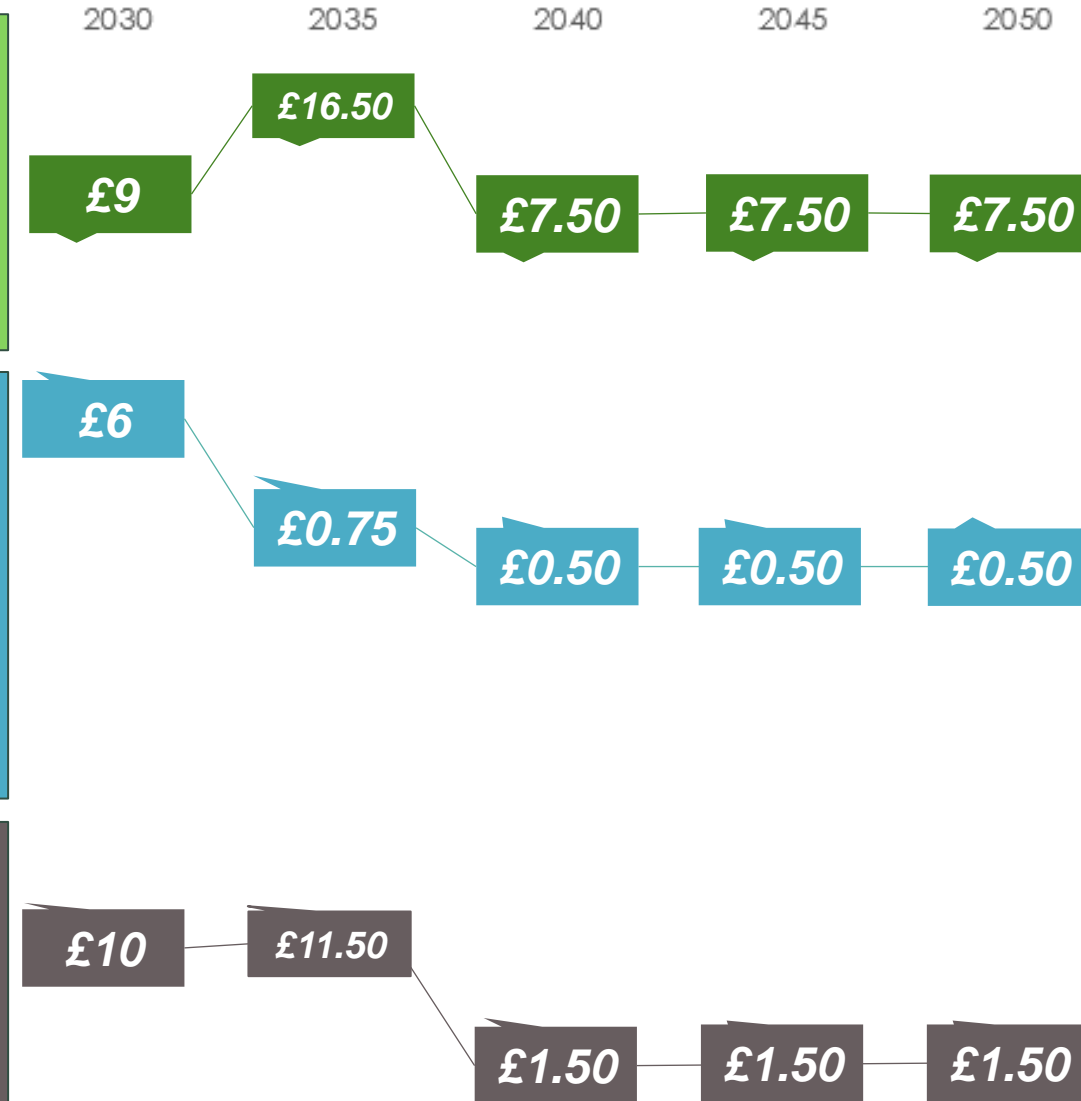
Trialling & implementing new technologies to turn the sludge into a material that does not have any carbon emissions & also destroys micropollutants in the sludge such as microplastics so these wouldn't be spread to land.

B: 'Least cost' option:

- Continue to spread sludge to land by building more storage barns to cope with increasing volumes.
 - Test new sludge treatment technologies in the near term in readiness for any future legislation changes, but not roll these out.
- NB This option does not reduce carbon impact nor provide a new way to dispose of sludge.

C - Back up: If proposed plans don't work – and the ability to spread to land is significantly reduced, Wessex Water would have to install (carbon intensive) incinerators and dryers at some sites to burn the sludge. This would remove the micropollutants in the sludge

Bill impact by end of each 5 year period



An effective sewerage system



2050 target:
 To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage spills in a further 45 locations

£13.50

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £13.50 to a £1,000 water bill.

An effective sewerage system

Discretionary investments
You decide

Reducing sewage spills in further 45 locations

£13.50

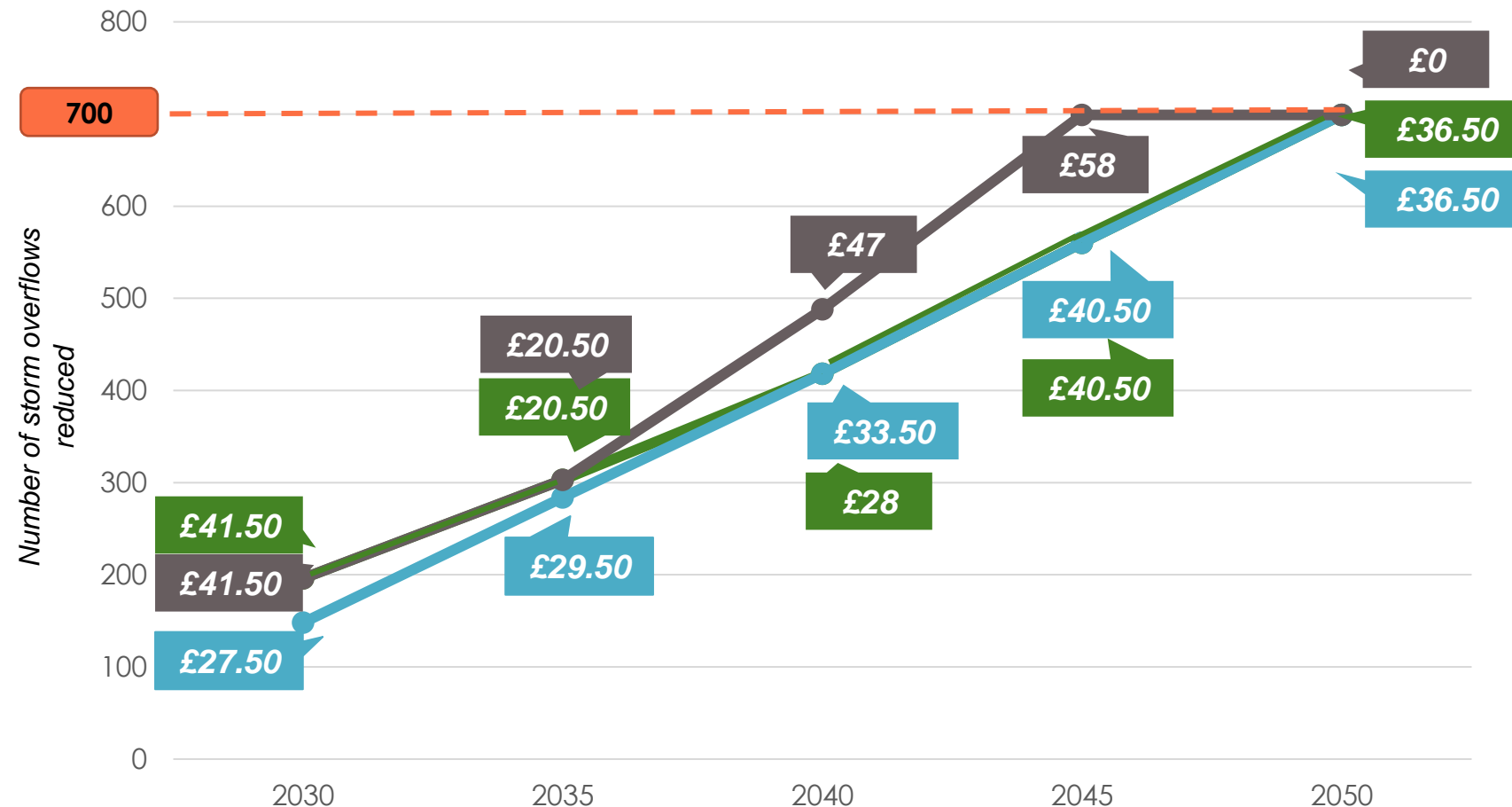
A is the proposed plan.

B is the legally required plan.

C accelerates the delivery to 2045 instead of 2050

The long-term ambition is for the spills from almost 700 overflows to be reduced in line with 2050 legislative targets

How would you like Wessex Water to pace this investment?



● A: Proposal is to move faster than legal requirement, adding another £11 to 2025-30 bill

● B: Least cost (legally required) plan - this £23 impact already covered earlier

● C: this plan accelerates meeting the target - almost 700 storm overflows reduced by 2045



2050 target:

Replace 130,000 lead communication and supply pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£4.50 by 2030

Proposal for replacing lead pipes

- Replace 30,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bristol Water plans to spend £32 million to Replace 30,000 lead pipes by 2030. This would add £4.50 to a £1,000 water bill.

Maintain top quality drinking water supplies

The long term ambition is to replace 130,000 lead pipes by 2050

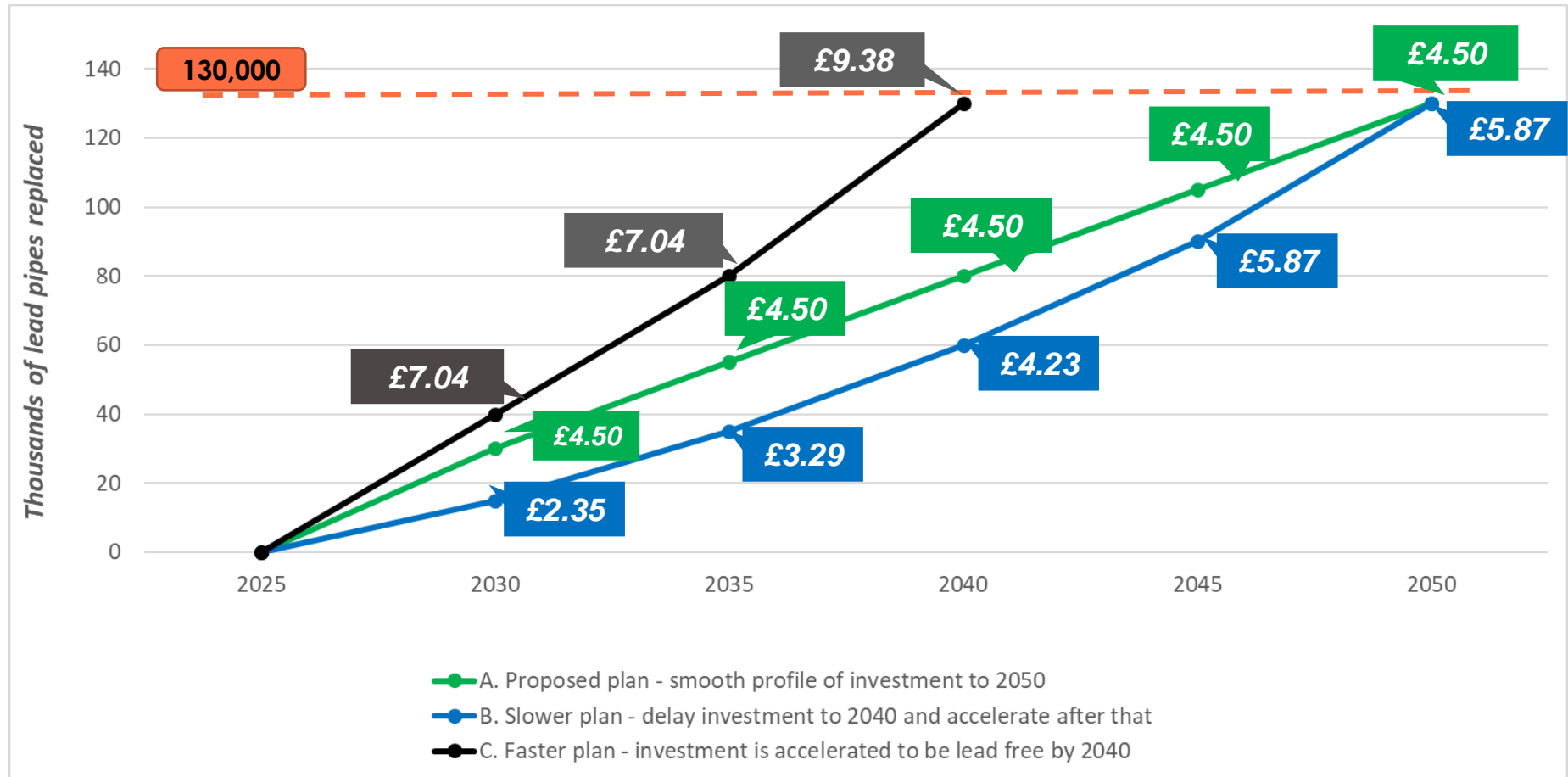
How would you like Bristol Water to pace this investment?

Longer term investments
You decide

Replacing lead pipes

£4.50 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the less ambitious plan

C is the more ambitious plan

Discretionary investments
You decide

Installing smart meters

£4.50 by 2030



2040 target:

Installing 500,000 smart meters by 2040 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 175,000 smart meters by 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bristol Water plans to spend £26 million to install 175,000 smart meters by 2030. This would add £4.50 to a £1,000 water bill.

Boosting water resources & supply resilience

Longer term investments
You decide

Installing smart meters

£4.50 by 2030

A is the proposed plan

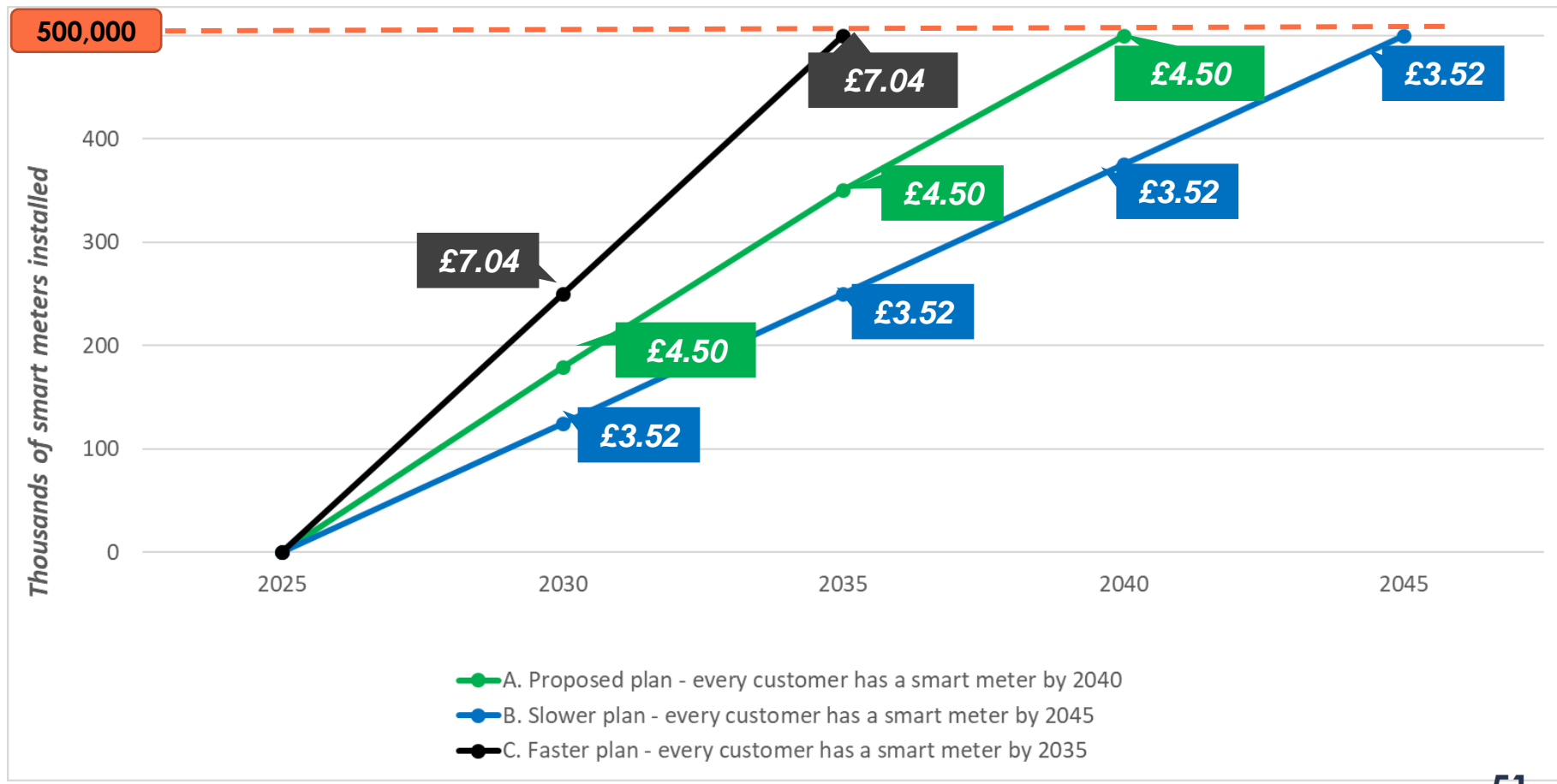
B is the less ambitious plan

C is the more ambitious plan

The long term ambition is to install 500,000 smart meters by 2040

How would you like Bristol Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Net zero operational
emissions

£16.50 by 2030



2050 target:

Net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by Bristol Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions

Bristol Water propose to spend £105m on making all operations net zero, and this would add £16.50 to the average bill.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

How would you like Bristol Water to pace this investment?

Longer term investments
You decide

Net zero operational emissions

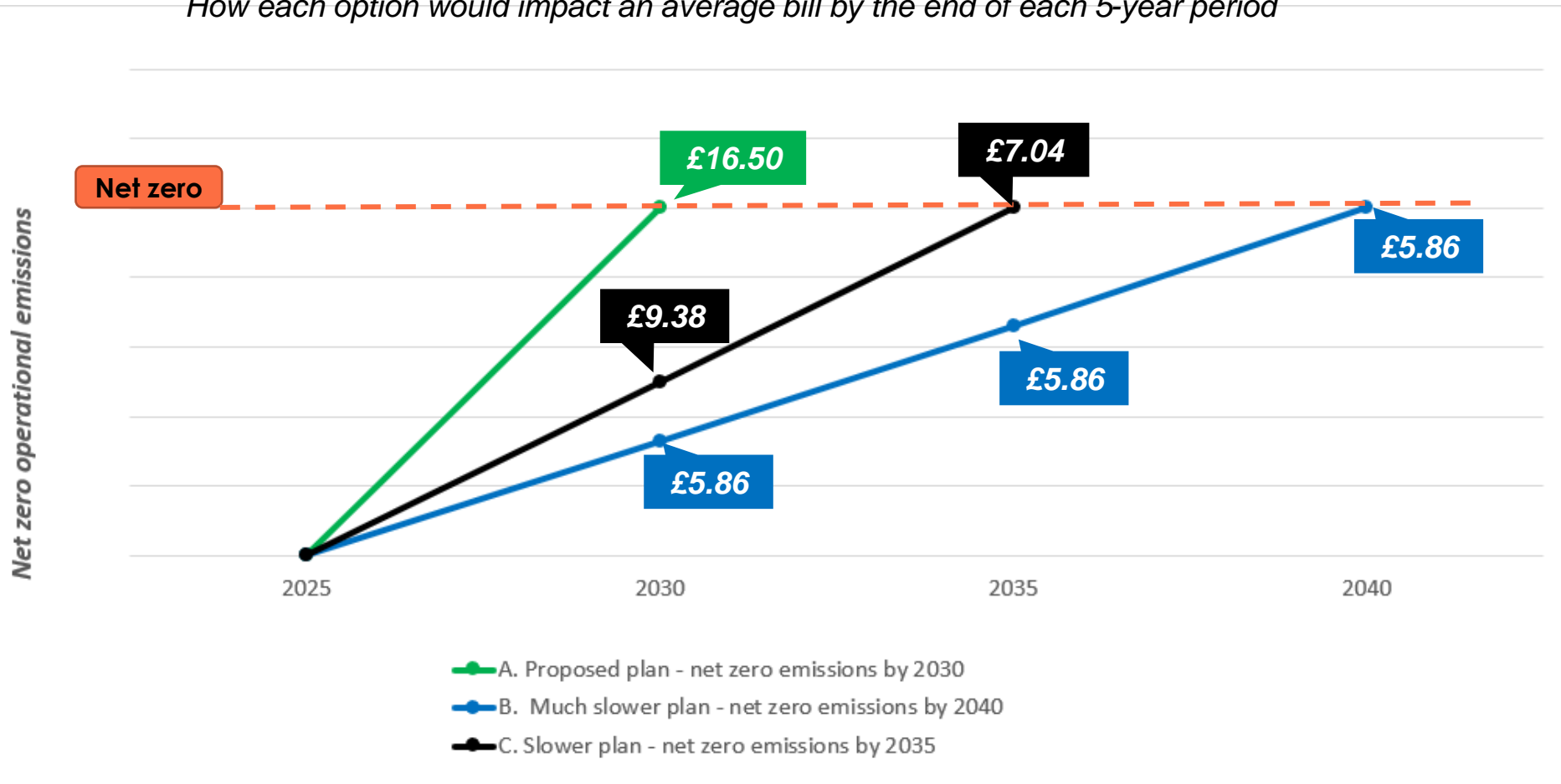
£16.50 by 2030

A is the proposed plan

B delays investment further

C is the middle option

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Removing everyone
from water poverty

£7 by 2030



2050 target:

Zero water poverty – no one spending more than 2% of their disposable income on their water bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 25,000 additional households

- Doubling the number of households supported by social tariffs

This will increase a £1,000 bill by £7 as a cross subsidy to customers less able to pay.

In additional, Bristol Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy

Trusted customer and community experiences

With rising bills, 25,000 additional households will be in water poverty. Bristol Water plans to support all these additional households.

Discretionary investments
You decide

Removing everyone from water poverty

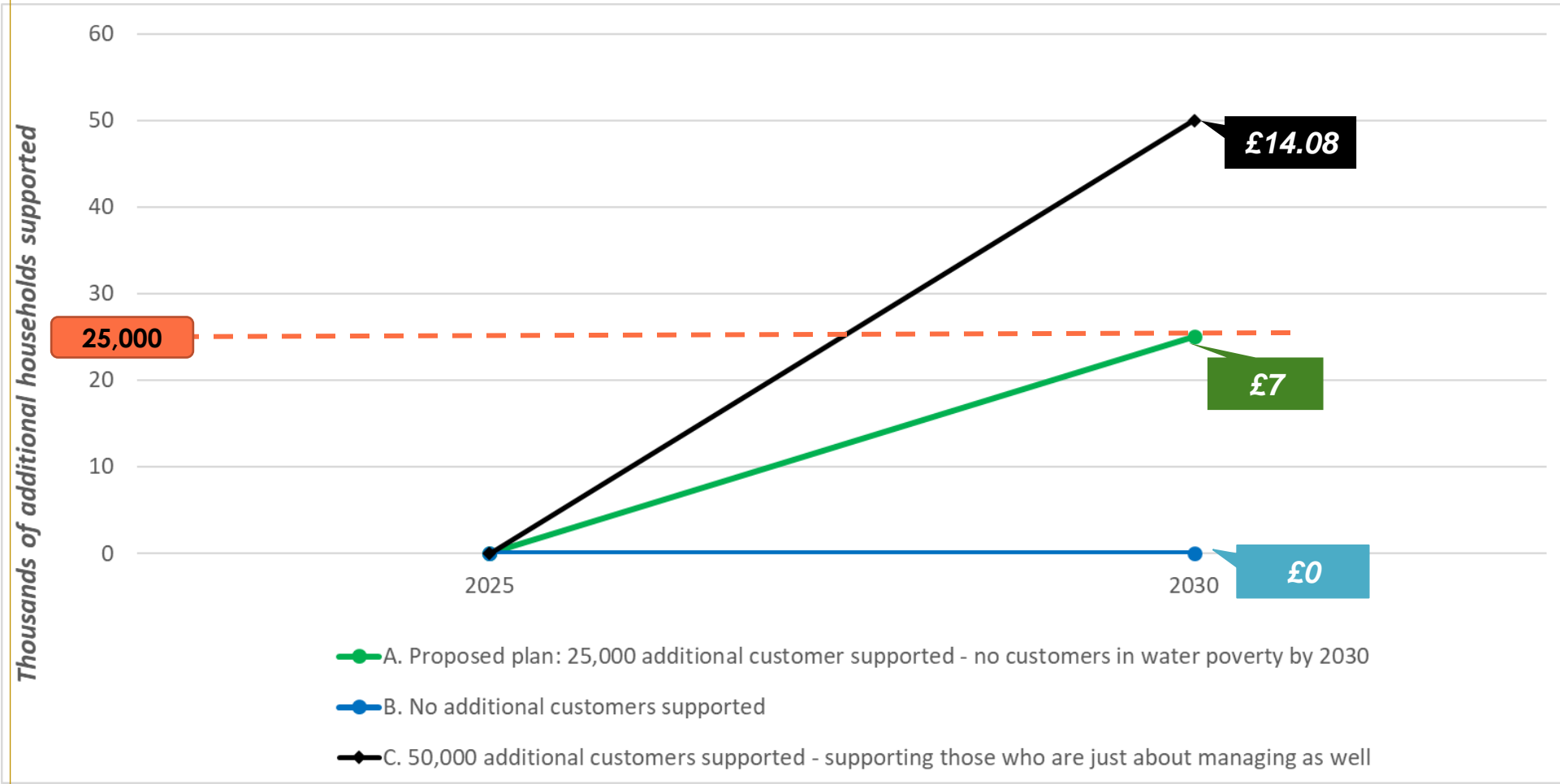
£7

A is the proposed plan

B is the less ambitious plan

C is the more ambitious plan

How would you like Bristol Water to pace this investment?



What would this proposed plan cost?

When you add the investment in each area, a £1,000 bill will increase by, on average, £62 a month (£746 a year) by 2030. This includes:

- £123 a month of investment that regulators say we must make (statutory investment)
- £9 a month of investment that we want to make to maintain and improve our services to you, and
- £30 a month of inflation.



NB You will see a personalised bill prediction at the end of the session

**‘Must do’
business plan**

		2050 goals			Legally required <i>Must-do</i>	5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>	
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13		
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Delay eradication of water poverty	£3.50
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£4.50
								Remove carbon & pollutants from sewer sludge	£2.50
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£9.50	Slower rollout of smart meters	£3.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 10,000 lead pipes	£2.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 						Delay net zero operational emissions	£6
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Around 25,000 customers are in water poverty	£0

2050 goals

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

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Removing water poverty by 2040	£3.50
Barn storage for sludge	£2.50
Delay net zero investment	£4.50

There are 7 areas where Wessex Water & Bristol can reduce the cost of the plan

Removing everyone from water poverty. Aim to remove everyone from water poverty by 2040 (not 2030)

Continue to spread sludge to land (more storage barns) & test new sludge treatment tech. Option does not reduce carbon impact nor provide a new way to dispose of sludge.

Net zero emissions. Reach 50% net zero operational emissions and stay at that level.

Bristol Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

b
BRISTOL WATER

Slower rollout of smart meters	£3.50
Replace 10,000 lead pipes	£2.50
Net Zero operational emissions 2040	£6
Around 25,000 customers are in water poverty	£0

Slower smart meter rollout. Aim to install 500,000 smart meters by 2045 (not 2040)

It can reduce **lead replacement** from 20k pipes to 10k by 2030

Net zero emissions. Aim to have net zero operational emissions by 2040 (not 2030)

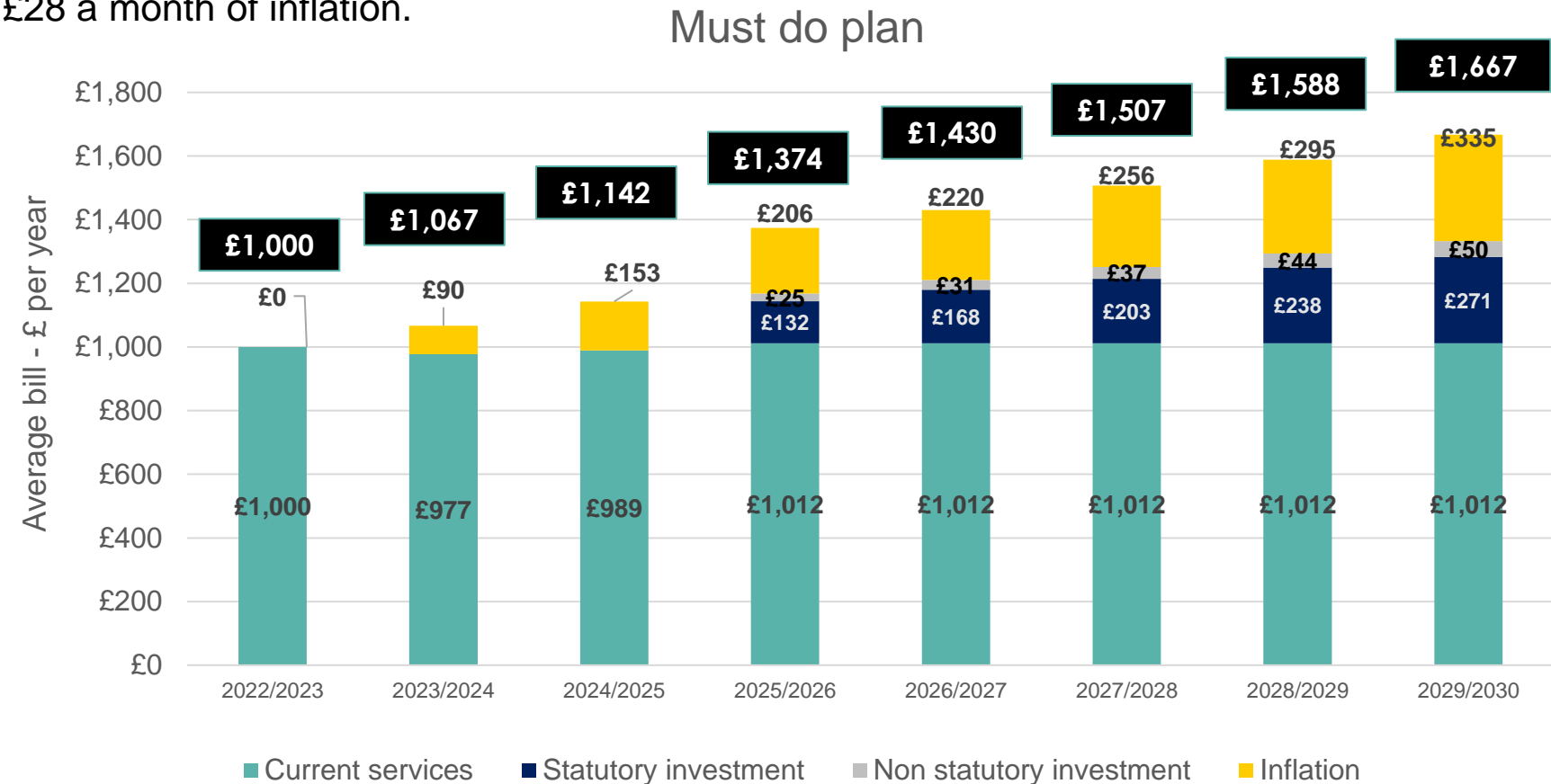
With rising bills, 25,000 additional households will be in water poverty.

When you add the investment in each area, your bill will **increase** by, on average, **£55.50 a month (£667 a year)** by 2030. This includes:

- £23.50 a month of investment that regulators say we must make (statutory investment)
- £4 a month of investment that we want to make to maintain and improve our services to you, and
- £28 a month of inflation.



What would this 'must do' plan cost?



NB You will see a personalised bill prediction at the end of the session

Wrap-up



BLUE MARBLE

www.bluemarbleresearch.co.uk



PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Bristol Water & Wessex Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. some people in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

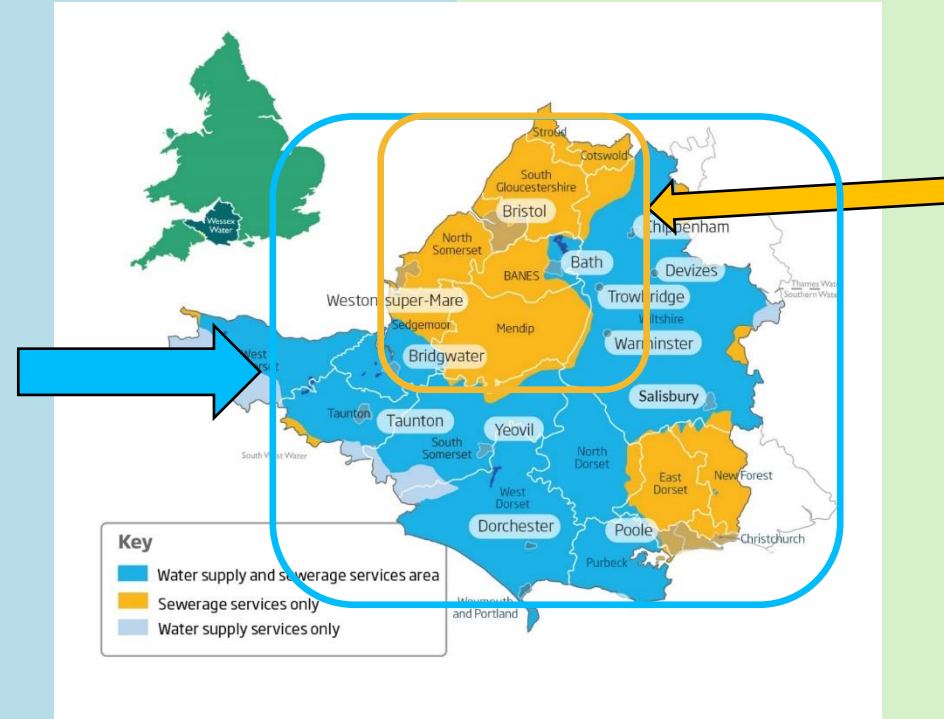
Water companies are regional: people have to receive water services from the company that covers where they live

Business customers can choose their water and sewerage retailer. While this retailer is the first point of contact for business customers, water companies (also known as the 'wholesaler') still provide water and sewerage services to business customers on behalf of the retailer.



This is the Wessex Water region

This is the Bristol Water region



Wessex Water provides essential water services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

This is the Bristol Water region

It provides water supply services for:

- 1.2m people
- 35,000 businesses

Wessex Water provides the sewerage services

Businesses in the region receive water from Bristol Water and waste water from Wessex Water, but primarily deal with their retailer who bills them and provides customer services.

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



5. Wastewater is collected and piped to sewage pumping stations



6. Wastewater treated at recycling centres & returned to the environment

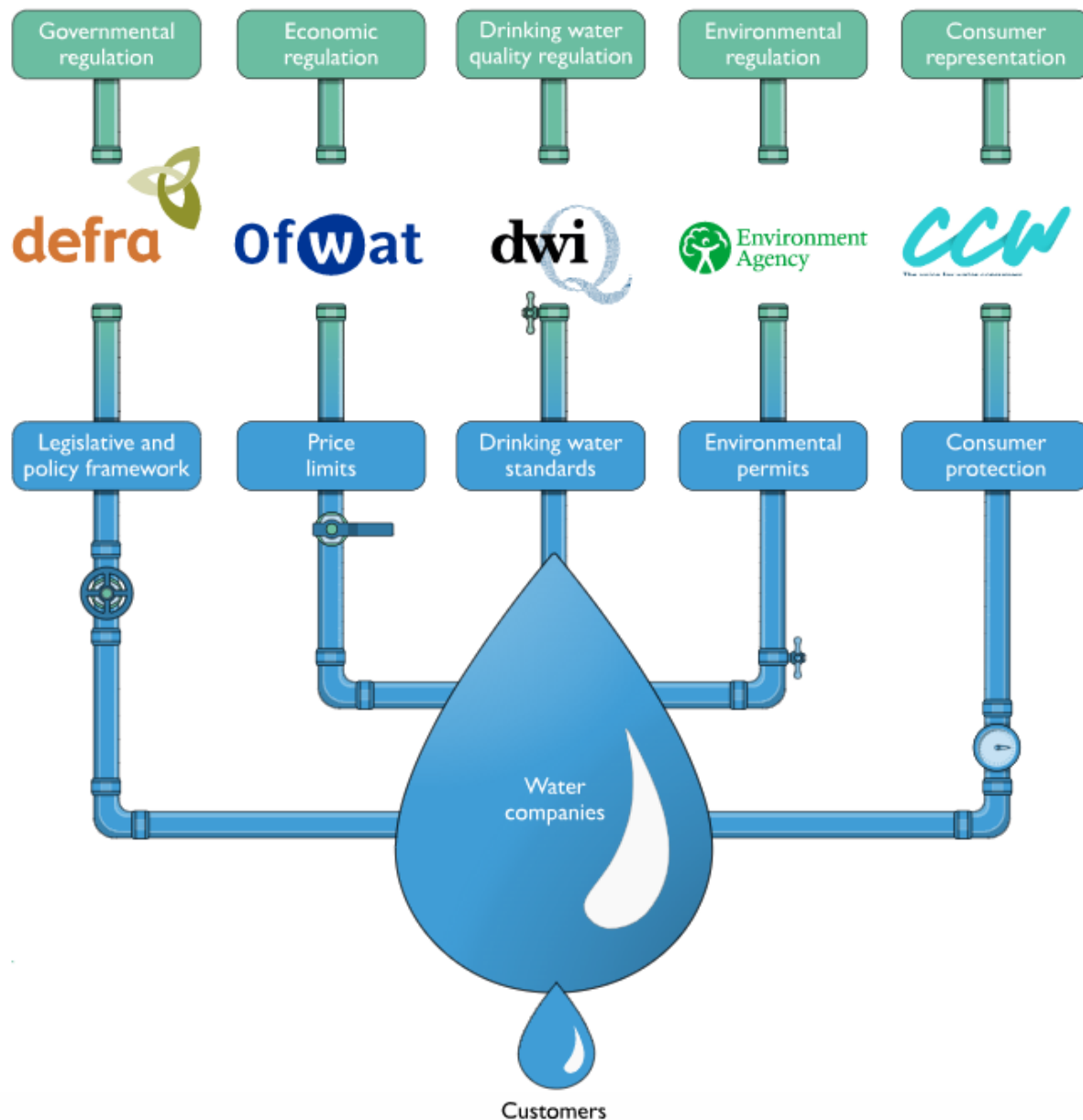
**The role of the retailer
7. Customer services and billing**

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 YTL GROUP 



Wastewater services

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

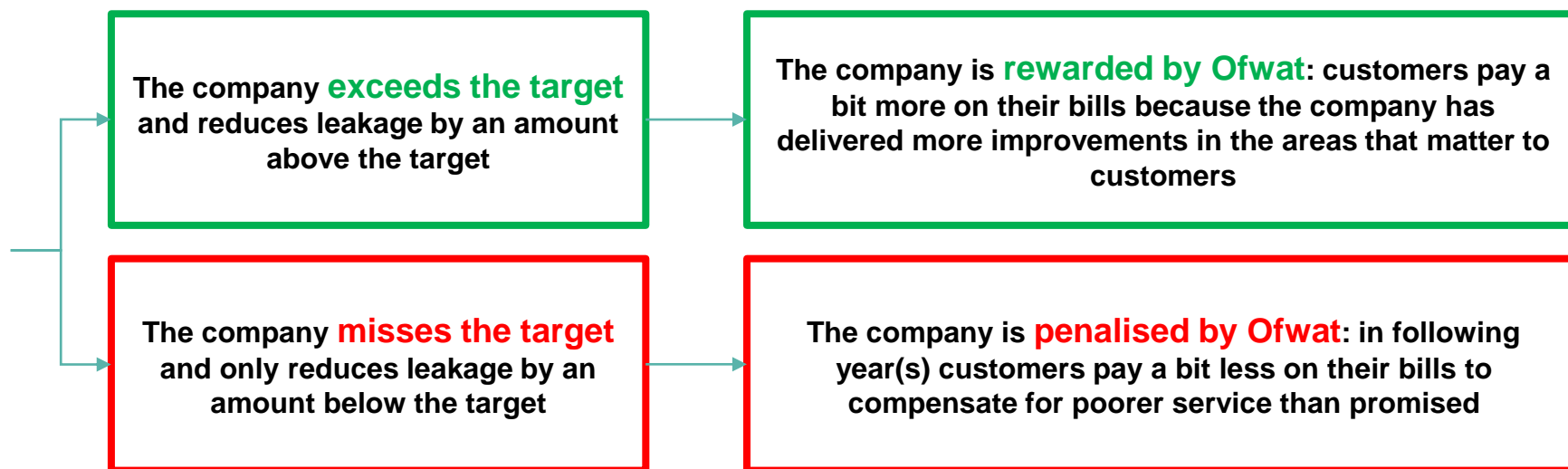
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills (which equates to £1 to an average household bill)
- Customer bills have increased by an average of £1 for the current year in response.

PART TWO

Next we are showing you how Bristol Water & Wessex Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes households are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all households in the region
- Please read the information and consider where you are happy with Bristol & Wessex Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

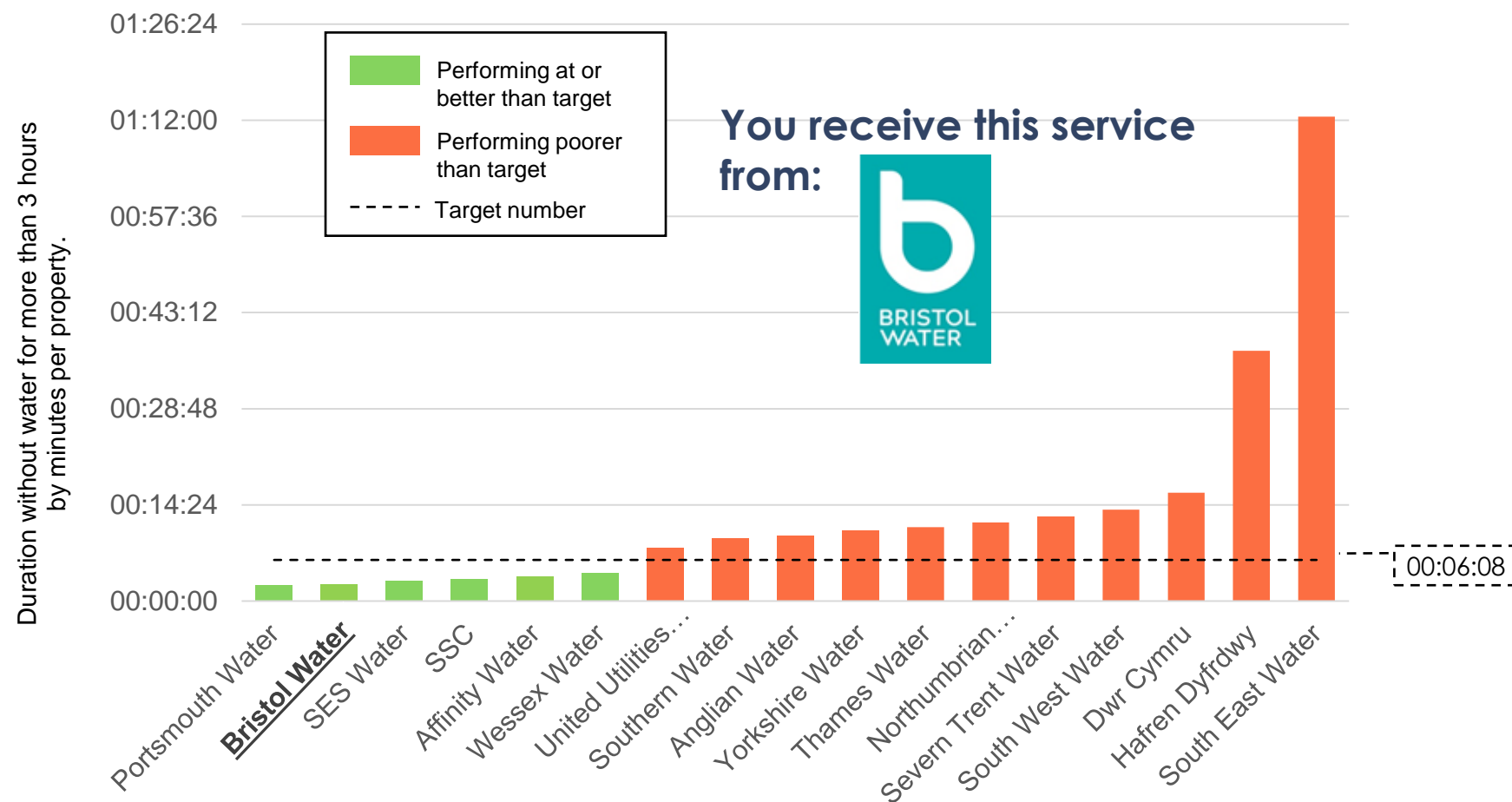
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

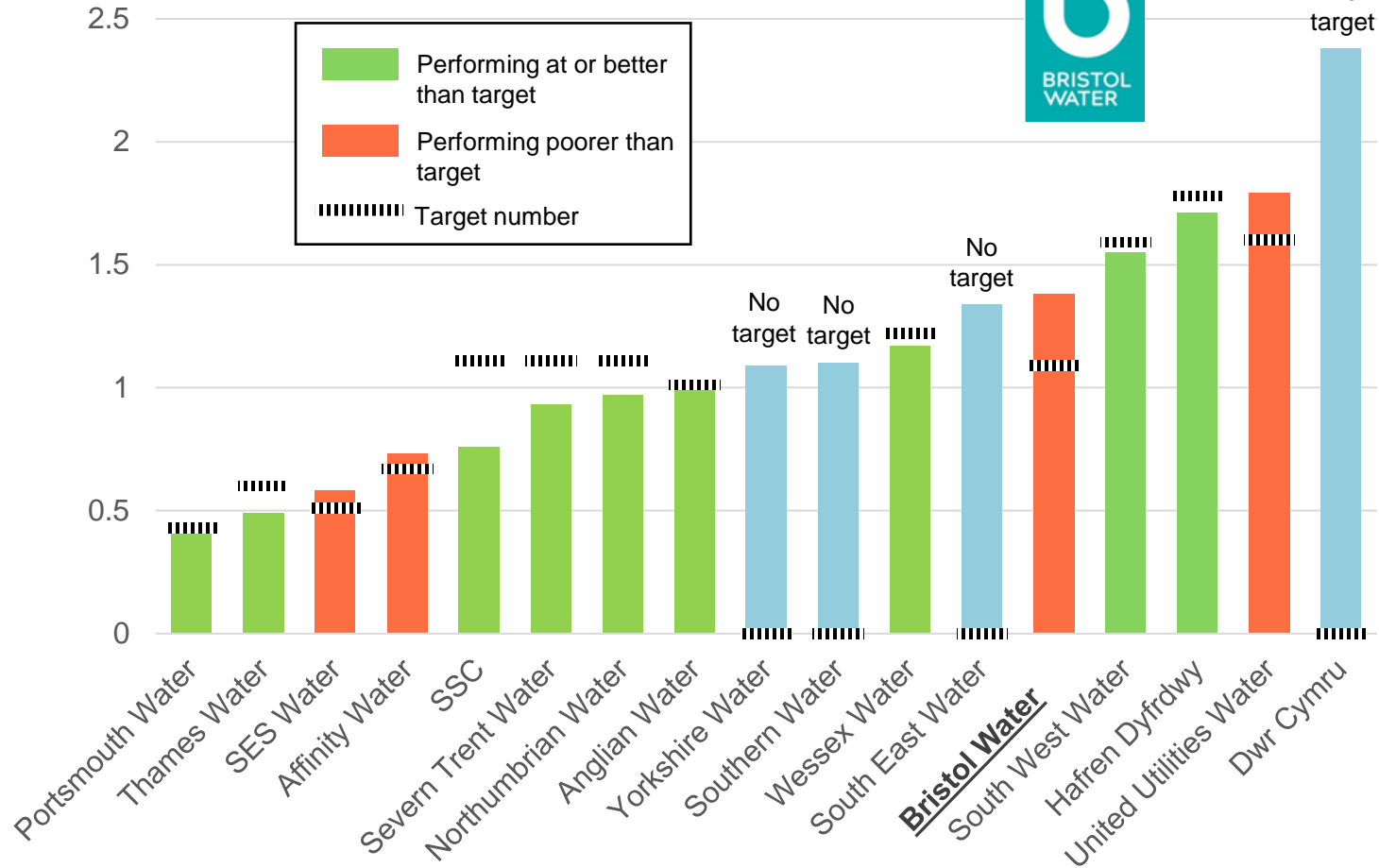


Number of customer contacts received regarding incidents, per 1,000 population.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



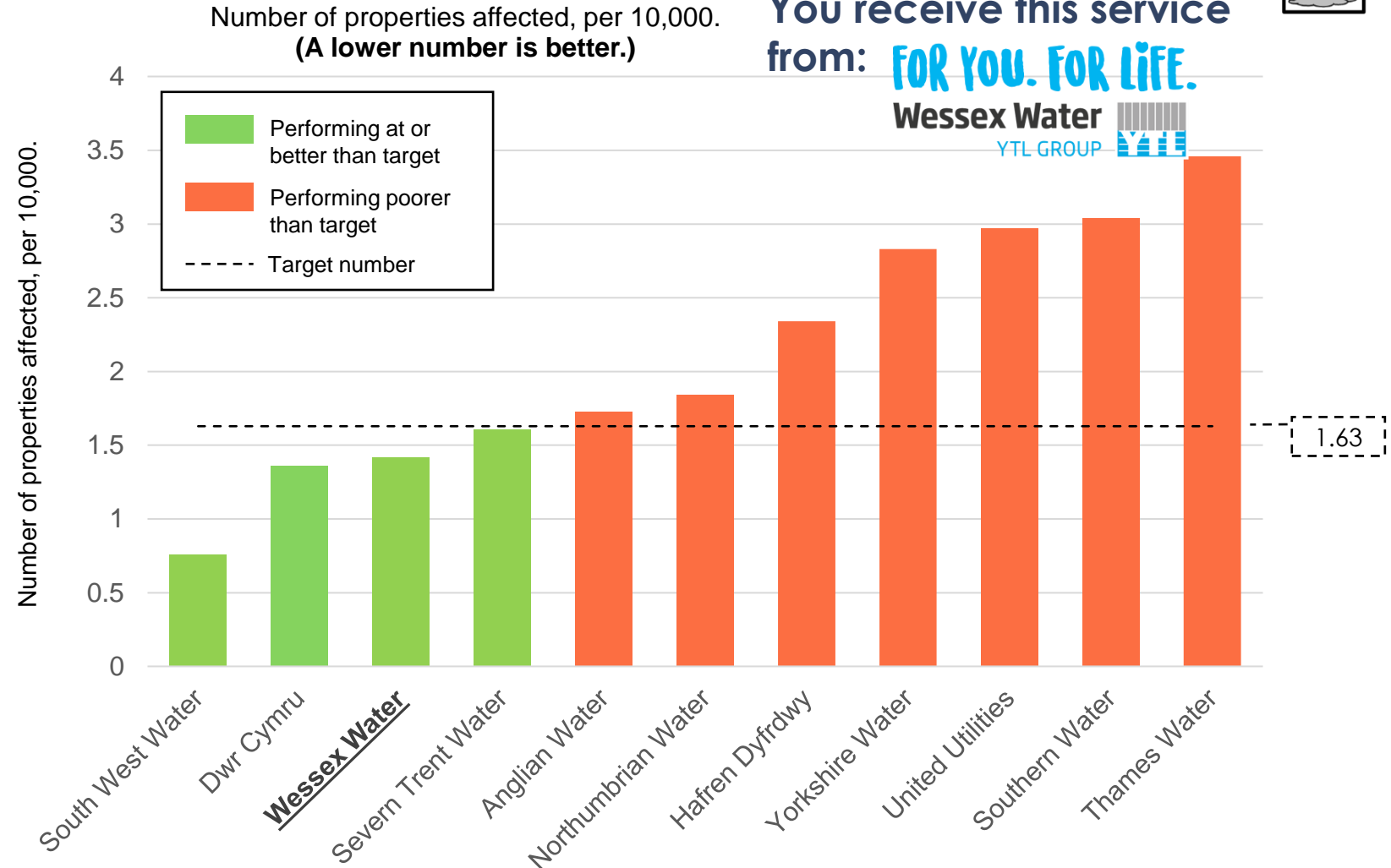
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

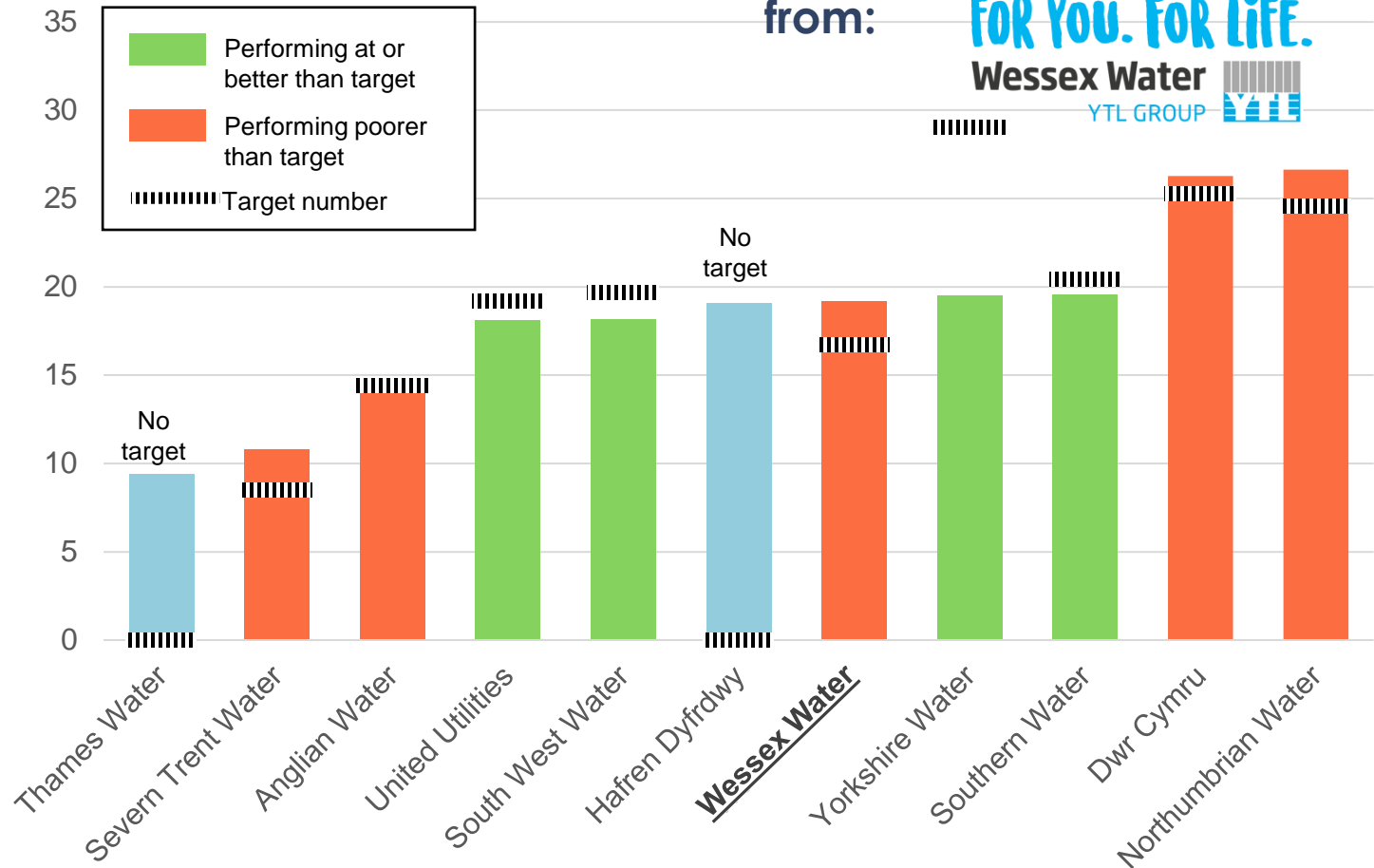
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)

Number of properties affected, per 10,000.



You receive this service from:

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Wessex Water
YTL GROUP



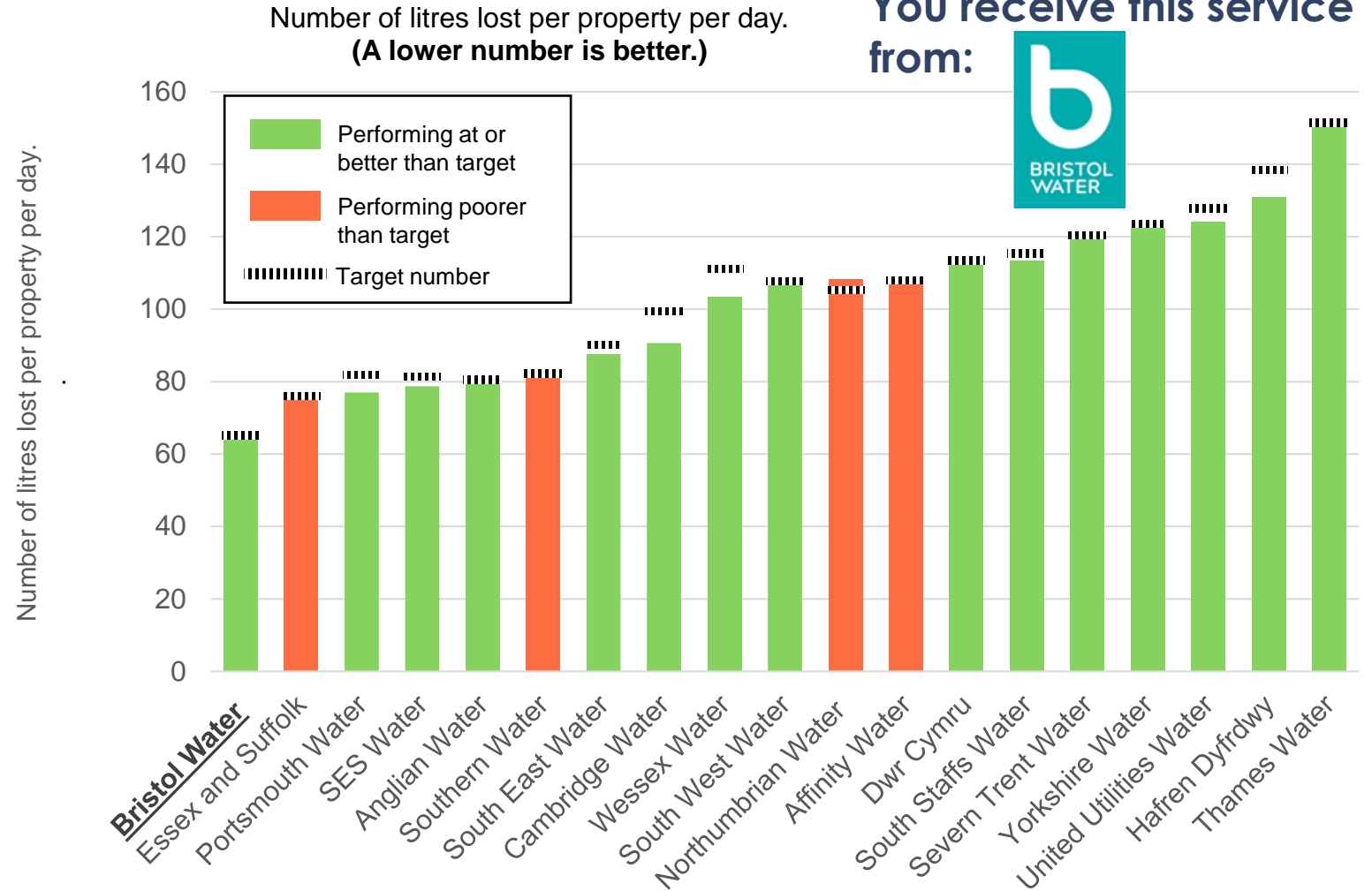
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

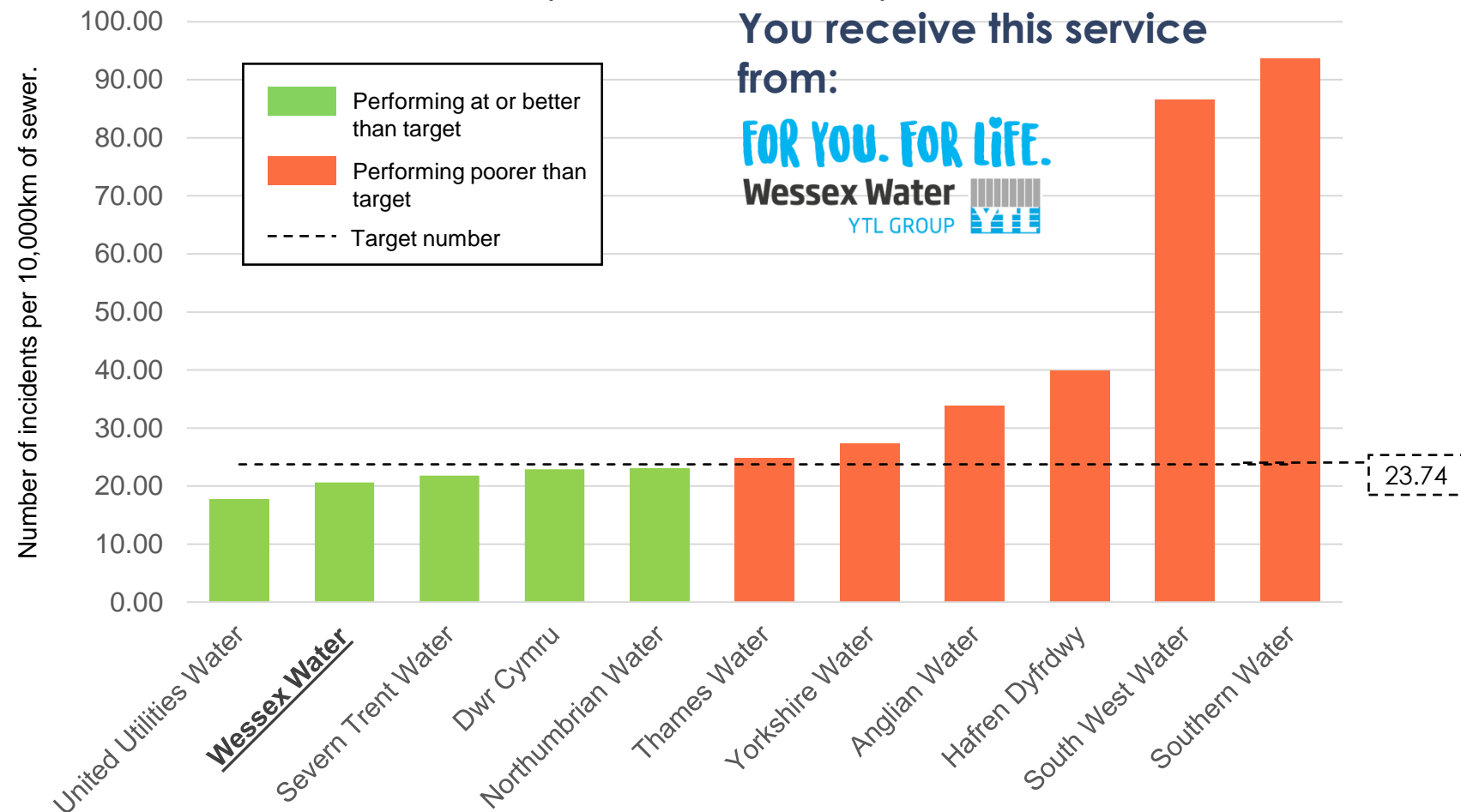
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

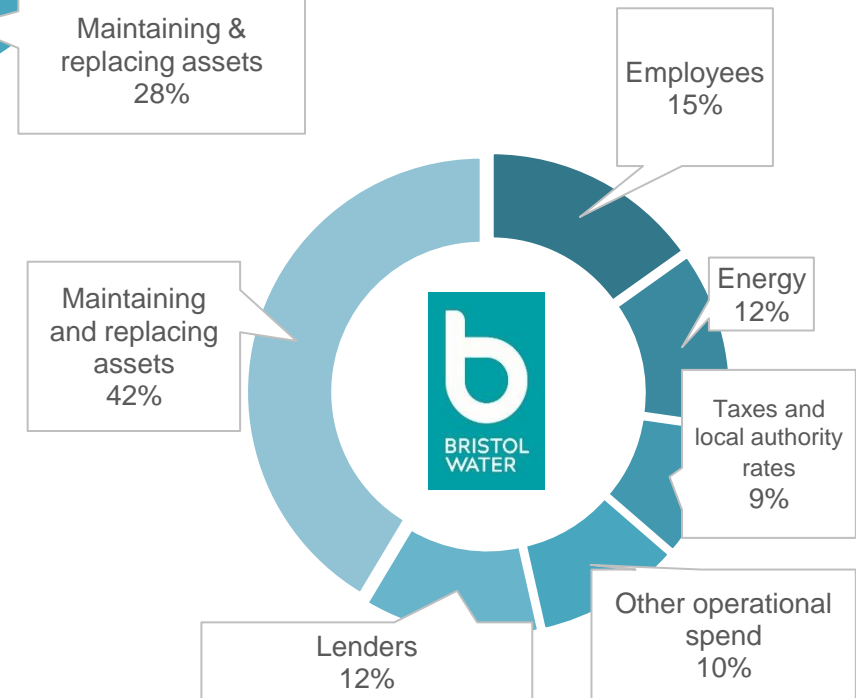
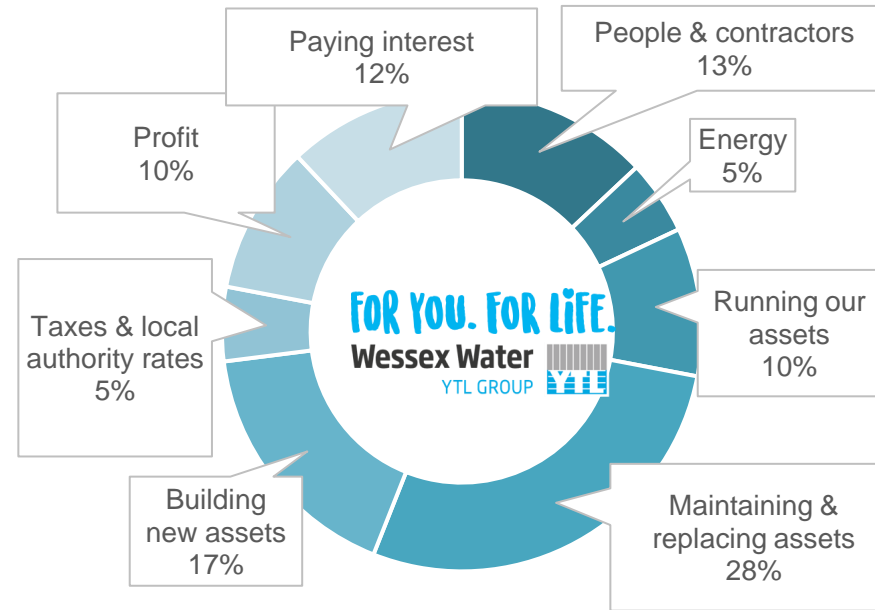
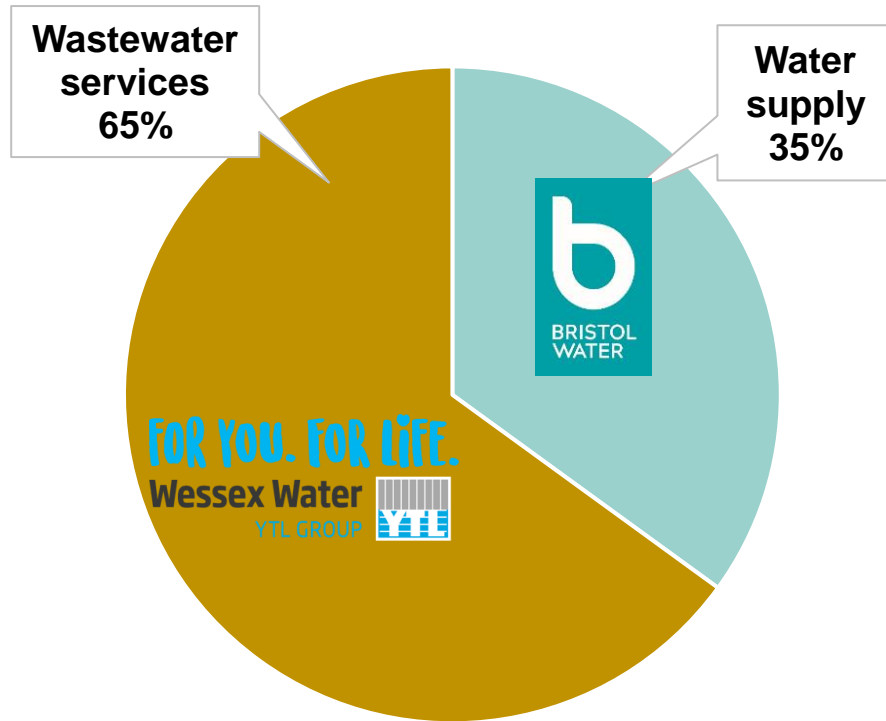


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Bill breakdown

Split for every £1 spent for an average customer



PART THREE

Finally we are showing you a headline summary of Bristol Water & Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bristol Water & Wessex Water proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

		2050 goals			Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>	
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£12.50	Reducing sewage spills in further 45 locations	£14
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£3.50	Operationally net zero	£5
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Remove carbon & pollutants from sewer sludge	£9
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£9.50	Smart meters and water efficiency support	£4.50
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 30,000 lead pipes	£4.50
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£2.50			Net zero operational emissions	£16.50
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£7

What will it mean for bills?

This proposed plan will have an impact on customers' bills.



















A £1000 bill today would increase by £62/month by 2030.

This breaks down as:

- £23 to meet the investment required by the regulators (*the blue and grey investments*)
- £9 to meet the investments we propose over and above this (*the white investments*)
- £30 to meet inflation

Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£7
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £12.50
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	£9.50
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£3.50

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/JJqYWYBPgu>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.



HEALTH VULNERABLE DEPTH DISCUSSION GUIDE MODERATOR GUIDE

Overview

- 60 minute depth with health vulnerable household customers

Prescribed structure for optional vulnerable in-depth interviews

The interview should cover the following. Numbers 5 and 7 are tailored for vulnerable audiences, the rest use the same approach as set out in the Appendix A (Prescribed process for deliberative discussions for household customers):

1. Welcome and introductions
2. Reactions to the pre-task
3. An introduction to the water company
4. Recap on the pre-task information
5. Explore their service needs and experiences of Priority Services and/or social tariffs
6. Temperature check - household finances/cost of living
7. Focus on the proposals in the proposed business plan for services aimed at people with health and financial vulnerabilities
8. Focus on the shorter-term picture (proposed business plan)
9. Explore views on affordability and acceptability
10. Wrap-up including the post-task

BEFORE INTERVIEW

Moderator to know the individual circumstances/vulnerability of respondent

1. Welcome and introductions (3 mins)

Moderator welcome and introduction

- Thank for participating.
- Introduce Blue Marble and explain that we are an independent research agency
- Explain: Confidentiality, GDPR, recording, how data will be used
- Objective for the discussion: to help your water company make important investment decisions.

Respondent introduction/warm-up

- Tell me a bit about you – where do you live and who lives in household?
- Circumstances: working; not working; retired etc.
- What are the biggest challenges in life at the moment?
- How do you manage these challenges?

2. Reactions to the pre-task (2 mins)

Moderator: have pre-read to hand but do not share slides on screen (just glean what matters, what has struck them)

Response to the pre-read

We provided you with some pre-read information to look through before attending this session. We're going to cover some of the topics in depth in due course, but I want to get your first thoughts:

- What surprised you most out of the things you have read?
- Has any of the information you have seen changed your opinion of your water company in any way? If so, in what ways?
- What would you most like to find out more about?
- Is there anything in the material you read which was difficult to understand?



- Which bits?

3. An introduction to the water company (5 mins)

Moderator: not screen sharing / have pre-read to hand

Introduction to the water company Refer to pre-task slides

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Check awareness of dual providers if relevant e.g.
 - Were you aware that [as appropriate]:
 - your water company provides both your water services and your sewerage services?
 - You have 2 providers - one for water and one for waste?
 - Are your bills for both services separate or combined?

4. Recap on the pre-task information (5 mins)

Moderator: not screen sharing / have pre-read to hand

- Thinking about all the water and wastewater services that your water company provides for you and thinking about your bills:
 - What do you think of the value for money of the service you receive?
 - If so, in what ways are they providing good value?
 - If not, in what ways are they providing poor value?

5. Temperature check – household finances and the cost of living (5 mins)

We're now going to talk about finances and the cost of living.

- How has the cost of living crisis impacted you and your household?
 - How about other people you know?
- Do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?
 - In the next 10 years?

6. Service needs & experience of Priority Services and/or social tariffs (5 mins)

I'd now like to talk a bit about your health condition and the services you receive from your water company. From the information you provided, I understand that you have a health condition. Could you please tell me about this and how it affects your day-to-day life?

- How, if at all, does it affect the way you use water?
- How, if at all, does it affect how you communicate or engage with your water company?
- And do you know whether you are on the Priority Services Register at all?

[IF ON PSR]



- What specific services or assistance, if any, do you receive from your water company as a result of being on the Priority Services Register?

Where appropriate probe whether they receive different priority services:

- Accessible bills or literature (large print, disc, braille communications, read-out bills, text relay, alternative language documents)
- Advanced warnings of supply interruptions;
- Password if water company employee needs to call at individuals property / identity check to ensure person at door is genuine water company employee.
- Nominated contact – relative, friend, or carer to be contacted about bill or water emergency.
- Help with reading water meter.
- Emergency water supply - if have no water and cannot get to a collection point or need it for medical reasons.

[FOR EACH PRIORITY SERVICE THEY RECEIVE]

- What are your impressions of this service?
- How, if at all, are they helpful or unhelpful?
- What, if anything, could be improved about the service you receive?
- What additional specific services or assistance, if any, would you like to receive from your water company?

[IF NOT ON PSR OR UNSURE]

- What support, if any, do you receive when it comes to communicating or engaging with your water company?
- Who provides this support? (probe: family, friends, carer, charities etc.)
- How, if at all, does this help?
- What other support would you like?
- What specific services or assistance, if any, would you like to receive from your **water company** to help with the issues you mentioned related to your health condition?

And do you know if you are on a social tariff at all? (if necessary: this is a specific tariff that reduces customers' water bills. It is offered by water companies to customers that struggle to afford their bills.)

[IF ON SOCIAL TARIFF]

- What are your impressions of your water company's social tariff?
- How, if at all, is it helpful or unhelpful?
- What additional financial support, if any, would you like to receive from your water company?

[IF NOT ON SOCIAL TARIFF OR NOT SURE]

- What financial support, if any, would you like to see from your water company?
- Why?

7. Focus on the proposals in the proposed business plan for services aimed at people with health and financial vulnerabilities (15 mins)

I'd like to talk a bit more about the Priority Services Register and what your water company is planning as part of its plans



SHOW PSR SLIDES FROM PRE-READ

- What do you think about the work they are doing relating to supporting customers on the PSR register?
- Identify whether, and if so how this part of their service could be improved
- Overall, how acceptable do you find their proposed activities?
- How do you feel about their performance in this area (show performance slide)

SHOW ST and AFFORDABILITY SLIDES FROM PRE-READ

ST slide

- What do you think about the work they are doing relating to supporting customers who are struggling financially?
- Identify whether, and if so how this part of their service could be improved

Affordability slide

- How do you feel about the proposed plans to expand affordability services
 - Do they feel too ambitious/not ambitious enough/about right?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?
- Overall, how acceptable do you find their proposed activities and performance?

SHOW VULNERABILITY STRATEGY SLIDES FROM PRE-READ

- What do you think about the work they are doing relating to supporting customers who are living in vulnerable circumstances?
- Identify whether, and if so how this part of their service could be improved
- Overall, how acceptable do you find their proposed activities to improve customer service between now and 2030?

8. Response to 1-page business plan (5 mins)

Moderator: share screen – plan on a page

*NB Moderators to have the deliberative event pack to hand to answer any specific questions
If necessary explain that we are particularly interested on their views on the particular aspects of the plan covered already and we haven't got the time to talk about everything they are proposing.*

I'd now like to talk a bit about the overall plan that was in the pre-read pack. These are just proposals at this stage – but they show all the different investments the water company needs or wants to make.

Recap that some elements are required by law; some elements have performance targets attached to them; other parts have greater discretion where customer preferences will impact what the final plan is.

- Tell me what you thought of the overall plan overall?

We will talk about the cost of the plan in a little while...but for now what are your thoughts on the types of investments they've headlined here?

- Did any investments interest you particularly? Why?



BLUE MARBLE

- Do any of these areas of investment have particular relevance to you and your household? Why is that?
- Are there any that you are unhappy about – or find unacceptable? Why is that?

Affordability and Acceptability – 5 minutes

Moderator: keep sharing screen – plan on a page. Highlighting the green panel (overall bill impact)

- Overall, how affordable do you think the proposed plans are?
- Response to the individual investment bill impacts over the 2025-30 period – any that are surprising or confusing?
- How are you feeling about the plan?
- How are you feeling about your water company?

Wrap up and post-task – 10 minutes

Thank you very much for all of your input so far. We really appreciate your time and engagement. To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today – and specifically about how the proposed business plan could affect your bill.

Assist with survey as appropriate.

PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Wessex Water & Bristol Water.

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

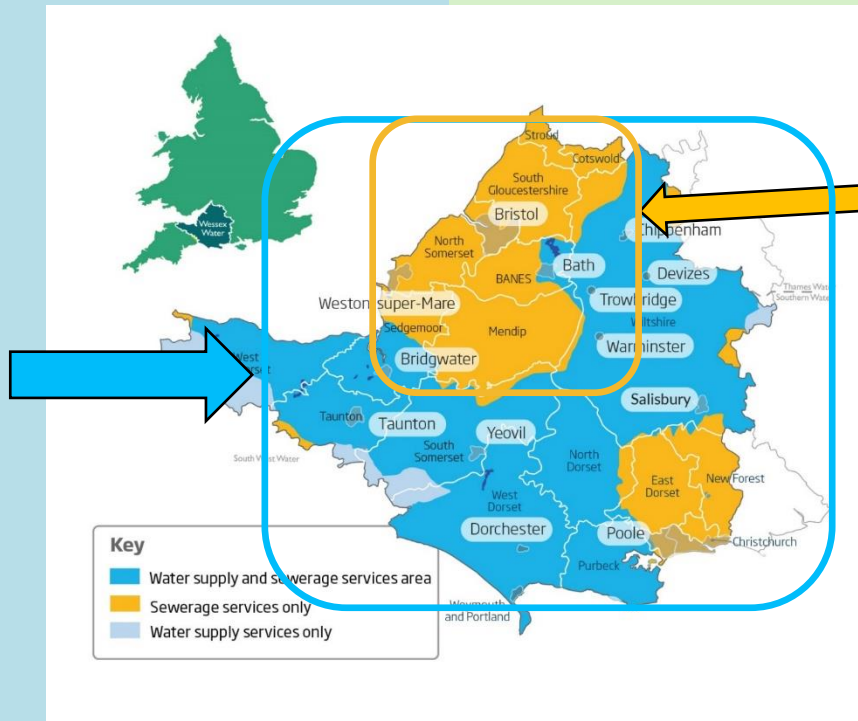
e.g. most people in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live



This is the Wessex Water region

This is the Bristol Water region



Wessex Water provides essential water services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

It also provides water supply services for all areas excluding Bristol Water and Bournemouth Water areas

This is the Bristol Water region

It provides water supply services for:

- 1.2m people
- 35,000 businesses

Wessex Water provides the sewerage services

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



5.
Wastewater is
collected and
piped to sewage
pumping stations



**Wastewater
services**



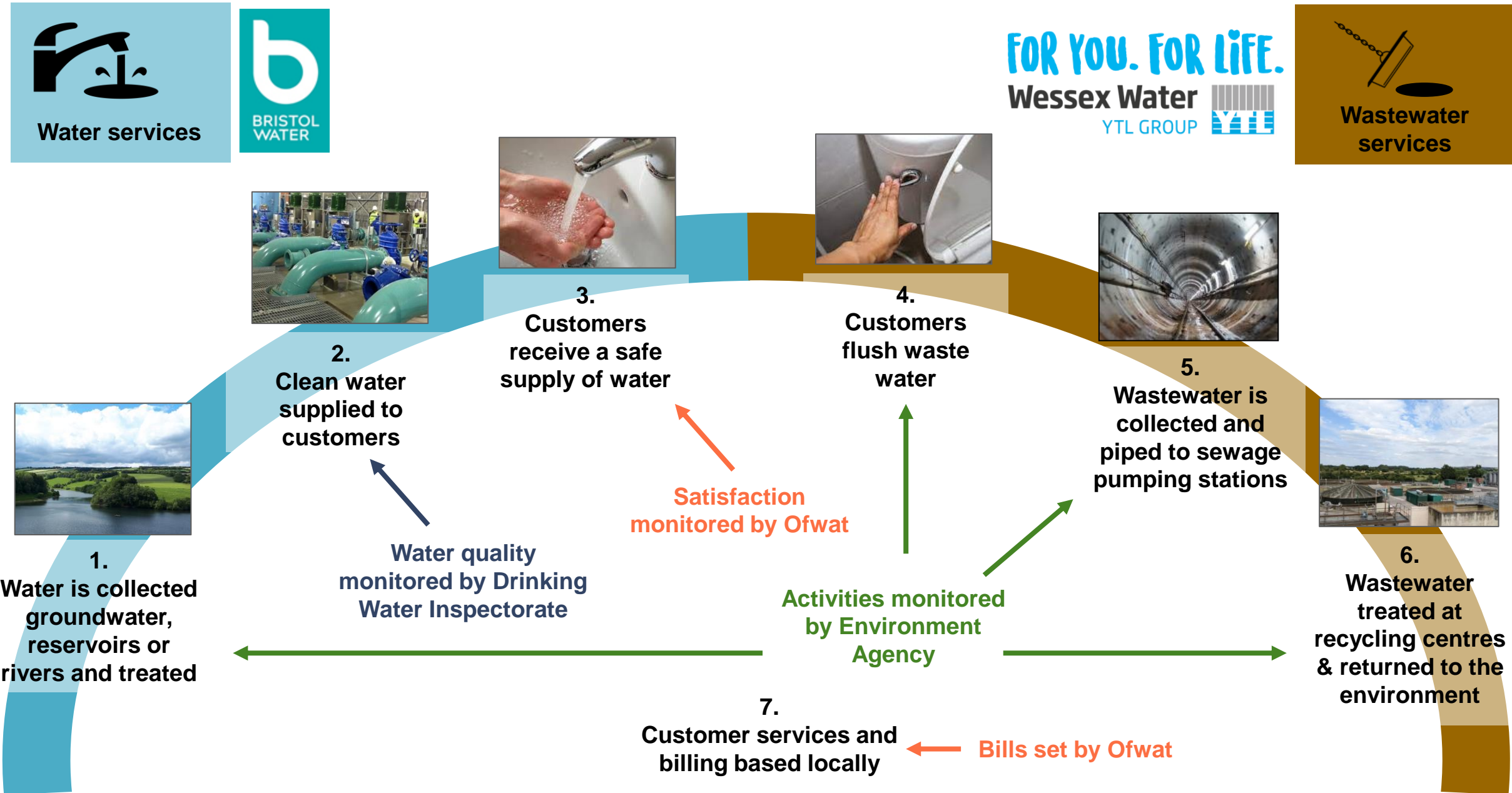
6.
Wastewater
treated at
recycling centres
& returned to the
environment



1.
Water is collected
groundwater,
reservoirs or
rivers and treated

7.
Customer services and
billing based locally

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP 



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

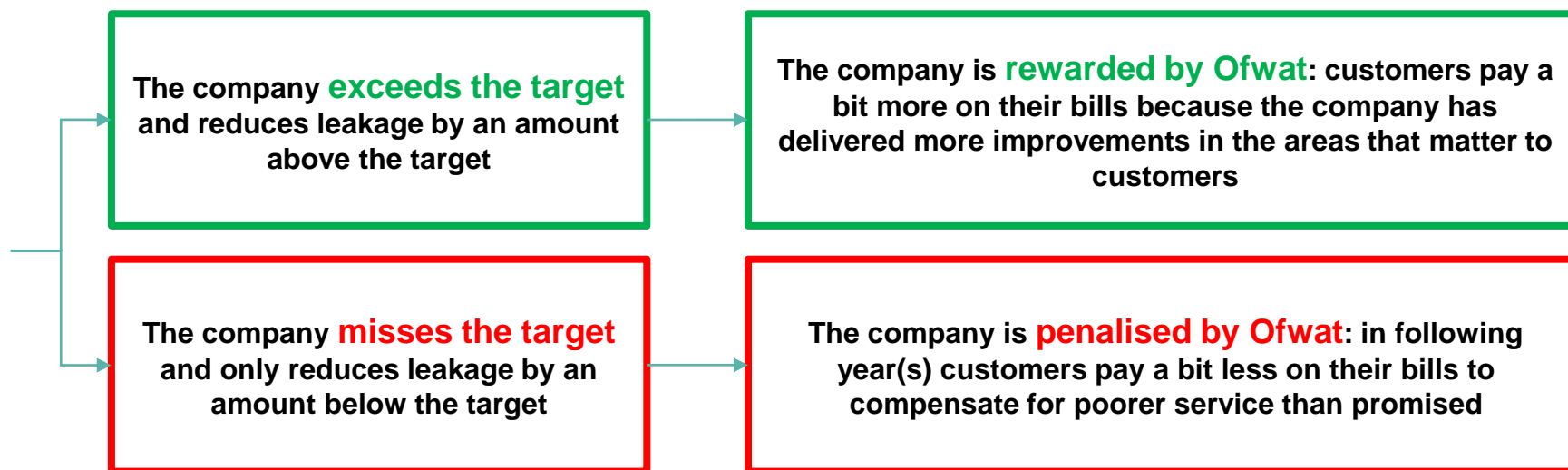
Companies can **miss** or **exceed** **performance commitment targets** for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



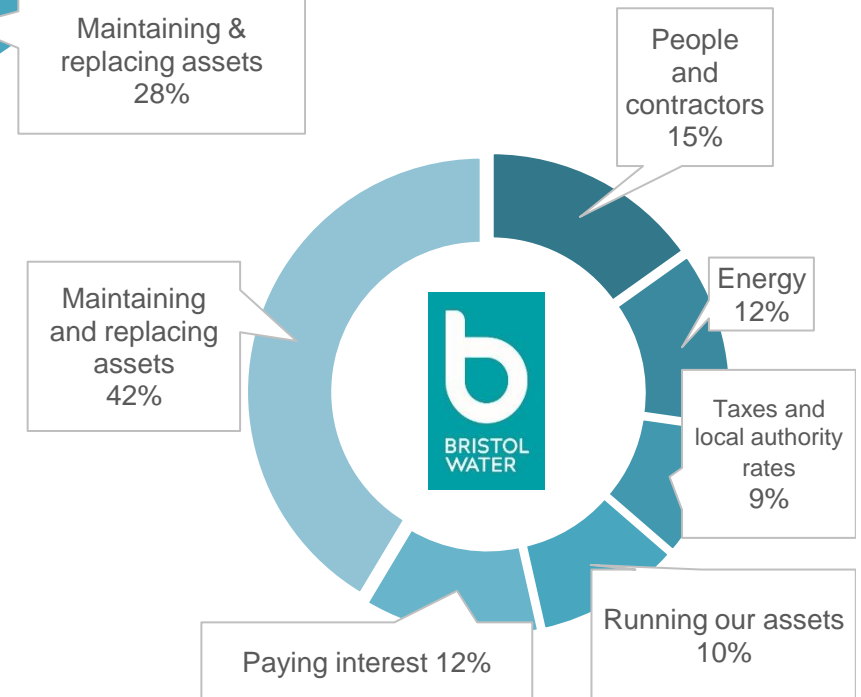
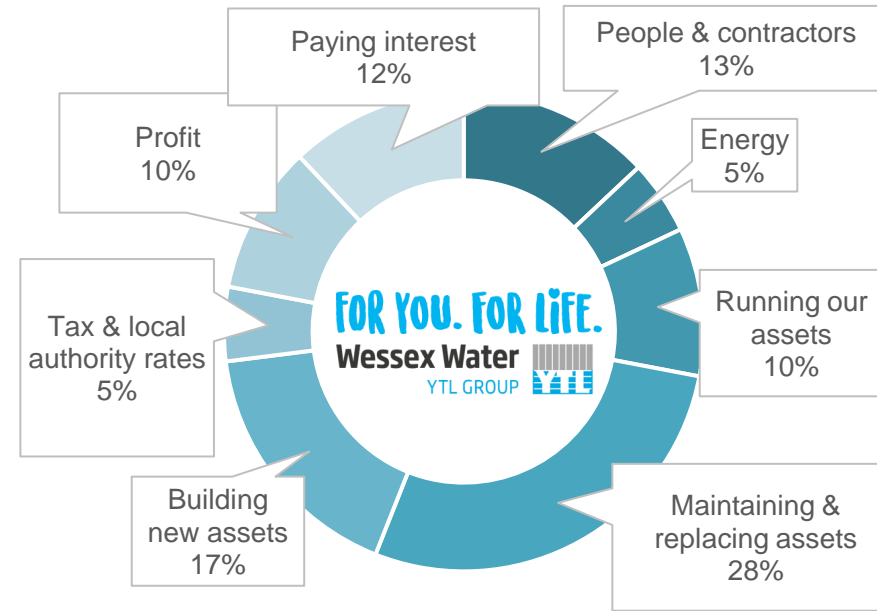
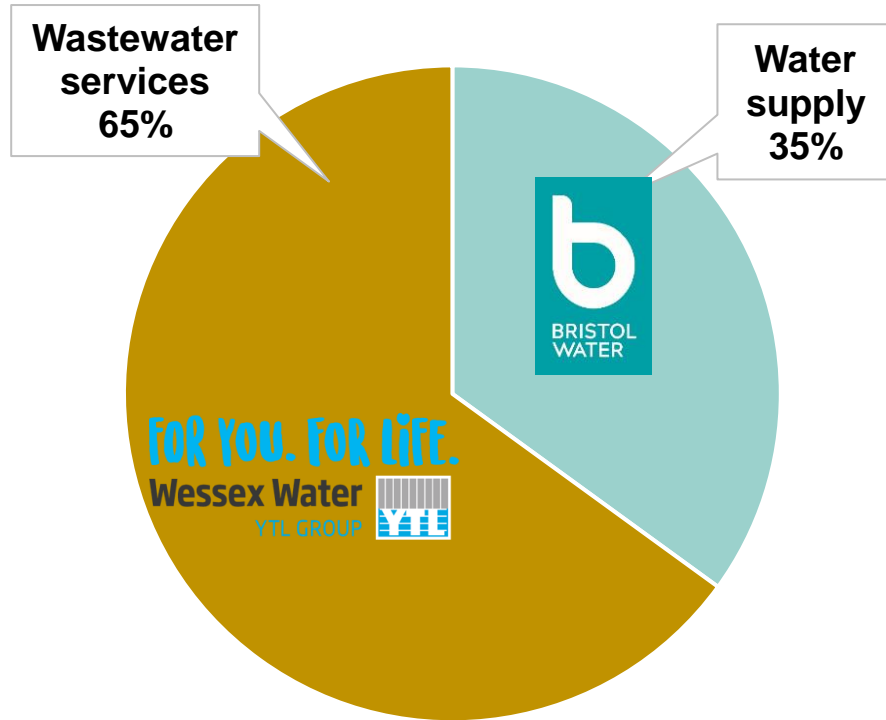
- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills (which equates to £1 to an average household bill)
- Customer bills have increased by an average of £1 for the current year in response.

Household bill breakdown

Split for every £1 spent for an average customer



PART TWO

Next we are showing you how Bristol Water & Wessex Water perform in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - For example: on the next slide you'll see information about the number of customers recorded on water companies' priority services registers.
- Please read the information and consider where you are happy with Bristol Water's & Wessex Water's performance – and where you would like to see improvements.

Priority Services is designed for customers with additional needs who may need extra help due to age, ill health, disability, mental health or a temporary change in personal situation.

Each water company, including Bristol Water and Wessex Water, keeps a Priority Services Register and it includes customers' specific requirement(s), for example:

- People who are particularly vulnerable **during supply interruptions**.
 - *For example: people with health issues who could be at risk when there is no water e.g. dialysis , or people with mobility problems who may not be able to reach water tanks. These customers would be supplied with bottled water in the event of an interruption to supply.*
- People who need **information in a different format** than the company usually uses, for instance people who are deaf, vocally impaired, partially sighted or blind, or people with mental health problems or learning difficulties; or
- People who may need **help to read their meter, to understand their bills, or to make arrangements to pay** their bills

Priority services register – performance commitment

As we saw earlier, water companies service level targets, called ‘performance commitments’ for which they can receive penalties (when they do not achieve the target) or rewards (when they do).

The **Priority Services Performance Commitment** is one that has no financial penalties or rewards for companies, but companies are scored on how well they do just like they are on other performance commitments.

For Priority Services, the regulator tells water companies to:

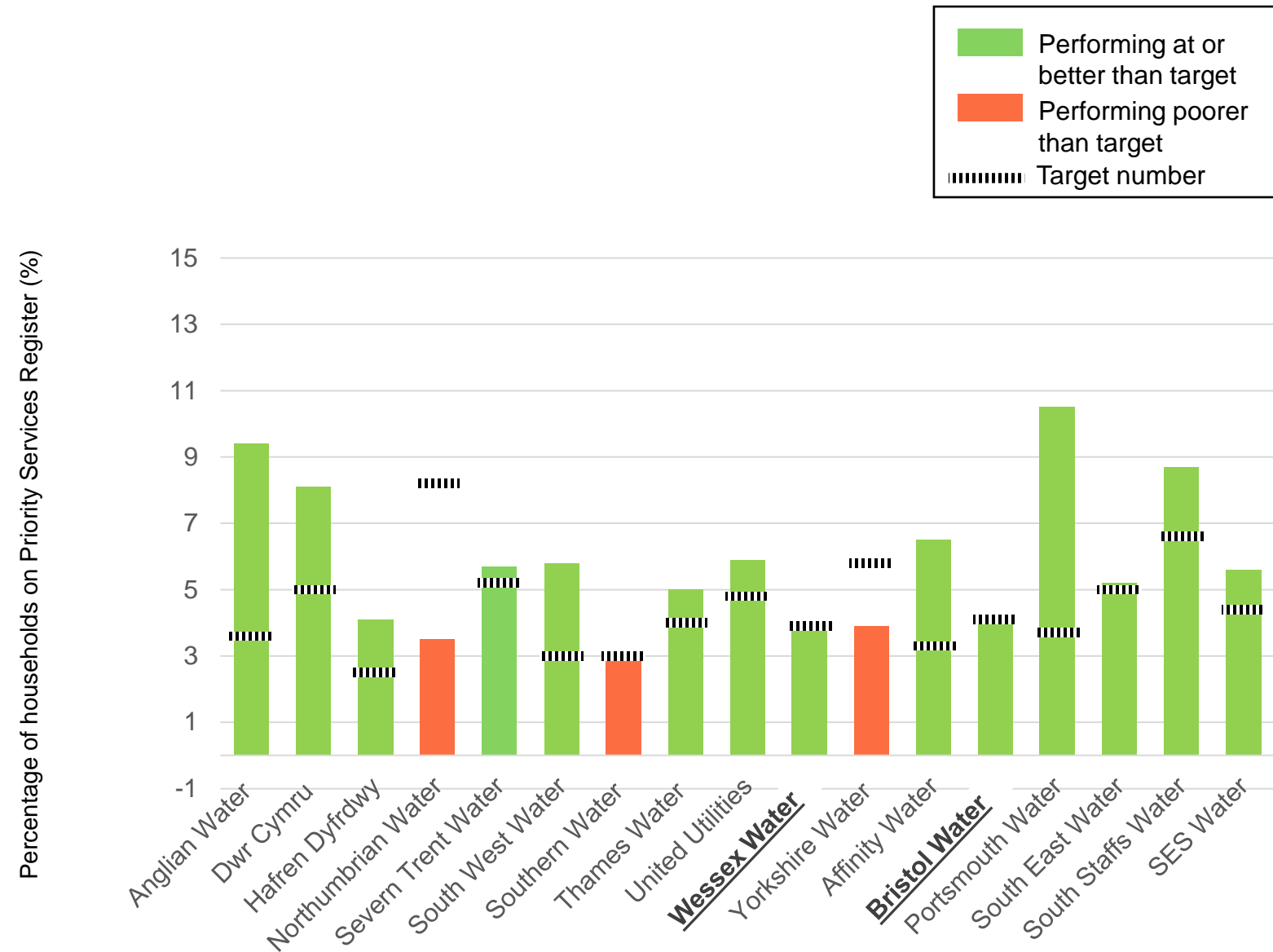
- Keep accurate and up-to-date information on consumers who need specific help or service
- Make sure all consumers are told about the specialised priority services that are available
- Make sure the application process is easy to access, to understand, and to complete
- Make sure consumers can find all the information they need in a form they can use and understand
- Make sure that bill payers who need special assistance know how much they need to pay and when they need to pay by
- Operate a password scheme to make sure that consumers can identify company staff from potential bogus callers
- Make sure all metered bill payers can check their water usage regularly
- Make sure that disabled consumers know which of the company’s public buildings and recreational facilities are equipped to cope with their needs
- Make sure that all staff are fully aware of the needs of, and services available for, disabled, chronically ill or elderly consumers

Priority services register performance in 2021-22

The table shows the percentage of households on each company's register and categorises the companies' performance on whether they have achieved all elements of the performance commitment.

Company performance against target.
(A higher percentage is better.)

Water and Sewerage company	Performance Against Target
Anglian Water	+161%
Dwr Cymru	+62%
Hafren Dyfrdwy	+64%
Northumbrian Water	-57%
Severn Trent Water	+10%
South West Water	+93%
Southern Water	-3%
Thames Water	+25%
United Utilities	+23%
Wessex Water	+3%
Yorkshire Water	-33%
Affinity Water	+97%
Bristol Water	0%
Portsmouth Water	+184%
South East Water	+4%
South Staffs Water	+32%
SES Water	+27%



Social Tariff – what is it?

All major water companies in England and Wales have schemes to give lower bills to some customers who might otherwise struggle to pay. These are called **social tariff schemes**.

- In line with Government rules these schemes are mostly funded by charging other households a bit more on their bills. This is what's also known as a **cross-subsidy**. There are a number of examples of cross subsidies in day-to-day life. For example, concessionary tickets for children or pensioners to attractions (e.g. the cinema, theme parks etc.).

To date, **Wessex Water** have helped more than **55,000 households** afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes. **Bristol Water** have helped more than **25,000 households** afford their ongoing water bills or repay their debt.

Some examples of Social Tariffs that Bristol Water & Wessex Water offer include:

Reduced bill: **Assist**

Assist is for customers who are struggling to pay their bills and need a discount.

Bill cap scheme: **WaterSure**

WaterSure helps reduce water bills for households who use a lot of water for reasons beyond their control e.g. a medical condition

Discount for low income pensioners

For customers who are in receipt of Pension Credit, or where the state pension is the only source of income for all adults in the household.

Discounted tariff: **WaterCare**

For customers with a meter (or unable to have a meter) and whose water bill is greater than 5% of their income.

Wessex Water and Bristol Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Increase the **number of households on their range of affordability schemes** to at least **100,000** by 2030 for **Wessex Water**.
- Continue to **work with a wide range of partners** across the Wessex region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Continue to **fund their debt advice partners** so they can increase the number of clients they can advise about their bills and debt.
- Make it as **easy and quick as possible to apply for the support they offer** and use data to automatically apply bill reductions to customers where they can without the need to complete an application.
- Help customers, particularly those on water meters, to **save water and energy**.
- Continue to **fund a number of local community projects** across the region through the **Wessex Water Foundation** aimed at improving access to services and building financial capability.
- Bristol Water will continue with the Watershare+ schemes, **giving customers the chance to either receive shares in Pennon Group, or a credit against their bill**.

Wessex Water will continue to follow their ethos: every customer matters



In future, Wessex Water and Bristol Water will continue to develop their goals across these 4 key themes:

Using data wisely

This helps Wessex Water to assess the effectiveness and uptake of their support and identify and target activity proactively and effectively

Growing partnerships

This area is designed to increase the number and variety of Wessex Water's partners and to work with them in a way that suits them to best engage with their clients, i.e. you – the customer

Community engagement

To extend their reach and engagement across communities, break down barriers to engagement and reach those who might otherwise not have been heard

Improving the customer journey

To make it as easy as possible for customers to know about and access support through the channel of their choice and to have an excellent customer experience

Wessex Water propose to invest in the following areas in 2025-2030 to improve customer service



Improve their customer service offer by:

- **Fixing problems faster** by using rapidly developing technology to upskill their teams.
- **Giving customers more options to contact them** and, if they want to, allowing them to book an appointment online for Wessex Water to visit them.
- **Improving communications with customers** during an event e.g. when working on a road affecting traffic.
- Continuing to **improve their online offering**, including their e-billing service
- Extending their **priority services register**



Develop their work in the community:

- Wessex Water are running two pilot projects to understand how they can **work more effectively with local communities** to deliver shared environmental and social goals
- Continuing their education programme, reaching over 20,000 students and children a year.
- Continuing to engage with customers beyond their water and sewerage bills – at community shows, through recreational access to their sites, or through the support they provide local organisations each year, financially or through their volunteering programme.

Bristol Water's strategy for providing excellent customer service at every moment proposes to improve the following areas in 2025-2030

Improve their customer experience by:

- **Making customer journeys effortless**, automated and seamlessly flow across channels by developing a digital backbone.
- Making it easier to **pay clear and fair bills**.
- **Proactively** support any customer who needs **help to pay** and **avoid or escape debt**.
- Setup **new easy to use payment routes** such as an improved self-service portal
- Extending their **priority services register**.
- Support our **local community** through purposeful action and **build trust** by proudly showing who we are and what we do.
- **Value every drip and every drop of water**. Care for our environment by reducing water usage and leakage both today & in a smarter future.

PART THREE

Finally we are showing you a headline summary of Bristol Water's and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bristol Water's and Wessex Water's proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
Must do

5 year targets: *customer feedback*

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4	Removing everyone from water poverty	£24
				Operationally net zero	£6
				Remove carbon & pollutants from sewer sludge	£8

Bristol Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

b
BRISTOL WATER



















		Reducing leakage by 8%	£4	Smart meters and water efficiency support	£2
Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and appearance	£3	Replace 30,000 lead pipes	£2
Protect natural resources	£1			Net zero operational emissions	£7
				Removing everyone from water poverty	£3

When you add the investment in each area, your bill will **increase** by, on average, **£31 a month (£372 a year)** by 2030. This includes:



- **£12 a month** of investment that regulators say we must make (statutory investment)
- **£6 a month** of investment that we want to make to maintain and improve our services to you, and
- **£13 a month** of inflation.

Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	£4
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£4

Proposed business plan

		2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	 FOR YOU. FOR LIFE. Wessex Water <small>YTL GROUP</small>	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Removing everyone from water poverty	£24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£6
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Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	 b BRISTOL WATER			Reducing leakage by 8%	£4	Smart meters and water efficiency support	£2
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	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Net zero operational emissions	£7
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.


Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

What Bristol Water & Wessex Water are legally required to do



		2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>		
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water SINCE 1848	Reducing the number of sewage spills in 150 locations	Reducing internal and external sewer flooding	Reducing sewage spills in further 45 locations		
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		£23	£11	£11		
	Great customer experience	Be a top 10 customer service provider in the UK		Nutrient removal and river water quality monitoring	Reduce pollution incidents to 14 per 10k of sewer pipe	£47	£4	
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040				Removing everyone from water poverty	£24	
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER		Reducing leakage by 8%	Smart meters and water efficiency support		
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	Reduce contacts on taste, smell and appearance	£2	£2	
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources		£1	Net zero operational emissions	£7
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service					Removing everyone from water poverty	£3

An effective sewerage system

Legally required
No say

Reducing the
number of sewage
spills in 150
locations

£23 per year



2050 target:

To halve the number of sewer flooding incidents.



Storm overflows

When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,300 for Wessex Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £23 per year to the average household water bill.



2050 target

To restore the quality of rivers and coastal waters

Legally required
No say

Nutrient removal
and river water
quality monitoring

£47 per year



The services that water companies provide must comply with environmental laws in England/Wales, as well as UK/Welsh Government policy.

- Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there
- A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built
- As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country
- Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity

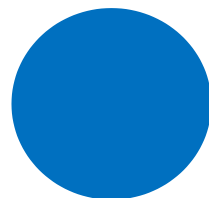
Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£2 per year



2050 target: High quality drinking water



Continue to deliver clean and safe tap water

Invest £26 million to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

Investing in:

- Catchment management to manage water quality issues at source
- Major upgrades to 3 treatment works

Bristol Water will need to spend £26m to meet these requirements for 2025-2030, and this will add £2 per year to the average household water bill.

Legally required / must-do

Protect natural resources

£1 per year



2050 target: Doubling natural capital (the wealth of natural resources) on our sites and those that we interact with




Protect natural resources

- Invest **£12 million** to protect and enhance wildlife, for example by:
- Working with partners and landowners to remove weirs or include fish and eel pass installations to ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non – native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought.

Bristol Water will need to spend £12m to meet these requirements for 2025-2030, and this will add £1 per year to the average household water bill.

Bristol Water & Wessex Water's proposed 5 year targets – your feedback on these



















Must do investments where there is little flexibility in when or how they are delivered



	2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
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	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3

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Longer term investments – your input on how and when they do these...

Components of the plan where there is more flexibility on how or when they are delivered

		2050 goals	Legally required <i>Must do</i>		5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>	
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2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£6

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £6 to the average bill.



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£8

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £8 to the average bill.

An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
spills in a further 45
locations

£11

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £11 to the average bill.



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their water bill

Discretionary investments
You decide

Removing everyone
from water poverty

£24

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 households

- Continuing to work with partners such as Citizens Advice to raise awareness and reach customers who need support
- Continuing to fund debt advice partners to increase the number of clients they can advise about bills and debt
- Making it easy to access support: using data to automatically apply bill reductions to customers without the need to complete forms
- Helping customers to save water and energy
- Funding community projects across the region

Wessex Water propose to remove everyone from water poverty by 2030. This would add £24 per to people's bills who are not on social tariffs. Note the 'average bill' is not affected as this includes the support given to those on social tariffs.



2050 target:

Replace 130,000 lead communication and supply pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£2 by 2030

Proposal for replacing lead pipes

- Replace 30,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bristol Water plans to spend £32 million to Replace 30,000 lead pipes by 2030. This would add £2 to the average bill by 2030.

Discretionary investments
You decide

Installing smart meters

£2 by 2030



2040 target:

Installing 500,000 smart meters by 2040 so that every customer has a smart meter.

Proposal for installing smart meters

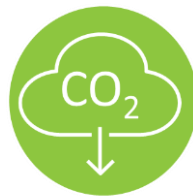
- Install 175,000 smart meters by 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bristol Water plans to spend £26 million to install 175,000 smart meters by 2030. This would add £2 to the average bill by 2030.

Longer term investments
You decide

**Net zero operational
emissions**

£7 by 2030



2050 target:

Net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by Bristol Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions

Bristol Water propose to spend £105m on making all operations net zero, and this would add £7 to the average bill.

Longer term investments
You decide

Removing everyone
from water poverty

£3 by 2030



2050 target:

Zero water poverty – no one spending more than 2% of their disposable income on their water bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 25,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £3 as a cross subsidy to customers less able to pay.

In additional, Bristol Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy

PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Wessex Water & Bristol Water.

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

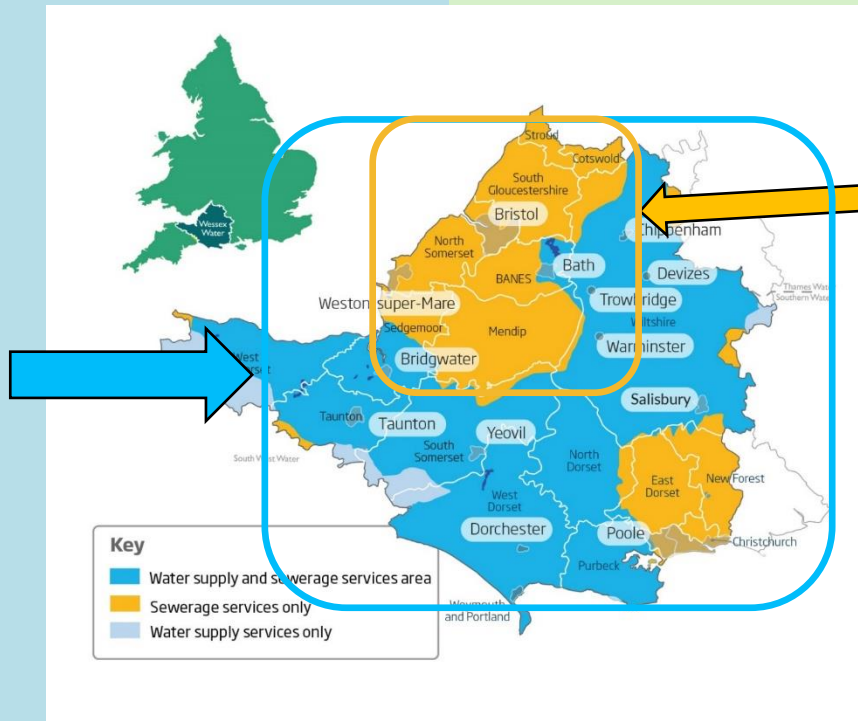
e.g. most people in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live



This is the Wessex Water region

This is the Bristol Water region



Wessex Water provides essential water services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

It also provides water supply services for all areas excluding Bristol Water and Bournemouth Water areas

This is the Bristol Water region

It provides water supply services for:

- 1.2m people
- 35,000 businesses

Wessex Water provides the sewerage services

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



FOR YOU. FOR LIFE.
Wessex Water
 YTL GROUP 



Wastewater services



1.
 Water is collected
 groundwater,
 reservoirs or
 rivers and treated



2.
 Clean water
 supplied to
 customers



3.
 Customers
 receive a safe
 supply of water



4.
 Customers
 flush waste
 water



5.
 Wastewater is
 collected and
 piped to sewage
 pumping stations



6.
 Wastewater
 treated at
 recycling centres
 & returned to the
 environment

7.
 Customer services and
 billing based locally



Water services



FOR YOU. FOR LIFE.
Wessex Water
 YTL GROUP 



Wastewater services



1.
 Water is collected
 groundwater,
 reservoirs or
 rivers and treated



2.
 Clean water
 supplied to
 customers

Water quality
 monitored by Drinking
 Water Inspectorate



3.
 Customers
 receive a safe
 supply of water

Satisfaction
 monitored by Ofwat



4.
 Customers
 flush waste
 water

Activities monitored
 by Environment
 Agency



5.
 Wastewater is
 collected and
 piped to sewage
 pumping stations



6.
 Wastewater
 treated at
 recycling centres
 & returned to the
 environment

7.
 Customer services and
 billing based locally

Bills set by Ofwat



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

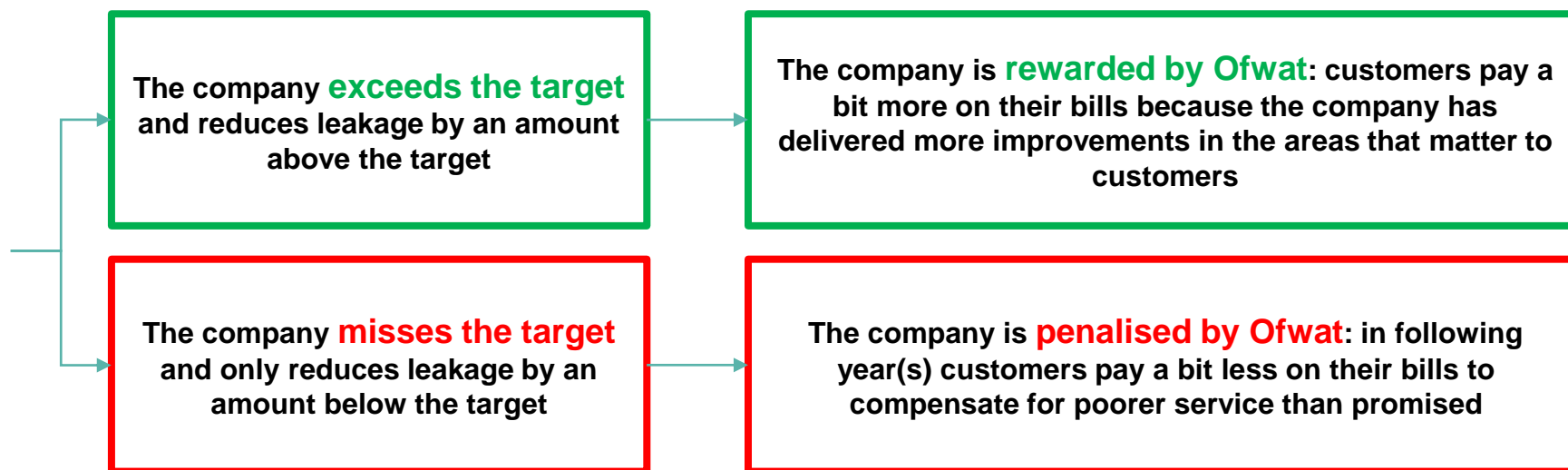
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



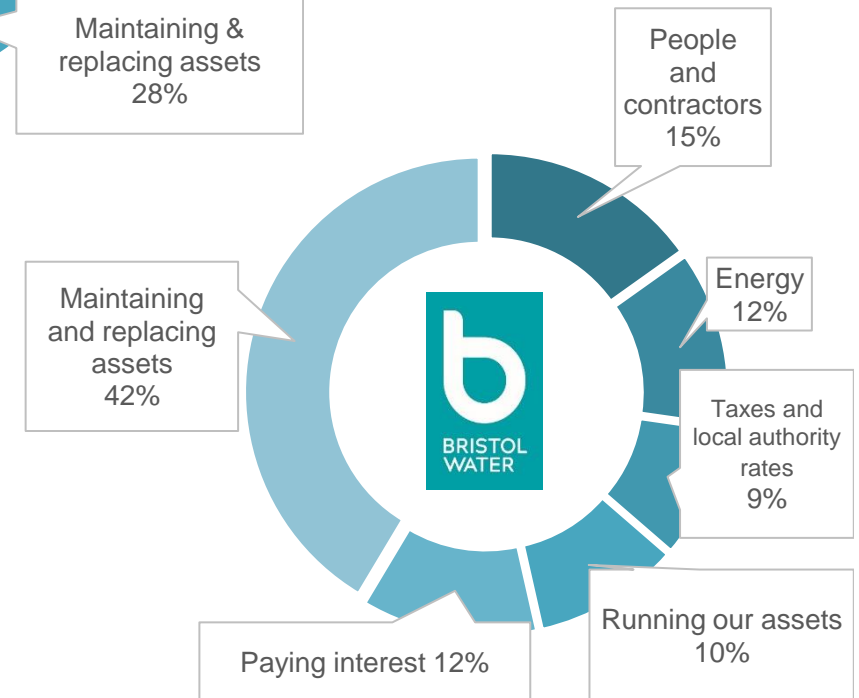
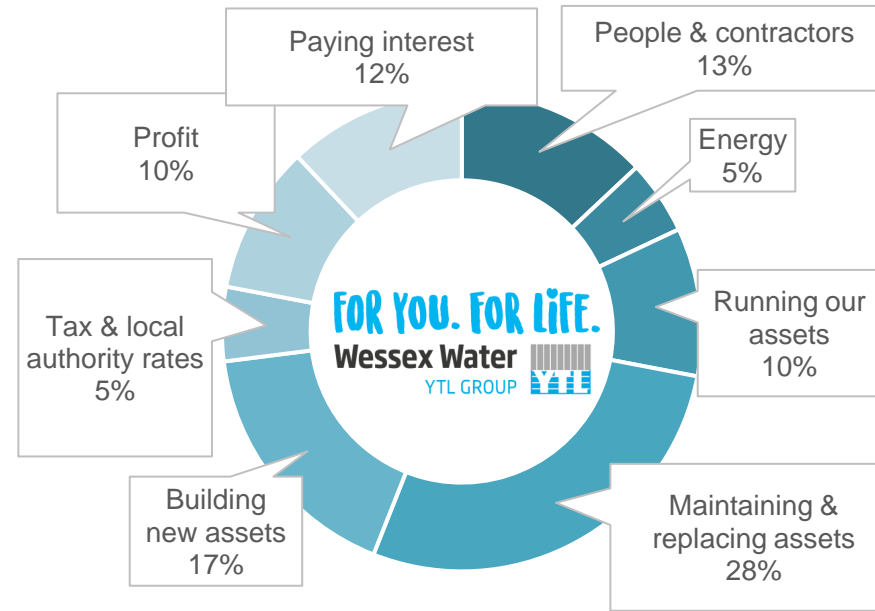
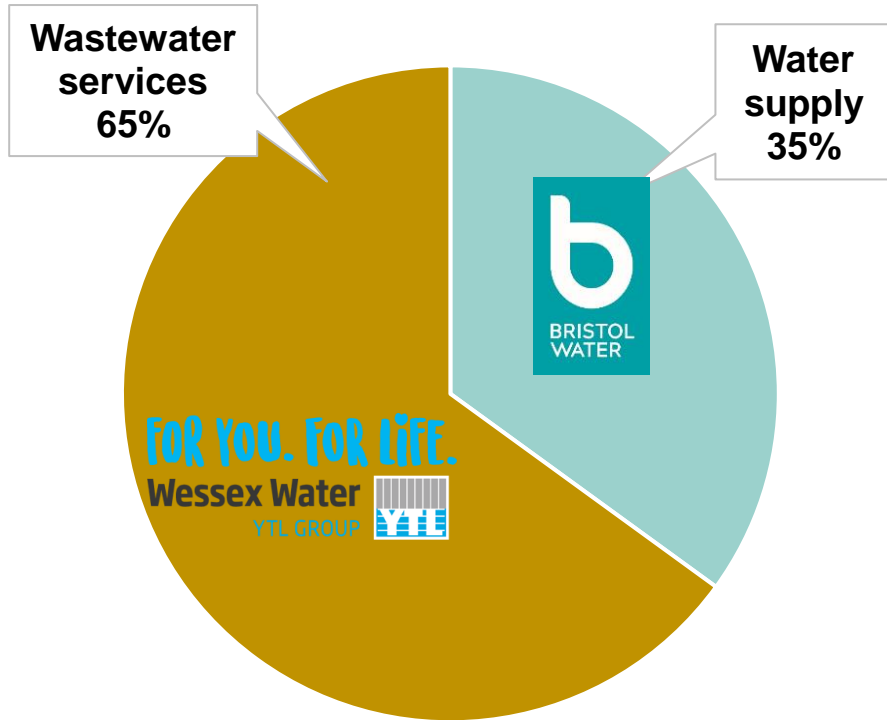
- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills (which equates to £1 to an average household bill)
- Customer bills have increased by an average of £1 for the current year in response.

Household bill breakdown

Split for every £1 spent for an average customer



PART TWO

Next we are showing you how Bristol Water & Wessex Water perform in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - For example: on the next slide you'll see information about the number of customers recorded on water companies' priority services registers.
- Please read the information and consider where you are happy with Bristol Water's & Wessex Water's performance – and where you would like to see improvements.

Priority Services is designed for customers with additional needs who may need extra help due to age, ill health, disability, mental health or a temporary change in personal situation.

Each water company, including Bristol Water and Wessex Water, keeps a Priority Services Register and it includes customers' specific requirement(s), for example:

- People who are particularly vulnerable **during supply interruptions**.
 - *For example: people with health issues who could be at risk when there is no water e.g. dialysis , or people with mobility problems who may not be able to reach water tanks. These customers would be supplied with bottled water in the event of an interruption to supply.*
- People who need **information in a different format** than the company usually uses, for instance people who are deaf, vocally impaired, partially sighted or blind, or people with mental health problems or learning difficulties; or
- People who may need **help to read their meter, to understand their bills, or to make arrangements to pay** their bills

Priority services register – performance commitment

As we saw earlier, water companies service level targets, called ‘performance commitments’ for which they can receive penalties (when they do not achieve the target) or rewards (when they do).

The **Priority Services Performance Commitment** is one that has no financial penalties or rewards for companies, but companies are scored on how well they do just like they are on other performance commitments.

For Priority Services, the regulator tells water companies to:

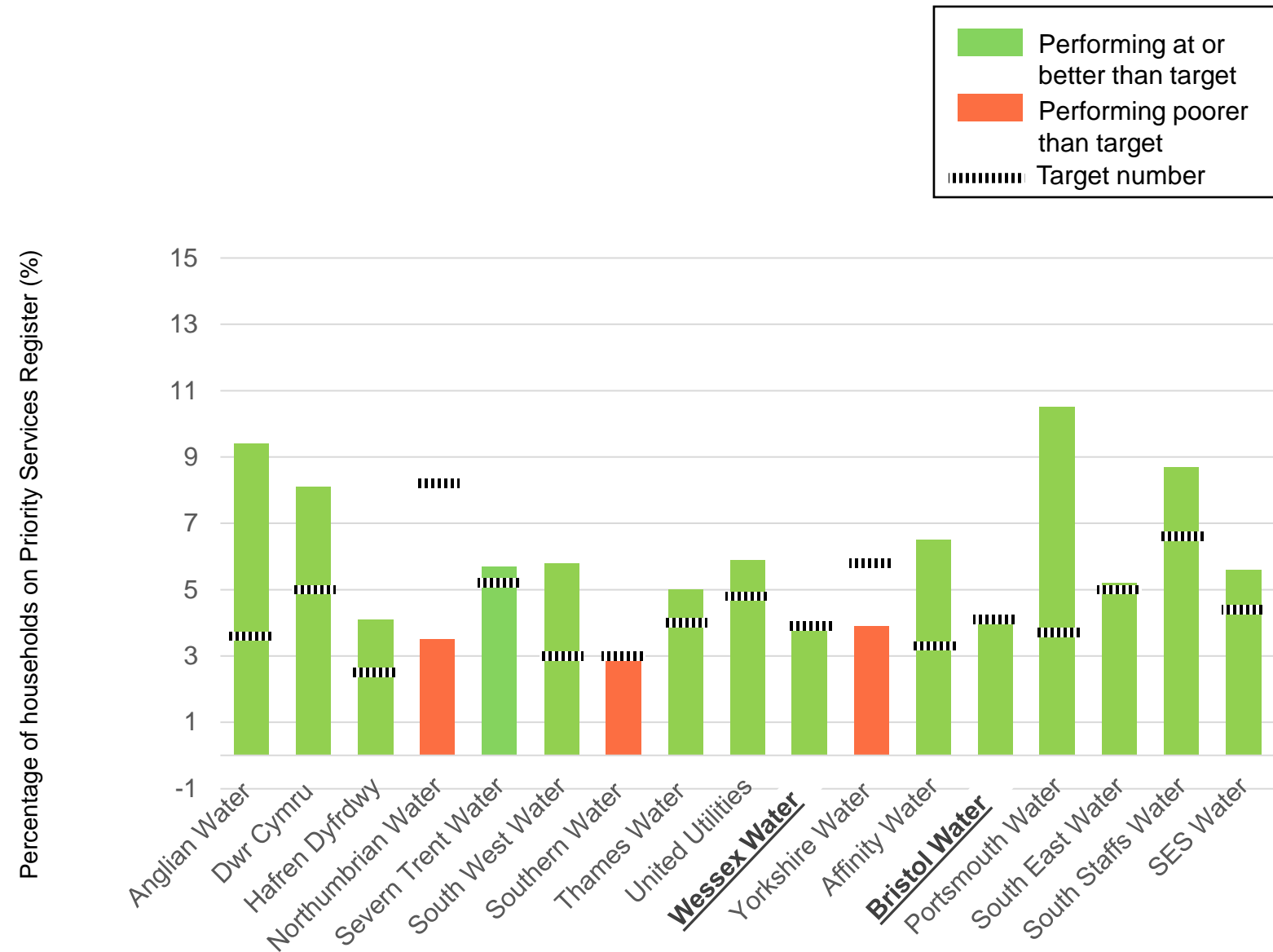
- Keep accurate and up-to-date information on consumers who need specific help or service
- Make sure all consumers are told about the specialised priority services that are available
- Make sure the application process is easy to access, to understand, and to complete
- Make sure consumers can find all the information they need in a form they can use and understand
- Make sure that bill payers who need special assistance know how much they need to pay and when they need to pay by
- Operate a password scheme to make sure that consumers can identify company staff from potential bogus callers
- Make sure all metered bill payers can check their water usage regularly
- Make sure that disabled consumers know which of the company’s public buildings and recreational facilities are equipped to cope with their needs
- Make sure that all staff are fully aware of the needs of, and services available for, disabled, chronically ill or elderly consumers

Priority services register performance in 2021-22

The table shows the percentage of households on each company's register and categorises the companies' performance on whether they have achieved all elements of the performance commitment.

Company performance against target.
(A higher percentage is better.)

Water and Sewerage company	Performance Against Target
Anglian Water	+161%
Dwr Cymru	+62%
Hafren Dyfrdwy	+64%
Northumbrian Water	-57%
Severn Trent Water	+10%
South West Water	+93%
Southern Water	-3%
Thames Water	+25%
United Utilities	+23%
Wessex Water	+3%
Yorkshire Water	-33%
Affinity Water	+97%
Bristol Water	0%
Portsmouth Water	+184%
South East Water	+4%
South Staffs Water	+32%
SES Water	+27%



Social Tariff – what is it?

All major water companies in England and Wales have schemes to give lower bills to some customers who might otherwise struggle to pay. These are called **social tariff schemes**.

- In line with Government rules these schemes are mostly funded by charging other households a bit more on their bills. This is what's also known as a **cross-subsidy**. There are a number of examples of cross subsidies in day-to-day life. For example, concessionary tickets for children or pensioners to attractions (e.g. the cinema, theme parks etc.).

To date, **Wessex Water** have helped more than **55,000 households** afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes. **Bristol Water** have helped more than **25,000 households** afford their ongoing water bills or repay their debt.

Some examples of Social Tariffs that Bristol Water & Wessex Water offer include:

Reduced bill: **Assist**

Assist is for customers who are struggling to pay their bills and need a discount.

Bill cap scheme: **WaterSure**

WaterSure helps reduce water bills for households who use a lot of water for reasons beyond their control e.g. a medical condition

Discount for low income pensioners

For customers who are in receipt of Pension Credit, or where the state pension is the only source of income for all adults in the household.

Discounted tariff: **WaterCare**

For customers with a meter (or unable to have a meter) and whose water bill is greater than 5% of their income.

Wessex Water and Bristol Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Increase the **number of households on their range of affordability schemes** to at least **100,000** by 2030 for **Wessex Water**.
- Continue to **work with a wide range of partners** across the Wessex region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Continue to **fund their debt advice partners** so they can increase the number of clients they can advise about their bills and debt.
- Make it as **easy and quick as possible to apply for the support they offer** and use data to automatically apply bill reductions to customers where they can without the need to complete an application.
- Help customers, particularly those on water meters, to **save water and energy**.
- Continue to **fund a number of local community projects** across the region through the **Wessex Water Foundation** aimed at improving access to services and building financial capability.
- Bristol Water will continue with the Watershare+ schemes, **giving customers the chance to either receive shares in Pennon Group, or a credit against their bill**.

Wessex Water will continue to follow their ethos: every customer matters



In future, Wessex Water and Bristol Water will continue to develop their goals across these 4 key themes:

Using data wisely

This helps Wessex Water to assess the effectiveness and uptake of their support and identify and target activity proactively and effectively

Growing partnerships

This area is designed to increase the number and variety of Wessex Water's partners and to work with them in a way that suits them to best engage with their clients, i.e. you – the customer

Community engagement

To extend their reach and engagement across communities, break down barriers to engagement and reach those who might otherwise not have been heard

Improving the customer journey

To make it as easy as possible for customers to know about and access support through the channel of their choice and to have an excellent customer experience

Wessex Water propose to invest in the following areas in 2025-2030 to improve customer service



Improve their customer service offer by:

- **Fixing problems faster** by using rapidly developing technology to upskill their teams.
- **Giving customers more options to contact them** and, if they want to, allowing them to book an appointment online for Wessex Water to visit them.
- **Improving communications with customers** during an event e.g. when working on a road affecting traffic.
- Continuing to **improve their online offering**, including their e-billing service
- Extending their **priority services register**



Develop their work in the community:

- Wessex Water are running two pilot projects to understand how they can **work more effectively with local communities** to deliver shared environmental and social goals
- Continuing their education programme, reaching over 20,000 students and children a year.
- Continuing to engage with customers beyond their water and sewerage bills – at community shows, through recreational access to their sites, or through the support they provide local organisations each year, financially or through their volunteering programme.

Bristol Water's strategy for providing excellent customer service at every moment proposes to improve the following areas in 2025-2030

Improve their customer experience by:

- **Making customer journeys effortless**, automated and seamlessly flow across channels by developing a digital backbone.
- Making it easier to **pay clear and fair bills**.
- **Proactively** support any customer who needs **help to pay** and **avoid or escape debt**.
- Setup **new easy to use payment routes** such as an improved self-service portal
- Extending their **priority services register**.
- Support our **local community** through purposeful action and **build trust** by proudly showing who we are and what we do.
- **Value every drip and every drop of water**. Care for our environment by reducing water usage and leakage both today & in a smarter future.

PART THREE

Finally we are showing you a headline summary of Bristol Water's and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bristol Water's and Wessex Water's proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.



Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when



















All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.



		2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	 FOR YOU. FOR LIFE. Wessex Water <small>YTL GROUP</small>	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Removing everyone from water poverty	£24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£6
						Remove carbon & pollutants from sewer sludge	£8		
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	 b BRISTOL WATER			Reducing leakage by 8%	£4	Smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and appearance	£3	Replace 30,000 lead pipes	£2
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Net zero operational emissions	£7
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3

Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	£4
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£4

Proposed business plan

		2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers		Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
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Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.


Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

What Bristol Water & Wessex Water are legally required to do



		2050 goals	Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations £23	Reducing internal and external sewer flooding £11	Reducing sewage spills in further 45 locations £11
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	Net zero carbon & biodiversity	Be a net zero carbon business by 2040			Operationally net zero Remove carbon & pollutants from sewer sludge £6 £8
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population		Reducing leakage by 8% £4	Smart meters and water efficiency support £2
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	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service			Removing everyone from water poverty £3

An effective sewerage system

Legally required
No say

Reducing the
number of sewage
spills in 150
locations

£23 per year



2050 target:

To halve the number of sewer flooding incidents.



Storm overflows

When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,300 for Wessex Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £23 per year to the average household water bill.



2050 target

To restore the quality of rivers and coastal waters

Legally required
No say

Nutrient removal
and river water
quality monitoring

£47 per year



The services that water companies provide must comply with environmental laws in England/Wales, as well as UK/Welsh Government policy.

- Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there
- A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built
- As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country
- Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity

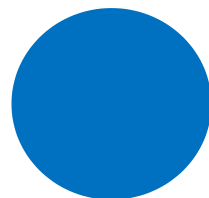
Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£2 per year



2050 target: High quality drinking water



Continue to deliver clean and safe tap water

Invest £26 million to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

Investing in:

- Catchment management to manage water quality issues at source
- Major upgrades to 3 treatment works

Bristol Water will need to spend £26m to meet these requirements for 2025-2030, and this will add £2 per year to the average household water bill.

Legally required / must-do

Protect natural resources

£1 per year



2050 target: Doubling natural capital (the wealth of natural resources) on our sites and those that we interact with




Protect natural resources

- Invest **£12 million** to protect and enhance wildlife, for example by:
- Working with partners and landowners to remove weirs or include fish and eel pass installations to ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non – native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought.

Bristol Water will need to spend £12m to meet these requirements for 2025-2030, and this will add £1 per year to the average household water bill.

Bristol Water & Wessex Water's proposed 5 year targets – your feedback on these



















Must do investments where there is little flexibility in when or how they are delivered



	2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
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Longer term investments – your input on how and when they do these...

Components of the plan where there is more flexibility on how or when they are delivered

		2050 goals	Legally required <i>Must do</i>		5 year targets: <i>customer feedback</i>		Longer term investments: <i>your input on how & when</i>	
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2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£6

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £6 to the average bill.



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£8

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £8 to the average bill.

An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
spills in a further 45
locations

£11

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £11 to the average bill.



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their water bill

Discretionary investments
You decide

Removing everyone
from water poverty

£24

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 households

- Continuing to work with partners such as Citizens Advice to raise awareness and reach customers who need support
- Continuing to fund debt advice partners to increase the number of clients they can advise about bills and debt
- Making it easy to access support: using data to automatically apply bill reductions to customers without the need to complete forms
- Helping customers to save water and energy
- Funding community projects across the region

Wessex Water propose to remove everyone from water poverty by 2030. This would add £24 per to people's bills who are not on social tariffs. Note the 'average bill' is not affected as this includes the support given to those on social tariffs.



2050 target:

Replace 130,000 lead communication and supply pipes to achieve a lead free network by 2050

Longer term investments
You decide

Replacing lead pipes

£2 by 2030

Proposal for replacing lead pipes

- Replace 30,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bristol Water plans to spend £32 million to Replace 30,000 lead pipes by 2030. This would add £2 to the average bill by 2030.

Discretionary investments
You decide

Installing smart meters

£2 by 2030



2040 target:

Installing 500,000 smart meters by 2040 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 175,000 smart meters by 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bristol Water plans to spend £26 million to install 175,000 smart meters by 2030. This would add £2 to the average bill by 2030.

Longer term investments
You decide

**Net zero operational
emissions**

£7 by 2030



2050 target:

Net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by Bristol Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions

Bristol Water propose to spend £105m on making all operations net zero, and this would add £7 to the average bill.

Longer term investments
You decide

Removing everyone
from water poverty

£3 by 2030



2050 target:

Zero water poverty – no one spending more than 2% of their disposable income on their water bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 25,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £3 as a cross subsidy to customers less able to pay.

In additional, Bristol Water will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy

PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Wessex Water & Bristol Water.

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recorded for research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.



There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

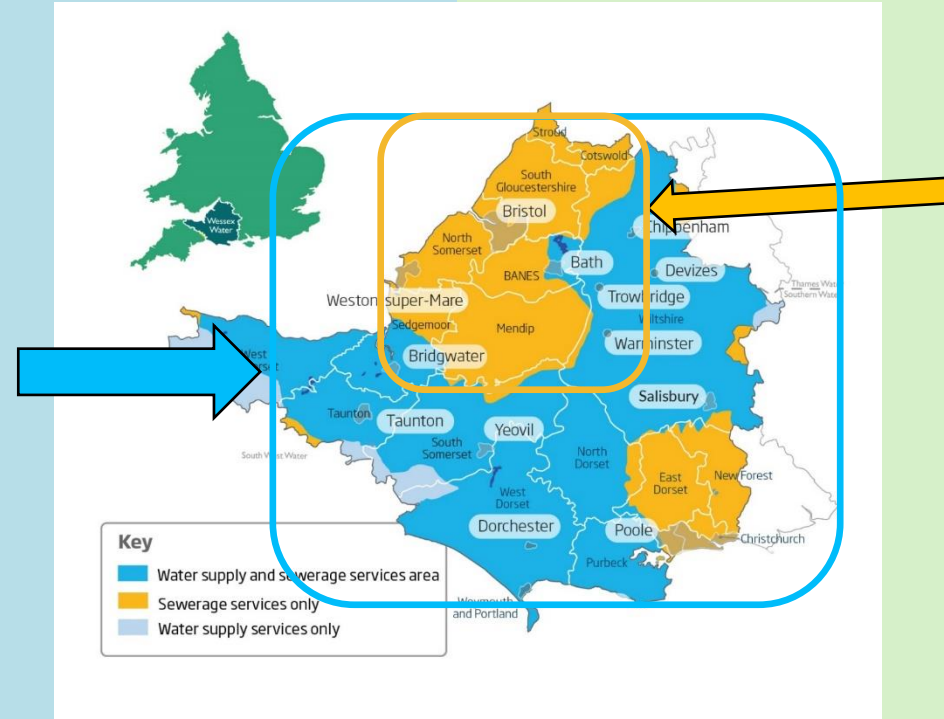
e.g. most people in Bristol receive **water services from Bristol Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live



This is the Wessex Water region

This is the Bristol Water region



Wessex Water provides essential water services across Somerset, Wiltshire, Dorset, Bath & Bristol. It directly employs over 2,700 people

It provides sewerage services for the whole region:

- Approx. 2.9m people and 57,000 businesses

It also provides water supply services for all areas excluding Bristol Water and Bournemouth Water areas

This is the Bristol Water region

It provides water supply services for:

- 1.2m people
- 35,000 businesses

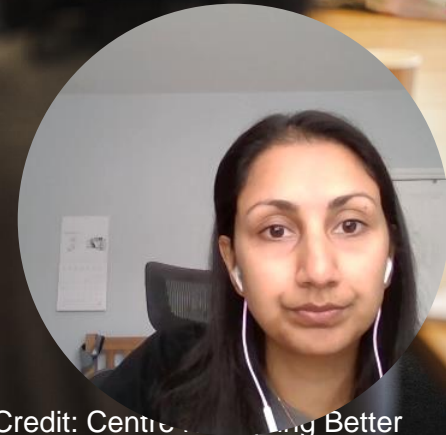
Wessex Water provides the sewerage services



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.



Credit: Centre for Improving Better



The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





Water services



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water



5.
Wastewater is
collected and
piped to sewage
pumping stations



**Wastewater
services**

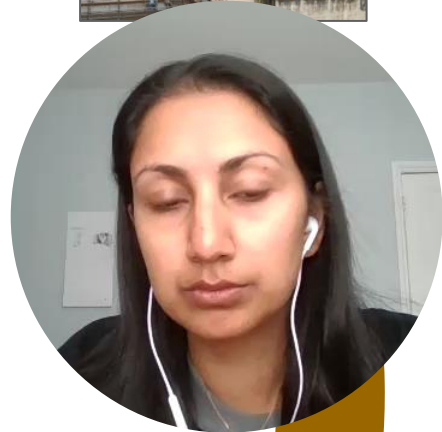
FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP 



1.
Water is collected
groundwater,
reservoirs or
rivers and treated



7.
Customer services and
billing based locally





1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers

Water quality monitored by Drinking Water Inspectorate



3. Customers receive a safe supply of water

Satisfaction monitored by Ofwat



4. Customers flush waste water

Activities monitored by Environment Agency

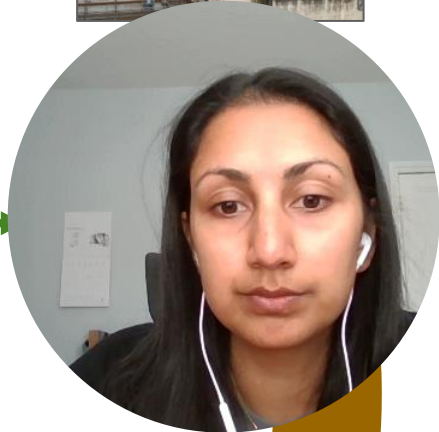


5. Wastewater is collected and piped to sewage pumping stations



7. Customer services and billing based locally

Bills set by Ofwat



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some performance commitments, compared to other water companies in England and Wales. These commitments are a snapshot of the wide range of services companies provide. We are showing examples as customers have told us they are particularly important to them.



Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

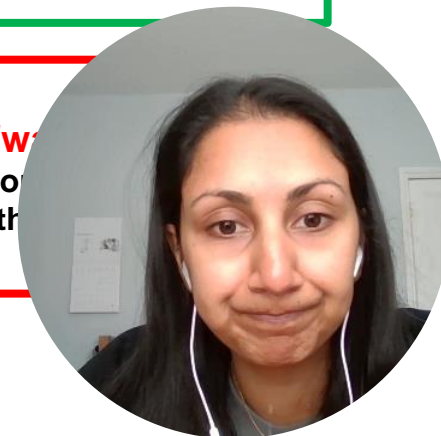
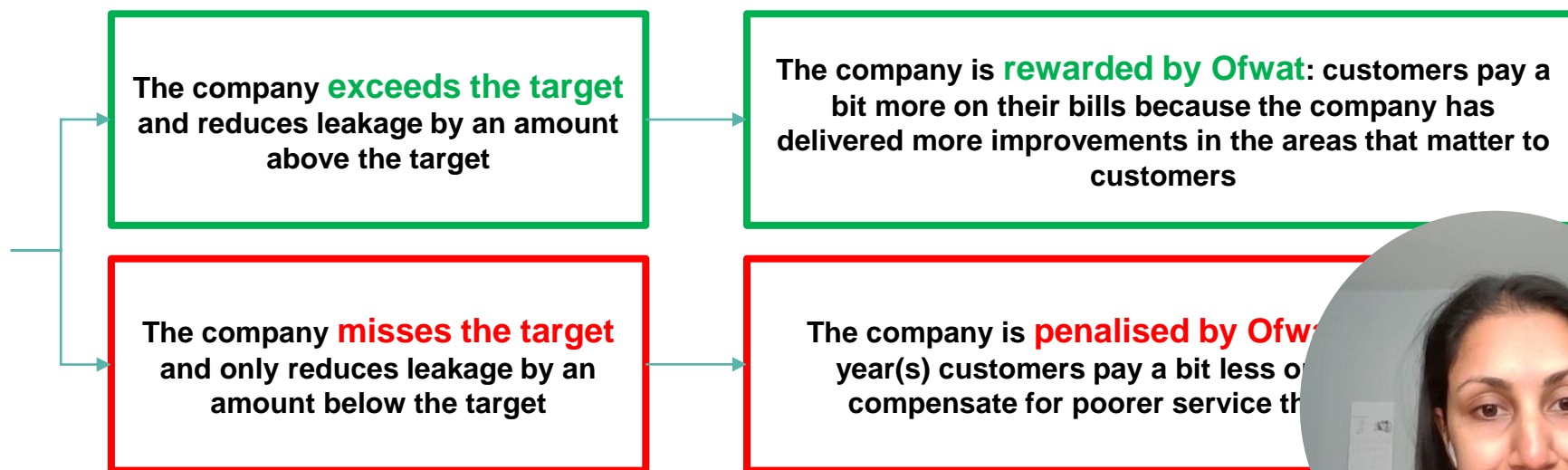
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





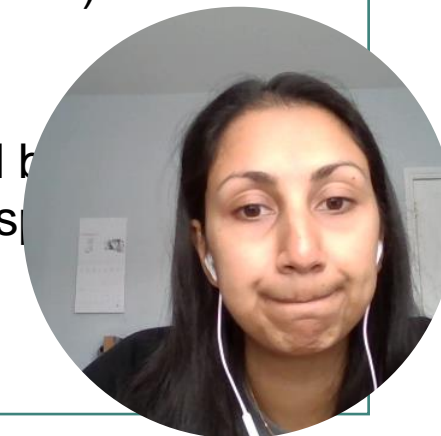
How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.

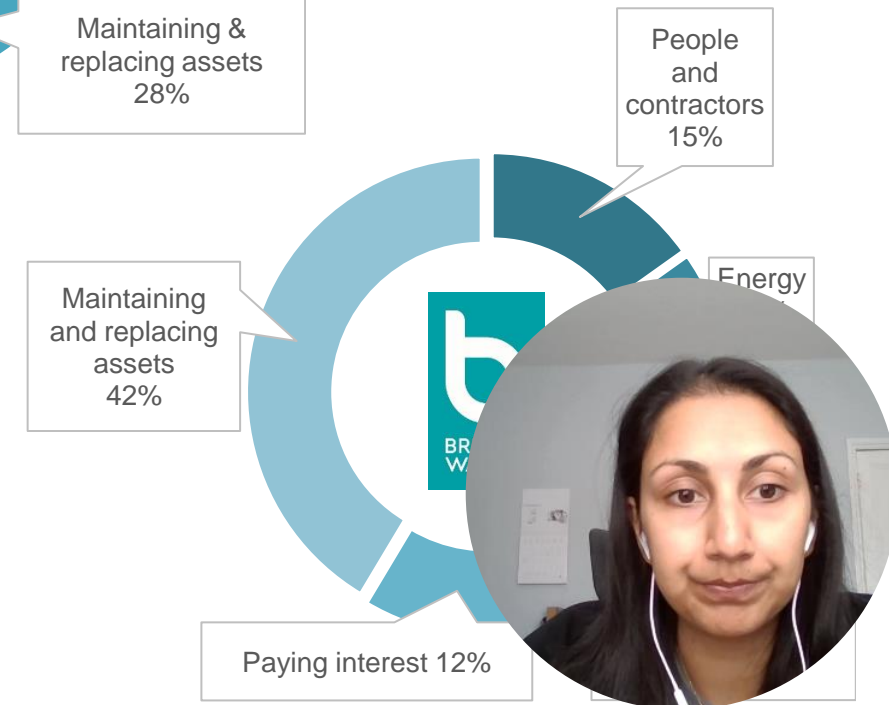
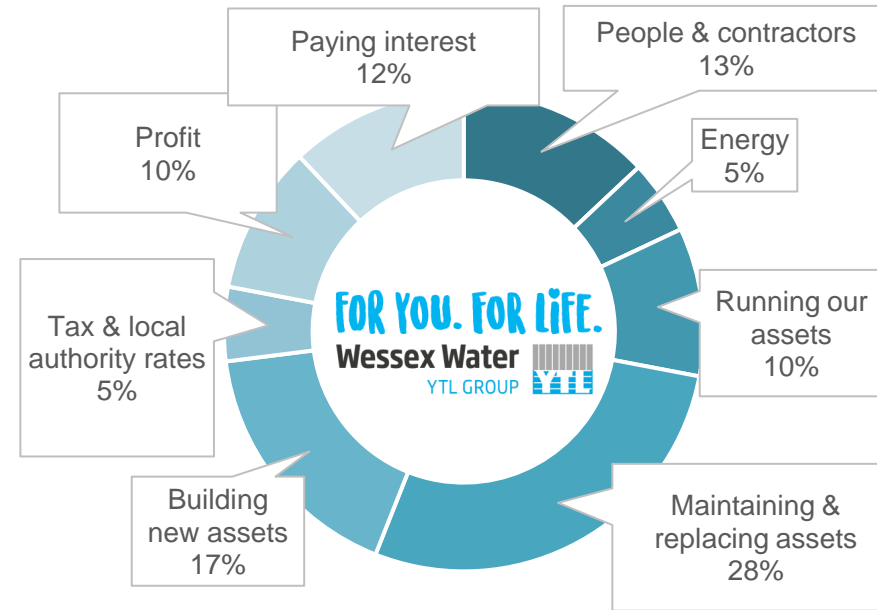
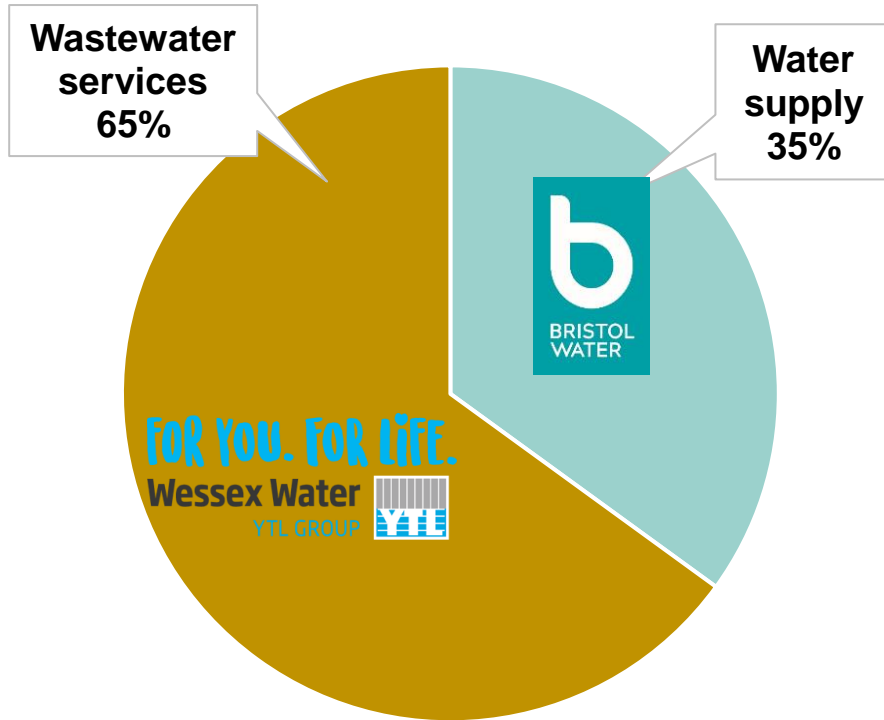


- Last year Bristol Water **passed 22** and **failed 7** performance commitment targets earning them a reward of **£0.7m** that they could retrieve through customer bills (which equates to £1 to an average household bill)
- Customer bills have increased by **£1** for the current year in response to this reward.



Household bill breakdown

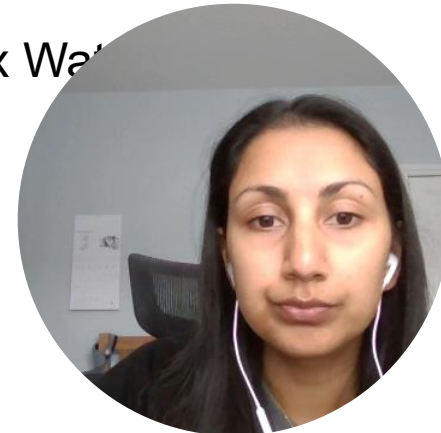
Split for every £1 spent for an average customer



PART TWO

Next we are showing you how Bristol Water & Wessex Water perform in relation to other water companies across England and Wales

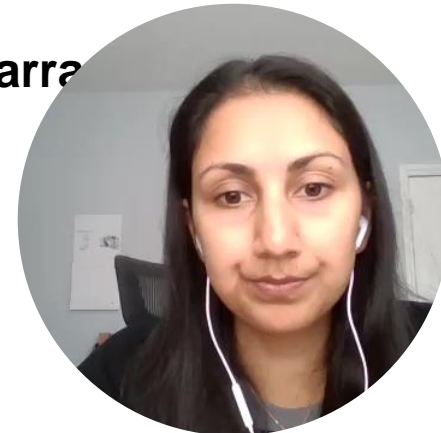
- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - For example: on the next slide you'll see information about the number of customers recorded on water companies' priority services registers.
- Please read the information and consider where you are happy with Bristol Water's & Wessex Water performance – and where you would like to see improvements.



Priority Services is designed for customers with additional needs who may need extra help due to age, ill health, disability, mental health or a temporary change in personal situation.

Each water company, including Bristol Water and Wessex Water, keeps a Priority Services Register and it includes customers' specific requirement(s), for example:

- People who are particularly vulnerable **during supply interruptions**.
 - *For example: people with health issues who could be at risk when there is no water e.g. dialysis , or people with mobility problems who may not be able to reach water tanks. These customers would be supplied with bottled water in the event of an interruption to supply.*
- People who need **information in a different format** than the company usually uses, for instance people who are deaf, vocally impaired, partially sighted or blind, or people with mental health problems or learning difficulties; or
- People who may need **help to read their meter, to understand their bills, or to make arrangements to pay their bills**



Priority services register – performance commitment

As we saw earlier, water companies service level targets, called ‘performance commitments’ for which they can receive penalties (when they do not achieve the target) or rewards (when they do).

The **Priority Services Performance Commitment** is one that has no financial penalties or rewards for companies, but companies are scored on how well they do just like they are on other performance commitments.

For Priority Services, the regulator tells water companies to:

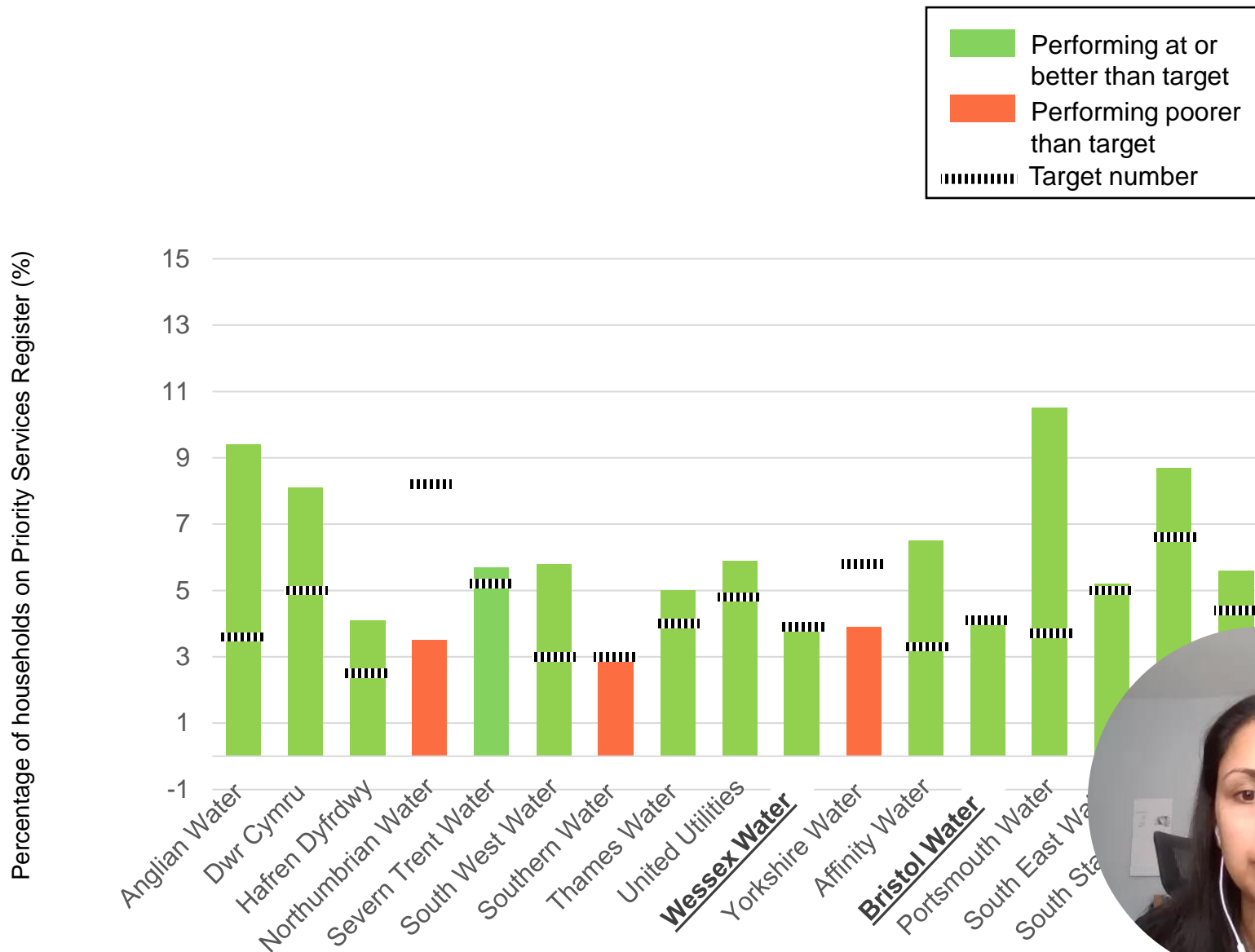
- Keep accurate and up-to-date information on consumers who need specific help or service
- Make sure all consumers are told about the specialised priority services that are available
- Make sure the application process is easy to access, to understand, and to complete
- Make sure consumers can find all the information they need in a form they can use and understand
- Make sure that bill payers who need special assistance know how much they need to pay and when they need to pay by
- Operate a password scheme to make sure that consumers can identify company staff from potential bogus callers
- Make sure all metered bill payers can check their water usage regularly
- Make sure that disabled consumers know which of the company’s public buildings and recreational facilities are equipped to cope with their needs
- Make sure that all staff are fully aware of the needs of, and services available for, disabled, chronically ill or elderly consumers

Priority services register performance in 2021-22

The table shows the percentage of households on each company's register and categorises the companies' performance on whether they have achieved all elements of the performance commitment.

Company performance against target.
(A higher percentage is better.)

Water and Sewerage company	Performance Against Target
Anglian Water	+161%
Dwr Cymru	+62%
Hafren Dyfrdwy	+64%
Northumbrian Water	-57%
Severn Trent Water	+10%
South West Water	+93%
Southern Water	-3%
Thames Water	+25%
United Utilities	+23%
Wessex Water	+3%
Yorkshire Water	-33%
Affinity Water	+97%
Bristol Water	0%
Portsmouth Water	+184%
South East Water	+4%
South Staffs Water	+32%
SES Water	+27%



Social Tariff – what is it?

All major water companies in England and Wales have schemes to give lower bills to some customers who might otherwise struggle to pay. These are called **social tariff schemes**.

- In line with Government rules these schemes are mostly funded by charging other households a bit more on their bills. This is what's also known as a **cross-subsidy**. There are a number of examples of cross subsidies in day-to-day life. For example, concessionary tickets for children or pensioners to attractions (e.g. the cinema, theme parks etc.).

To date, **Wessex Water** have helped more than **55,000 households** afford their ongoing water bills or repay their debt through a variety of low-rate tariffs and payment schemes. **Bristol Water** have helped more than **25,000 households** afford their ongoing water bills or repay their debt.

Some examples of Social Tariffs that Bristol Water & Wessex Water offer include:

Reduced bill: **Assist**

Assist is for customers who are struggling to pay their bills and need a discount.

Bill cap scheme: **WaterSure**

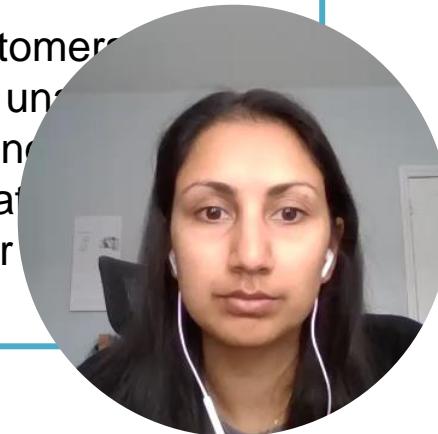
WaterSure helps reduce water bills for households who use a lot of water for reasons beyond their control e.g. a medical condition

Discount for low income pensioners

For customers who are in receipt of Pension Credit, or where the state pension is the only source of income for all adults in the household.

Discounted tariff: **WaterCare**

For customers with a meter (or unmetered) and a bill is greater than their



Wessex Water and Bristol Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Increase the **number of households on their range of affordability schemes** to at least **100,000** by 2030 for **Wessex Water**.
- Continue to **work with a wide range of partners** across the Wessex region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Continue to **fund their debt advice partners** so they can increase the number of clients they can advise about their bills and debt.
- Make it as **easy and quick as possible to apply for the support they offer** and use data to automatically apply bill reductions to customers where they can without the need to complete an application.
- Help customers, particularly those on water meters, to **save water and energy**.
- Continue to **fund a number of local community projects** across the region through the **Wessex Water Foundation** aimed at improving access to services and building financial capability.
- Bristol Water will continue with the Watershare+ schemes, **giving customers a chance to either receive shares in Pennon Group, or a credit against their water bill.**



Wessex Water will continue to follow their ethos: every customer matters



In future, Wessex Water and Bristol Water will continue to develop their goals across these 4 key themes:

Using data wisely

This helps Wessex Water to assess the effectiveness and uptake of their support and identify and target activity proactively and effectively

Growing partnerships

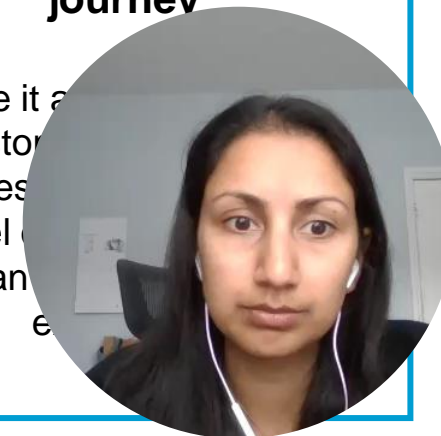
This area is designed to increase the number and variety of Wessex Water's partners and to work with them in a way that suits them to best engage with their clients, i.e. you – the customer

Community engagement

To extend their reach and engagement across communities, break down barriers to engagement and reach those who might otherwise not have been heard

Improving the customer journey

To make it easier for customers to access services and access channels that have an impact on their experience



Wessex Water propose to invest in the following areas in 2025-2030 to improve customer service



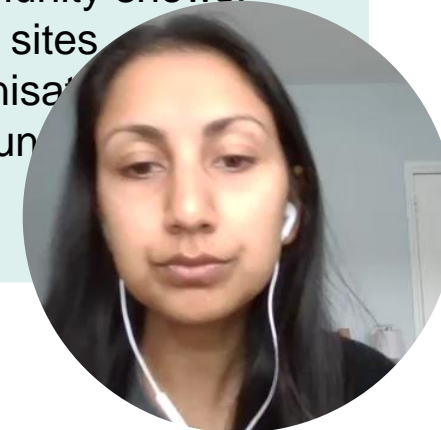
Improve their customer service offer by:

- **Fixing problems faster** by using rapidly developing technology to upskill their teams.
- **Giving customers more options to contact them** and, if they want to, allowing them to book an appointment online for Wessex Water to visit them.
- **Improving communications with customers** during an event e.g. when working on a road affecting traffic.
- Continuing to **improve their online offering**, including their e-billing service
- Extending their **priority services register**



Develop their work in the community:

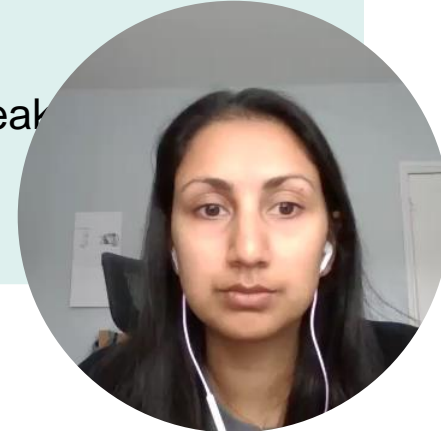
- Wessex Water are running two pilot projects to understand how they can **work more effectively with local communities** to deliver shared environmental and social goals
- Continuing their education programme, reaching over 20,000 students and children a year.
- Continuing to engage with customers beyond their water and sewerage bills – at community shows, through recreational access to their sites, the support they provide local organisations a year, financially or through their volunteer programme.



Bristol Water's strategy for providing excellent customer service at every moment proposes to improve the following areas in 2025-2030

Improve their customer experience by:

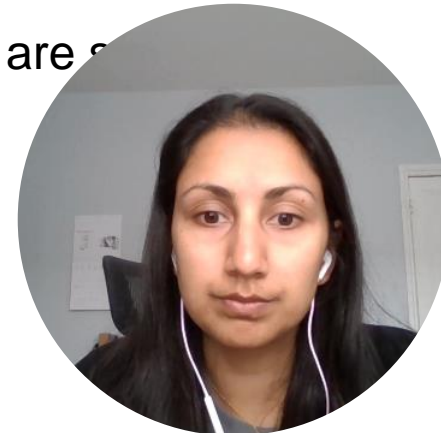
- **Making customer journeys effortless**, automated and seamlessly flow across channels by developing a digital backbone.
- Making it easier to **pay clear and fair bills**.
- **Proactively** support any customer who needs **help to pay** and **avoid or escape debt**.
- Setup **new easy to use payment routes** such as an improved self-service portal
- Extending their **priority services register**.
- Support our **local community** through purposeful action and **build trust** by proudly showing who we are and what we do.
- **Value every drip and every drop of water**. Care for our environment by reducing water usage and leaks today & in a smarter future.



PART THREE

Finally we are showing you a headline summary of Bristol Water's and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are sent to the regulator.



The following slide outlines Bristol Water's and Wessex Water's proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

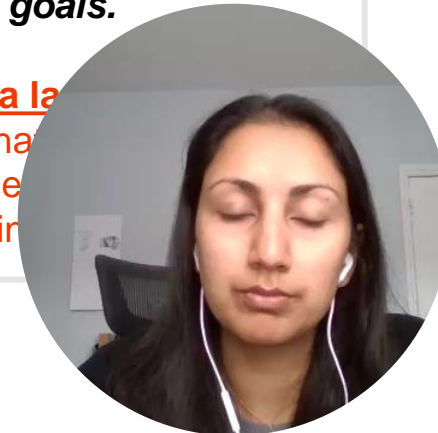
Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

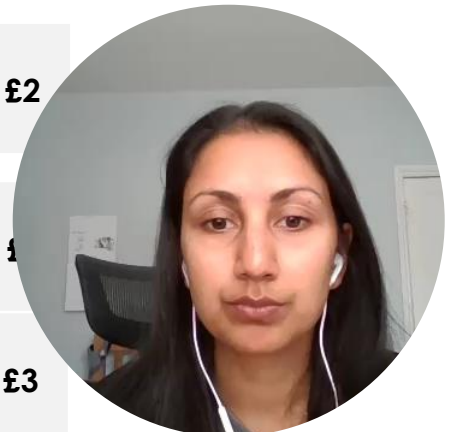
Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say give a view on what appropriate scale of additional investment





















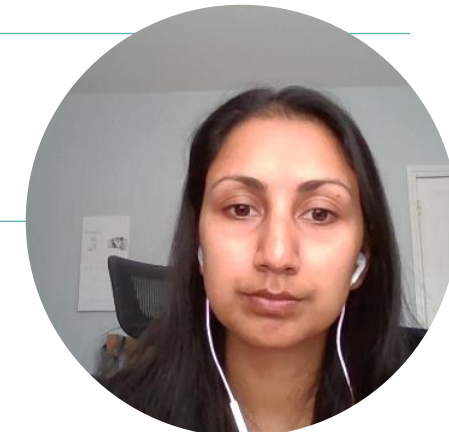
		2050 goals		Legally required <i>Must do</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Removing everyone from water poverty	£24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£6
						Remove carbon & pollutants from sewer sludge	£8		
Bristol Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	b BRISTOL WATER			Reducing leakage by 8%	£4	Smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£2	Reduce contacts on taste, smell and appearance	£3	Replace 30,000 lead pipes	£2
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£1			Net zero operational emissions	£1
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£3



Wessex Water & Bristol Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	2.5 - 30 mins	5 mins		5 mins	£0
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	64.3	56.5		50.7	} £11
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	



THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

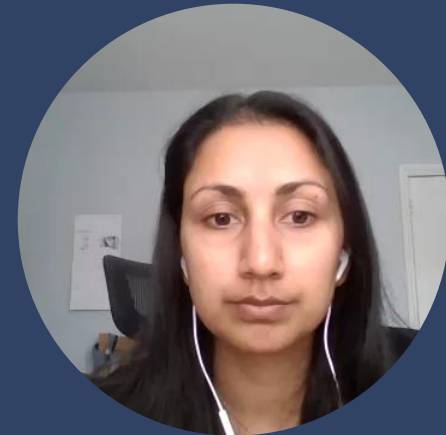
<https://forms.office.com/e/3QHxHtNkca>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.





ACCEPTABILITY & AFFORDABILITY DELIBERATIVE EVENTS MODERATOR GUIDE

Overview

- 3 hour deliberative events each with household customers
- Customers arranged on tables of 8 with a Blue Marble moderator on each table
- Company/CCG representatives to attend – primarily in observation role
- Mix of whole room information sharing, individual table discussions and activities

17:45-18:00	15 mins	Registration, consent form signing, name badges etc
18.00	10 mins	Welcome & Introductions
18.10	10 mins	An introduction to the water company
18.20	15 mins	Recap on the pre-task information
18.35	20 mins	Focus on explaining the long-term picture to 2050 (incl temp check)
18.55	20 mins	Introduce shorter-term (proposed business plan) & legally required investments
19.15	15 mins	Performance commitments
19.30	10 mins	Break
19.40	65 mins	Discretionary elements (with phasing) incl bill impacts
20.45	10 mins	'Must do' business plan and bill impacts
20:55-21:00	5 mins	Wrap-up, post task & thank you

Welcome & Introductions plus brief response to pre-read (15 mins/18.00-18.10)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

BM Lead Moderator:

- **SLIDE 2:** Welcome everyone to the event.
- Introduce Blue Marble and explain that we are an independent research agency.
- Introduce Blue Marble staff and explain that we'll be facilitating the discussions.
- Objective for the session: to help Bournemouth Water & Wessex Water make important investment decisions.
- **SLIDE 3:** Explain: Confidentiality, GDPR, recording, how data will be used.
- **SLIDE 4:** Run through housekeeping & timings – toilets, fire exits, break for refreshments etc.
- **SLIDE 5:** Role of respondents:
 - Asking people to act as representatives of the population of the Bournemouth Water & Wessex Water region;
 - There are no right or wrong answers we just want to hear people's open and honest views;
 - We will provide lots of information and expect much of it will be new to them – encourage people to ask questions.



- Acknowledge that we have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not).

Water companies provide a service for everybody, as we all consume water. We need to consider the merits of the plans we'll be reviewing tonight/today through different lenses:

- **As a customer** – think about the plans as someone who is a bill-payer
- **As a consumer** – think about the plans as someone who is using these services (e.g. children and young people, some tenants)
- **As a citizen** – think about the plans bearing in mind the wider need of society and the environment over the longer term.

BM Lead Moderator: *SLIDE 6:* Now we're going to ask you to introduce yourselves to the people on your table – and to make it a bit more fun we'd like you to look at these pictures and think about which most closely reflects life for you at the moment. **(SLIDE 7)**

Table discussions (5 mins)

Introductions

Each respondent to introduce self:

- Name, who lives in household, which image most closely fits their life at the moment and why – and also tell the table what struck you or surprised you most out of the things you have read?

An introduction to the water company (10 mins/18.10-18.20)

BM Lead Moderator: (3 mins) to very briefly recap pre-task **SLIDES 9-14**

SLIDE 9: This first slide shows us all the water companies that operate across England and Wales. It is important to note that water companies operate regionally. We don't choose our water provider – we have to use the company that covers the area we live in. This is in part why this research is important – it is a chance for customers to have their say. Some companies provide just water supplies, others provide both water and sewerage services.

SLIDE 10: This is a close up of the Bournemouth Water & Wessex Water region – and it gives us a sense of the scale of the operation. South West Water, which Bournemouth Water is now part of, is one of the companies that provides both sewerage and water supply. It provides sewerage services to the whole of the SW region, that's about 1.8m people. Bournemouth Water & Wessex Water supplies the water to around 2.3 million people - including the Bournemouth Water region. But Wessex Water provides the sewerage, or waste water, services in the area.

SLIDE 11: This slide explains why the research is happening. It is all to do with the way water companies plan ahead in a process called the Price Review.

Every five years, water companies develop a 'business plan' that sets out how they want to develop their services, and the proposed cost to customers. As we've seen, customers are not able to choose their water provider, so water companies must give them a say about what they want from their services and the price they pay. Talking to customers through



research also helps water companies prioritise what to do first or what to do most of. In this session we'll be looking at some of the choices they face – and where they want your input.

SLIDE 12: Water companies are regulated. This research is part of the regulatory process. The business plan we'll be looking at - and the cost of the investments which impact on customer bills - are **finalised by Ofwat**. One of the ways that people have their say is through research like this. We'll be asking what you think about the plans: are they '**acceptable**' to you and are they **affordable**. The plans we show you will be refined following this research based on what customers have to say.

SLIDE 13: Here we see all the things a water company like Bournemouth Water & Wessex Water does. We are showing you this because the plans relate to all of the aspects of their work.

SLIDE 14: All of these aspects are overseen by regulators. We have mentioned Ofwat already who oversee the financial operation of water companies and measure customer satisfaction. The Environment Agency monitors all the areas that could have a detrimental impact on the environment if not conducted properly.

The Drinking Water Inspectorate monitors water quality.

Hand back to table moderators

Table discussions: (7 mins)

- Awareness and experience of the water company
 - How much of this was new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Were you aware that Bournemouth Water provides both your water services and Wessex Water your sewerage services?
- Participants' sentiment towards their water company
 - If your water company was a person, what would they be like: describe personality, how would they dress, what would they drive, where would they go on holiday, how would they spend their free time?

Recap on the pre-task information (15 mins/18.20-18.35)

BM Lead Moderator: (5 mins) to very briefly recap pre-task slides (how monitored); (penalties/incentives); the performance slides; what a bill pays for

SLIDE 16: The next information we showed you was about the way water companies are monitored, specifically by Ofwat.

We are told about the service level targets, called 'performance commitments', which are set for every five-year business plan. Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.



SLIDE 17: Companies can miss or exceed performance commitment targets and this has a direct impact on customer bills because of the way Ofwat rewards or penalises companies. Last year Wessex Water **passed 31 and failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of £5.2m that they could receive via customer bills (which would equate to £12 to an average household bill. Bournemouth Water **passed 20 and failed 6 performance commitment** targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household).

SLIDE 18: The remaining information showed us the performance of Bournemouth Water & Wessex Water against all the other water companies. We'll look at all these slides again when we consider their future plans. Note that, because Bournemouth Water is part of South West Water it is shown on the slides as South West Water, they operate under one license.

- **SLIDE 19:** In terms of supply interruptions, Bournemouth Water performed worse than the target set by 123%
- **SLIDE 20:** In terms of water quality, its appearance, taste and smell, Bournemouth Water was just above the target
- **SLIDE 21:** For the target about sewage flooding in properties, Wessex Water is exceeding its target
- **SLIDE 22:** But for sewage flooding outside the home in gardens or outbuildings, Wessex Water did not achieve its target
- **SLIDE 23:** For reducing leaks, Bournemouth Water was exactly on target
- **SLIDE 24:** And in terms of pollution of rivers and bathing areas, Wessex Water exceeded its target.

SLIDE 25: Finally, this slide shows us what your bill pays for.

SLIDE 26: We'll now go back to a table discussion to talk about the information I have just shown you.

Table discussions: (10 mins)

- Thinking about what was just presented, which areas matter most to you?
 - Are there any areas that don't really matter to you at all?
- Where do you think investment and improvement is most needed?
 - Should this area be prioritised? If so, why?
- Thinking about all the water and wastewater services that Bournemouth Water & Wessex Water provide for you and thinking about your bills:
 - What do you think of the value for money of the service you receive?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?

Focus on the long-term picture to 2050 (20 mins/18.35-18.55)

BM Lead Moderator: (5 mins)

Before we get into the detail of the investment plans for the next 5 years, we need to understand what Bournemouth Water & Wessex Water is trying to achieve in the long term. The next slides are to give you a bit more context for this research.



SLIDE 27: Here is a dateline showing the way that water companies plan out as far as 2050 as well as a shorter term 5 year plan as the first stepping stone. We will be discussing both the shorter 5 year plans and the long term goals.

SLIDE 28: There are some challenges that all water companies have to factor in to their longer term plan:

- *The impact of a changing climate: more extreme weather predictions mean that water companies will need to manage more frequent drought periods and the risk of more intense rain and flooding. Their plans include ways to adapt to climate change and become a net zero business.*
- *The pressures that come with a growing population: this means increasing the water and wastewater networks to accommodate new housing developments and building new sustainable ways to capture storm water to prevent it overwhelming the drains and sewers – especially necessary in built up areas.*
- *Some new laws and regulations: all water companies have to comply with environmental laws in England. They also have to consider how climate change and population growth affect current and future capacity of sewage and rainwater drainage networks. These cover a range of areas including:*
 - *Reducing pollution of seas and rivers from sewage overflows.*
 - *Not taking too much water from rivers and from underground to protect the ecology.*
 - *Making sure there is enough water available to protect the natural environment as well as providing a public water supply.*
 - *Treating water and wastewater to a standard that does not harm the natural environment.*
 - *Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.*
- *And then there's the economic situation – the cost of living crisis and high inflation. This is really important for context for this evening's discussion, so we'll now go back to a short table discussion to find out how everyone feels about this.*

Table discussions: (5 mins)

SLIDE 29: We asked you to reflect on the squeeze facing some households in the pre-task survey....

- Do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?
 - In the next 10 years?



BM Lead Moderator: (3 min)

Now we'd like to get your feedback on Bournemouth Water & Wessex Water's long term ambitions.

SLIDE 30: Bournemouth Water has 4 long term target areas for 2050.

SLIDE 30: Wessex Water has 6 long term outcomes as a wastewater services provider

We'd like you to discuss these on your tables now:

Table discussions: (7 mins)

- What do you think about the long-term plans Bournemouth Water & Wessex Water have set out?
- Which one or two matter most to you – probe why
- Which matter least? Why?
- These ambitions sit in the 2050 timeframe, but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?
- Which are least urgent? Why?

Introduce shorter-term (proposed business plan) & legally required investments– 20 mins/18.55– 19.15

BM Lead Moderator (10 mins)

SLIDE 32 *There are 2 plans that we will be showing you. You have already seen the 'Proposed' plan in the pre-read document. This plan includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows Bournemouth Water & Wessex Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.*

SLIDE 34 *This is the one page plan you saw in the pre-read. I'm just going to clarify the 3 types of investment for you to consider...* **SLIDE 35** *These are:*

- The elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- Then we'll consider the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years
- And finally the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years

SLIDE 36 We'll start by showing you the legally required investments:

Moderator refer to **SLIDE 37:** *the first investment relates to **reducing the number of sewage spills**. When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.*

Each company (in England) has a target set by Government to reduce the use of storm overflows:



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- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm.

Wessex Water aim to reducing the number of sewage spills in 150 locations by 2030. Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £23 per year to the average household water bill.

Moderator refer to **SLIDE 38**: this investment relates to the legal requirement for Wessex Water restore the quality of rivers and coastal waters. Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there. A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built. As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country. Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity. Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill.

Moderator refer to **SLIDE 39**: This investment relates to the provision of a reliable supply of water to customers, even during a drought. Water companies have to publish a Water Resources Management Plan, which sets out how they plan to balance demand for water with supply, even during an extreme drought. A mix of solutions is used to both reduce demand (from leakage and from customers) and to increase available supply. Here we are asking about the must do component of the plan – where this is little opportunity for alternatives. This covers: New supplies – such as utilising old quarry pits, connecting new customers and making sure there is the infrastructure to supply them and connecting resources across geographical areas so that there is flexibility in how people are supplied Later on we will ask about more flexible options such as leakage reduction and customer metering.

Moderator refer to **SLIDE 39**: the next investment relates to **to deliver clean and safe tap water Bournemouth Water, as part of SWW, propose to** Invest £120 million between 2025 and 2030 to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry They will be investing in:

- 'Catchment management' to improve water quality issues at source
- Major upgrades to 13 treatment works

Moderator refer to **SLIDE 40**: the final legally required investment relates to **Protecting natural resources**. Bournemouth Water, as part of SWW, will need to spend £72m to meet these



requirements for 2025-2030, and this will add £5 per year to the average household water bill. They will achieve the requirements for example by:

- Working with partners and landowners to remove weirs or ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non-native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought

Table discussions PROBE ON EACH INVESTMENT (10 mins)

SLIDE 43 – refer to summary on screen

How do you feel about the mandatory targets set?

- Do they feel too ambitious/not ambitious enough/about right?
- What are your initial thoughts on the proposed bill changes?
 - Does this seem reasonable?
 - Is it affordable?
- Do you feel this will support the longer term 2050 targets?
- Generally, do you challenge these investments, or do you accept them?
 - If challenge: what would you like to see changed?

Introduce common PCs – 15 mins/ 19.15-19.30

SLIDE 44/45 Moderator: now we are moving on to briefly look at the 6 key performance targets and the investments proposed.

Table discussions part 2 (10 mins)

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Do you feel this will support the longer term ambition /2050 target?
 - Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

BREAK (10 minutes) 19.30 – 19.40



Long term investments – 65 mins/ 19.40-20.45

BM Lead Moderator (5 mins)

SLIDE 46 now we are moving onto look at the longer term investments where customers have a say in how and when these investments are planned between now and 2050

SLIDE 47: one aspect we will be discussing when looking at the long term investments is how they phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- The first scenario is for steady rises which will affect current and future customers similarly.
- In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).
- In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.

BM Lead Moderator

Present each pair of slides in turn

Table discussion after each

SLIDE 48/49 Installing smart meters. (2 mins)

Now I'll read out some background about an additional investment for smart meters

Like leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment. Today, many households have a basic water meter used to generate the water bill every 6 months – none have smart meters. Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage. Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits.

Summarise proposal and phasing options



Table discussions FOR EACH INVESTMENT (5 mins)

- How do you feel about the proposed target (which is discretionary)?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option (A or B) do you think is best and why?
 - Which do you think is the fairest for
 - Customers – bill payers
 - Future customers
 - Society and the environment?
- Do you feel this will support the longer term ambition target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE 50/51 lead pipes (2 mins)

Now I'll read out some background about an additional investment for lead pipe replacement

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies dose water supplied through lead pipes with low levels of phosphates to keep customers safe.

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 52/53 net zero operation. (2 mins)

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 54/55 water poverty. (2 mins)

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 56/57 net zero operation Wessex. (2 mins)

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)



SLIDE 58/59 Removing micro pollutants. (2 mins) Sewage sludge is disposed of as fertiliser but it creates carbon emissions when spread on land and potentially leaches micropollutants into the water environment. Wessex Water needs to reduce these emissions. Furthermore they may not be allowed to spread sludge to land in the future. This will have a big impact as they will need to dispose of the sewage sludge in another way.

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 60/61 storm overflows (2 mins)

Now I'll read out some background about an additional investment for reducing storm overflows

Storm overflows are a design legacy of the past, used to prevent flooding of properties after periods of heavy rainfall, as most sewers carry both sewage and rainwater. A change in the law requires storm overflows to be used less frequently.

Wessex Water currently has 1300 (out of a total of 15000 overflows. The new legal requirement is for no overflow to spill more than 10 times per year by 2050. The law requires some to be addressed faster than others, which means that at least 150 sites must be addressed by 2030. Wessex proposes reducing sewage spills in a further 45 locations

Summarise proposal and phasing options – this is added to the £23 we saw earlier.

TABLE DISCUSSION (5 mins)

SLIDE 62/63 water poverty. (2 mins)

Summarise proposal and phasing options

TABLE DISCUSSION (5 mins)

SLIDE 64 (STIMULUS Proposed plan cost) moderator to explain the slide (refer to Slide 659 - note on inflation) (5 mins)

Table discussions

- Response to the summary of bill impacts over the 2025-30 period
- How affordable is it?
- How are you feeling about the plan?
- How are you feeling about Bournemouth Water & Wessex Water?

Focus on the shorter-term (MUST-DO business plan) – 10 minutes/20.45-20.55

BM Lead Moderator (5 mins)

SLIDE 61 & 62 Introduce overview and summary of the 'must-do' business plan

- Talk through the 5 areas that will revise the bill changes down (**STIMULUS least cost alternative**)
- **SLIDE 63 proposed bill change** based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)



Table discussions – 5 minutes

- How do you feel about the 'least cost/must do' plan
- Which of the 5 areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan implicate the following groups (i.e. what might be the disadvantages or advantages of the least cost from the different perspectives)?
 - Customers – bill payers
 - Future customers
 - Consumers – who are affected but don't pay directly.
 - Society and the environment?

Wrap up and post-task

BM Lead Moderator

Thank you very much for all of your input so far. We really appreciate your time and engagement.

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today.

DELIBERATIVE EVENT

Bournemouth

17 May 2023





You!

A cross section of Bournemouth Water and Wessex Water customers from the Bournemouth area



BLUE MARBLE

Olivier, Nadia, Skye, Andrew, Clare and Joe

Here to help Bournemouth Water & Wessex Water make important investment decisions

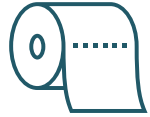
Everything you say during the interview will be treated anonymously

Blue Marble will not reveal to anyone what individual participants have said

In reports we will only summarise what we hear through the whole session (and also other sessions), drawing out general differences between groups of customers

We will voice record the session – we will not be sharing the recordings with anyone outside of our project team and we will delete the recording once we have taken notes

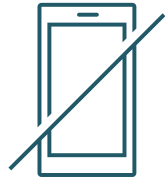




Toilets



Fire exit / alarms



Please if you can turn your phones off or on silent



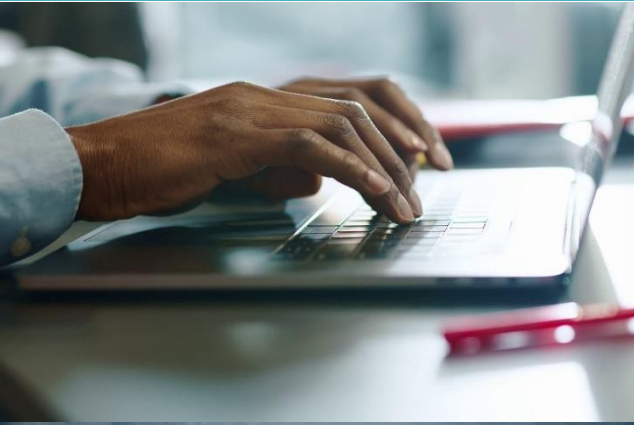
- You are representatives of the population of the Bournemouth Water region, and also Wessex Water customers in your region
- No right or wrong answers: we want to hear your open and honest views
- We have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not)
- We will provide lots of information: please ask questions!
- It's absolutely fine to disagree with other people - but please respect other people's views





Table introductions

Which image reflects life for you?



An introduction to water and waste water services

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions

Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol.

It provides sewerage services for the whole region, including the Bournemouth Water region.



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset

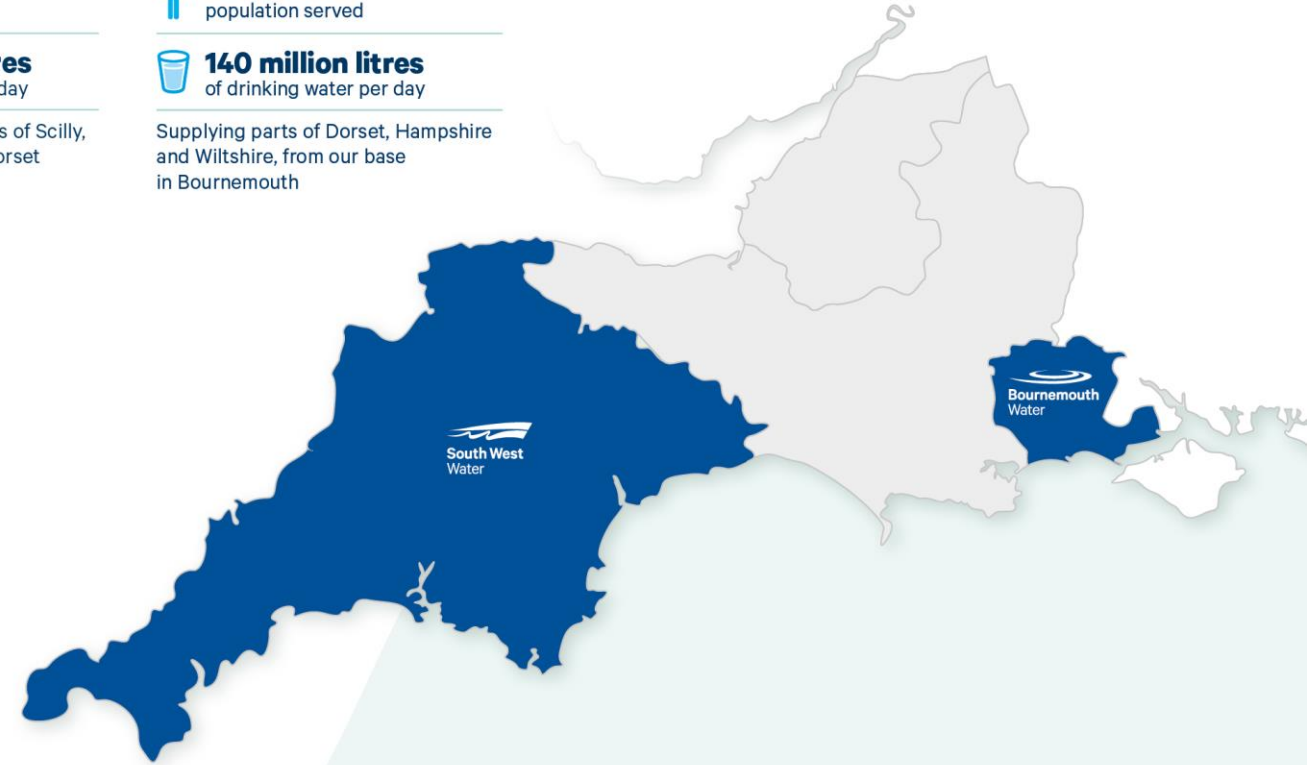


water services

c. 500,000
population served

140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'. Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are '**acceptable**' to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





1.
Water is collected
groundwater,
reservoirs or
rivers and treated



2.
Clean water
supplied to
customers



3.
Customers
receive a safe
supply of water



4.
Customers
flush waste
water

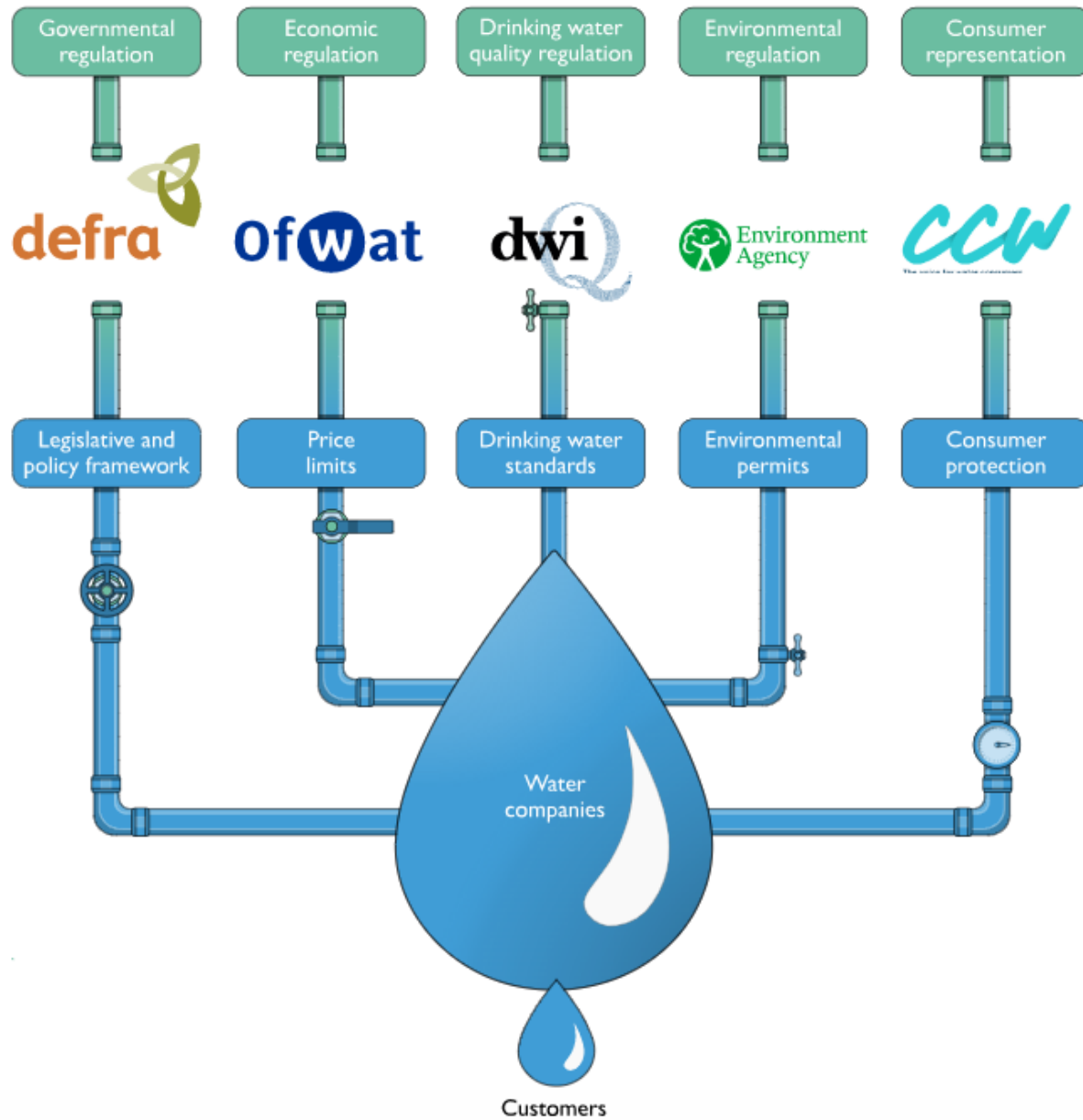


5.
Wastewater is
collected and
piped to sewage
pumping stations



6.
Wastewater
treated at
recycling centres
& returned to the
environment

7.
Customer services and
billing based locally



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water



What impressions do you have
of your water company?

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called ‘performance commitments’**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat’s assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

Companies can **miss** or **exceed performance commitment targets** for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bournemouth Water **passed 20** and **failed 6** performance commitment targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household)



**Supply
interruptions**



Water Quality



**Internal sewer
flooding**



**External sewer
flooding**



Leakage



Pollution

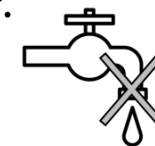
Performance comparisons

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

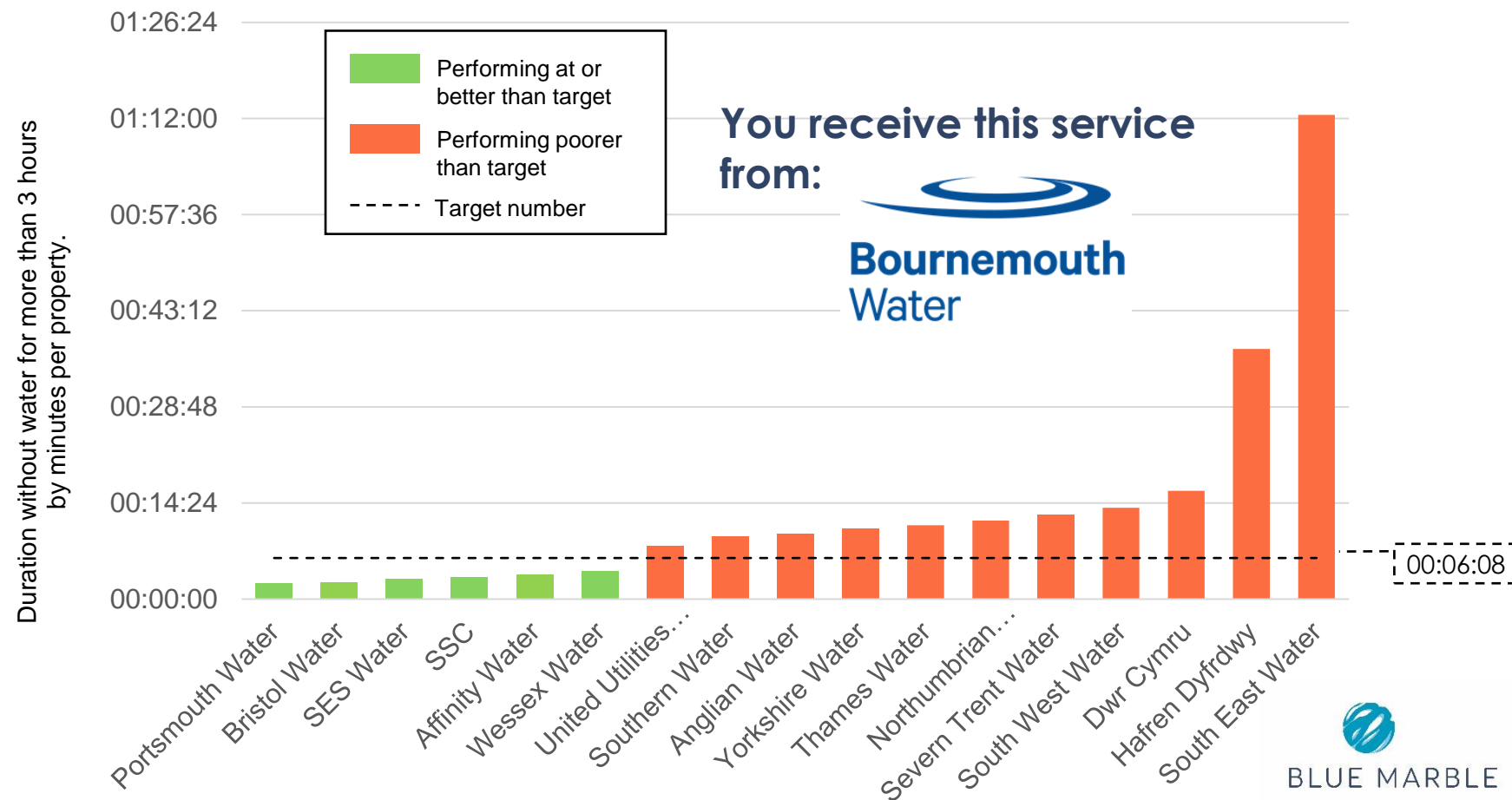
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

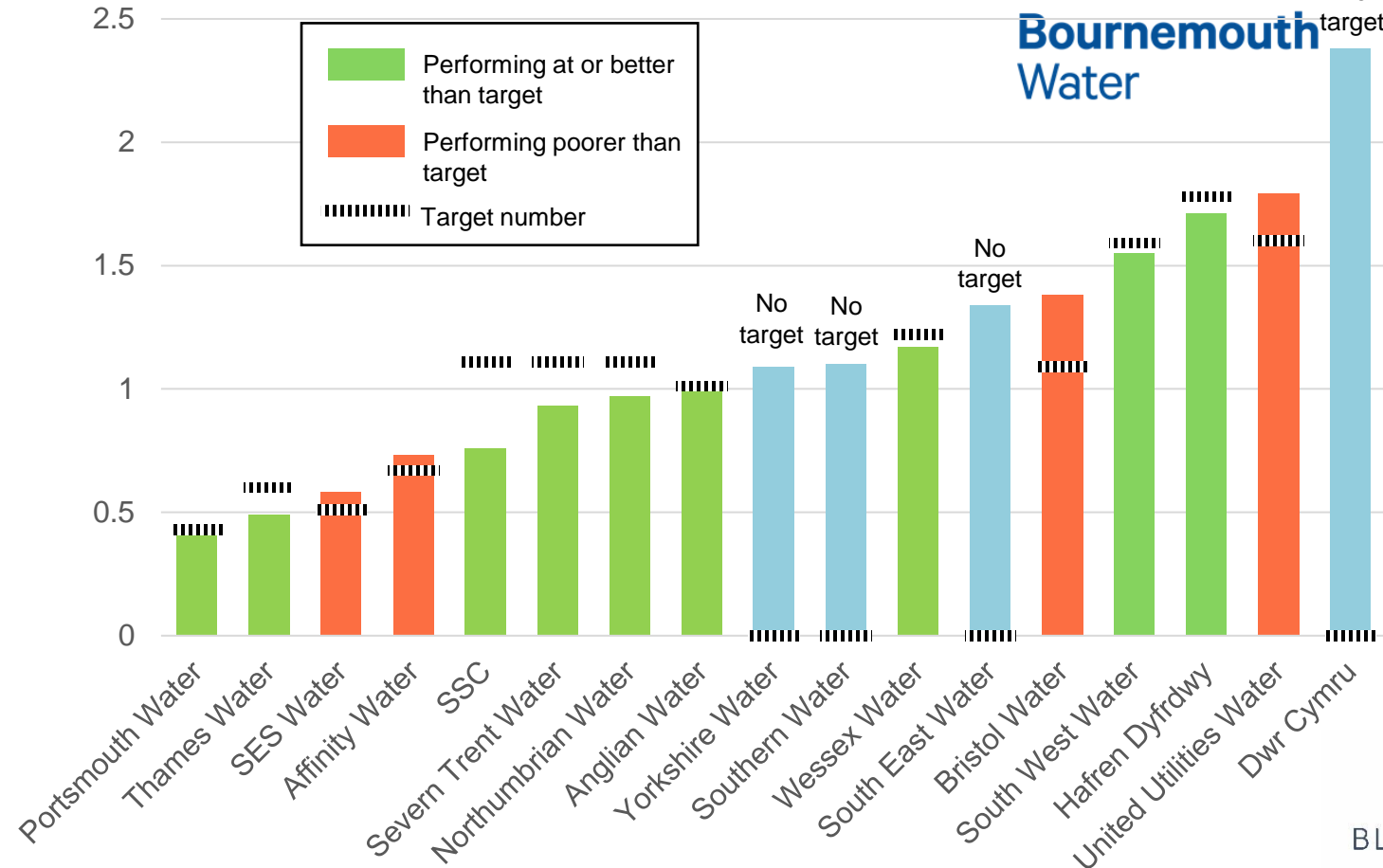


Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



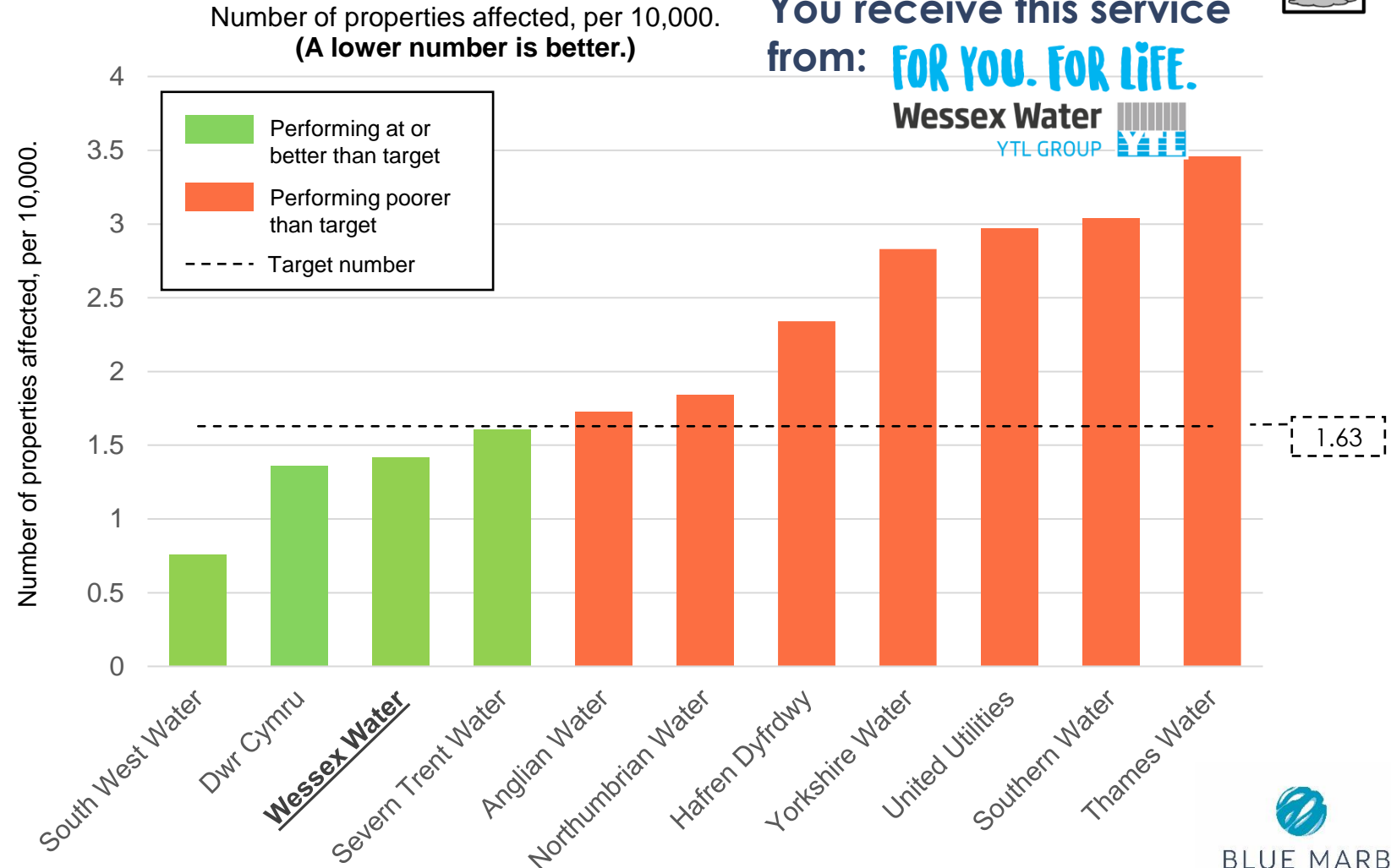
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
<u>Wessex Water</u>	<u>-13%</u>
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

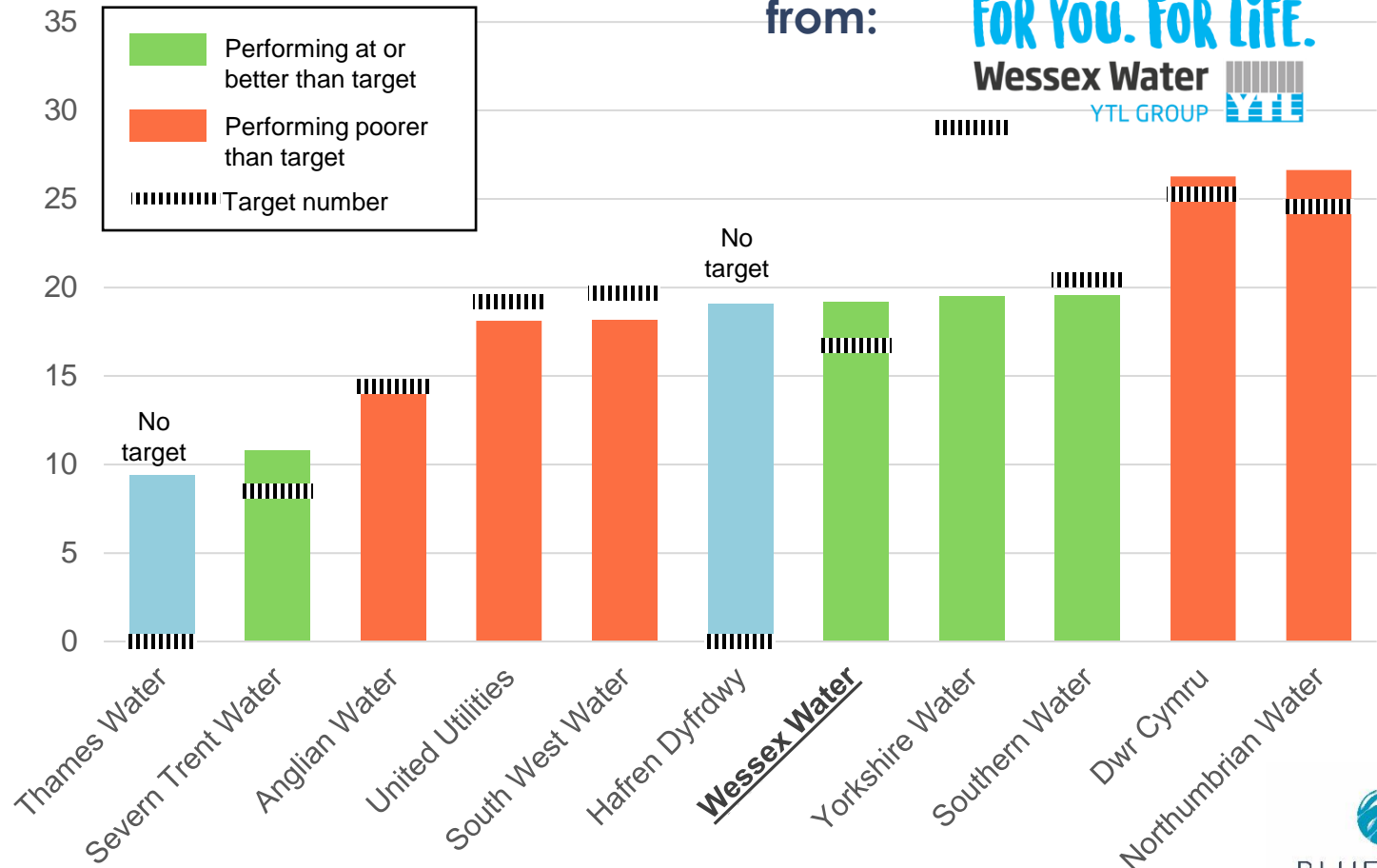
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)

Number of properties affected, per 10,000.



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Wessex Water
YTL GROUP



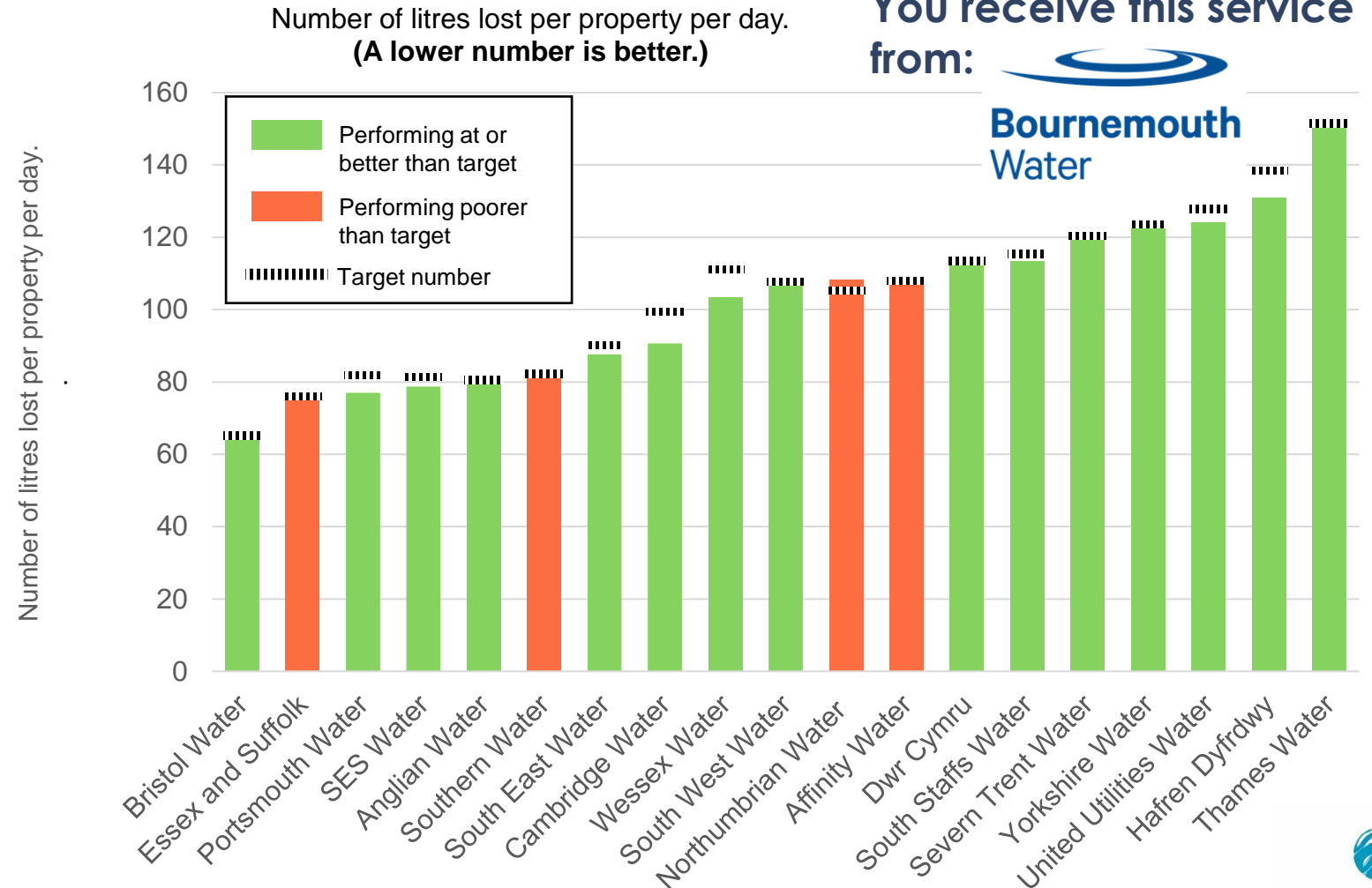
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Pollution of rivers and bathing waters

Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

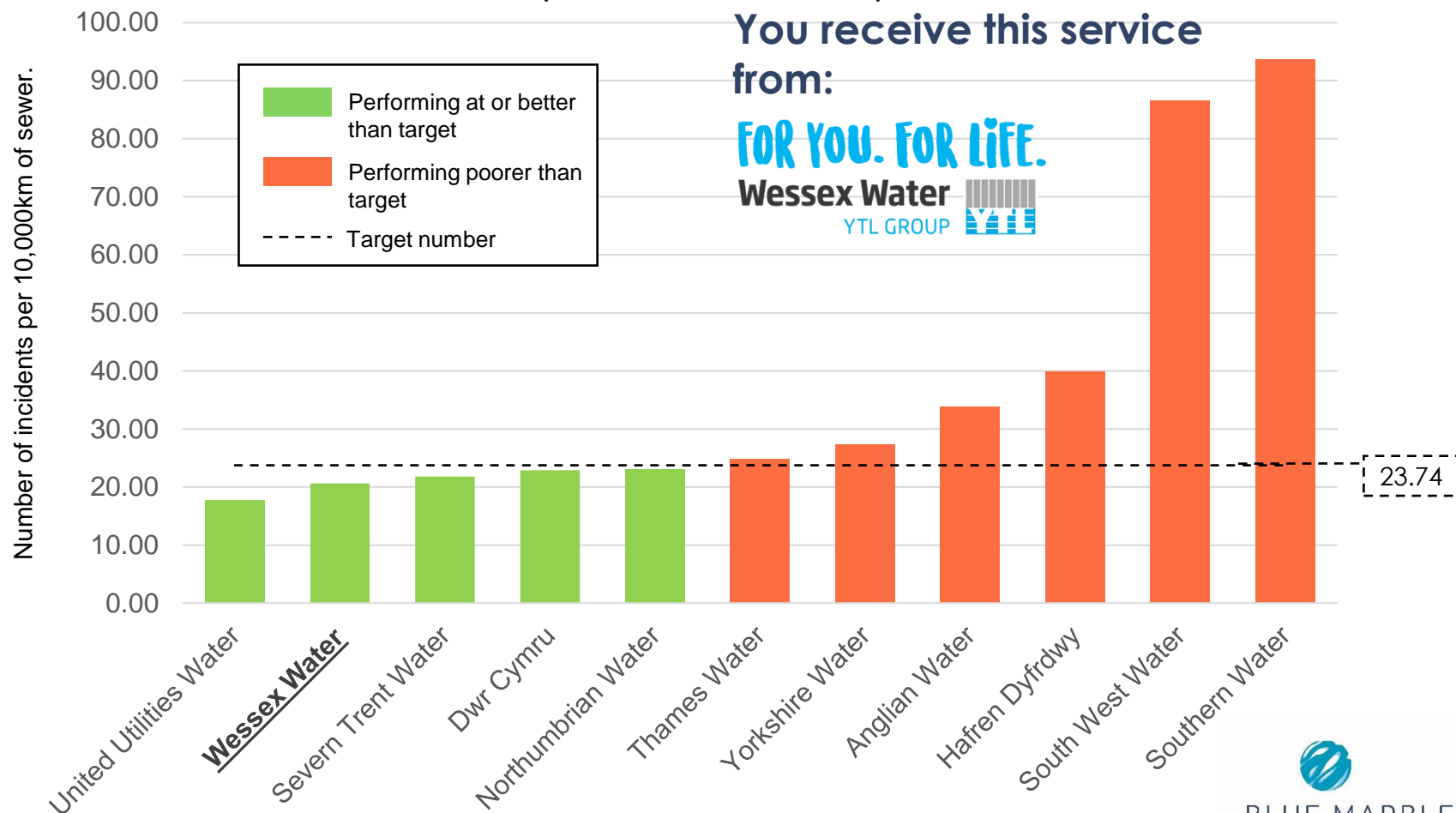
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.



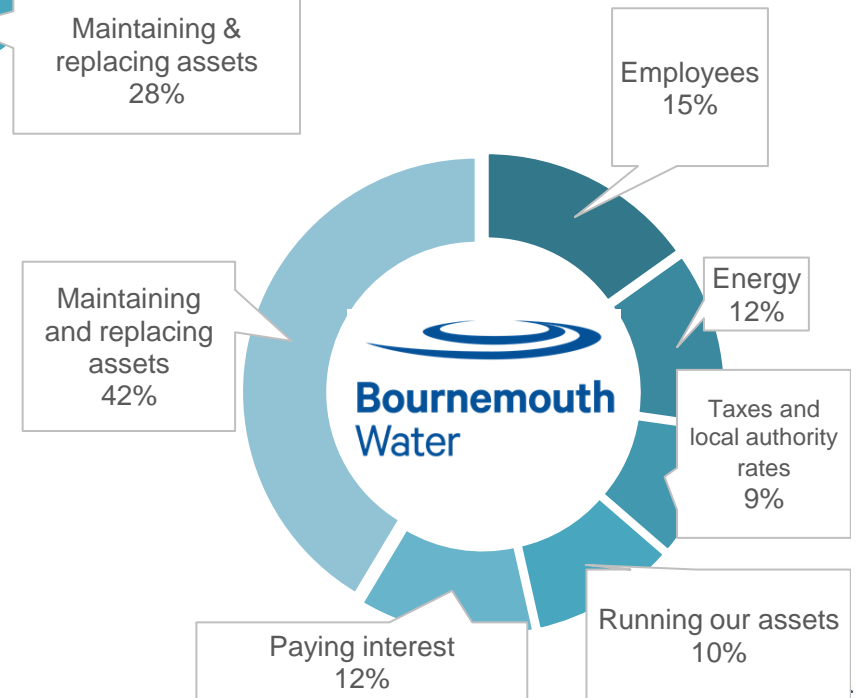
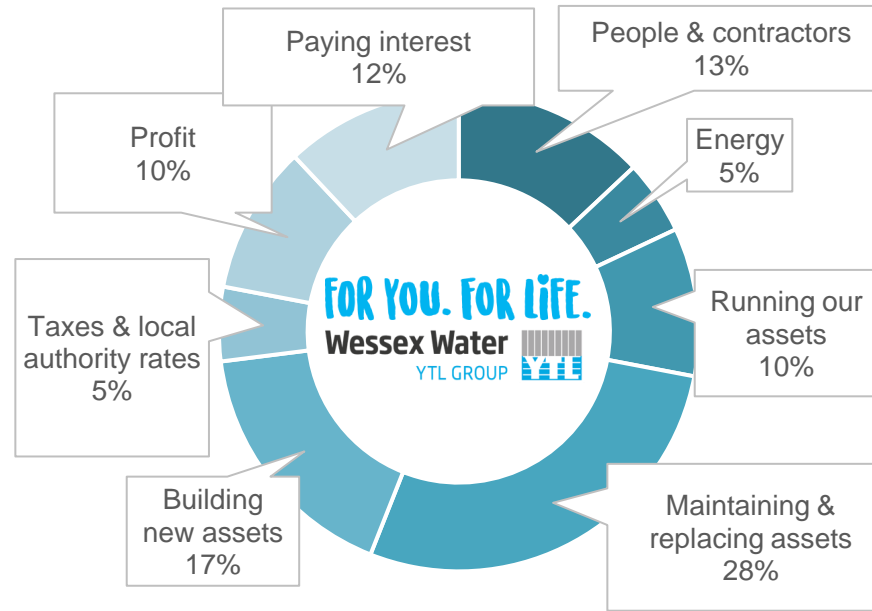
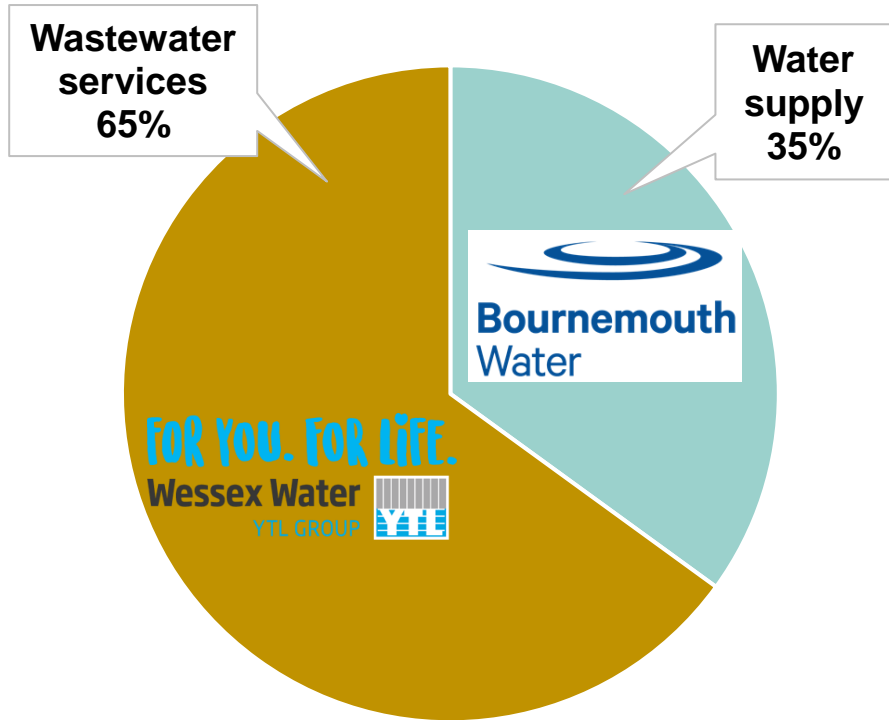
Number of incidents per 10,000km of sewer.
(A lower number is better.)



What a Bournemouth Water & Wessex Water customer's water bill pays for

Household bill breakdown

Split for every £1 spent for an average customer





Supply interruptions



Water Quality



Internal sewer flooding



External sewer flooding

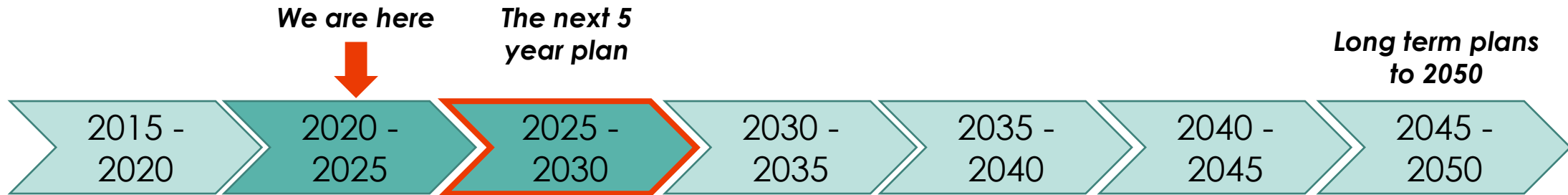


Leakage



Pollution

What impressions do you have of the performance?



- The 5 year plan is designed to be the first step to achieving longer term ambitions
- The longer term timeframe is 25 years – to 2050

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Reaching net zero

Population changes



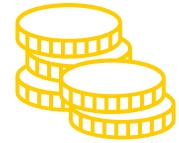
- Meeting supply & waster needs for new housing
- Managing pollution risks from increasing sewer use
- Building sustainable drainage for storm water

New and existing statutory requirements



- Managing:
- Pollution risks
 - Sustainable water 'abstraction'
 - Supply & demand: reducing what we use
- Protecting rivers and coasts & environmental protections
- Water quality

Economic factors



- Cost of living crisis
- Affordability of bills
- Inflation



Reflecting on the current
economic situation



Bournemouth Water has four long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boosting water resources and supply resilience

Balancing the needs of customers and communities with those of the environment, by reducing demand and abstracting sustainably. Providing resilience by developing geographically connected supplies.

Maintain top quality drinking water supplies

High quality water delivered to homes and business through smart networks, making it very rare for customers to experience any issues with their water supply.

Boosting biodiversity, nature recovery and protecting the planet

Working together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Bournemouth Water's business will be net zero.







Trusted customer and community experiences

Providing a great experience for customers & communities when they interact with Bournemouth Water. Through open data and the way Bournemouth Water work, they will be transparent and trusted.



Wessex Water has 6 long term outcomes as a wastewater services provider

This is what they aim to achieve by 2050

<p>Affordable bills</p> 	<p>Zero water poverty – no one spending more than 5% of their disposable income on their water bill</p>	<p>Great customer experience</p> 	<p>Be a top 10 customer service provider in the UK</p>
<p>Effective sewerage system</p> 	<p>Halve the impact of sewer flooding on our customers</p>	<p>Great river & coastal water</p> 	<ul style="list-style-type: none"> • To restore the quality of our rivers and coastal waters • Zero pollution incidents
<p>Net zero carbon</p> 	<p>Be a net zero carbon business by 2040</p>	<p>Biodiversity</p> 	<p>Double our contribution to the region's biodiversity</p>



1

Proposed plan

This is Bournemouth Water & Wessex Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows Bournemouth Water & Wessex Water to carry out the work that they are required to do by law

Also the **least cost** plan



Proposed business plan

2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

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Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4	Removing everyone from water poverty	£24
				Operationally net zero	£6
				Remove carbon & pollutants from sewer sludge	£8

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £24/month by 2030.

This breaks down as:

- **£10 to meet the investment required by the regulators (*the blue and grey investments*)**
- **£5 to meet the investments we propose over and above this (*the white investments*)**
- **£8 to meet inflation**

Bournemouth Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

Bournemouth Water

Reliable supply of water to customers, even during a drought	£14	Reduce leakage by 15%	£6	350,000 smart meters and water efficiency support	£4
		Maintain current level of supply interruptions	£0		
Continue to deliver clean and safe tap water	£8	Reduce contacts on taste, smell and appearance	£6	Replace 20,000 lead pipes	£1.40
Protect natural resources	£5			Operationally net zero	£4
				Removing everyone from water poverty	£5

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.



What Bournemouth Water & Wessex Water are legally required to do

		2050 goals	Legally required No say	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>				
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Great customer experience	Be a top 10 customer service provider in the UK						Removing everyone from water poverty	£24
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040						Operationally net zero	£6
Bournemouth Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	Bournemouth Water	Reliable supply of water to customers, even during a drought	£14	Reduce leakage by 15%	£6	350,000 smart meters and water efficiency support	£4
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Continue to deliver clean and safe tap water	£8	Maintain current level of supply interruptions	£0	Replace 20,000 lead pipes	£1.40
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Protect natural resources	£5	Reduce contacts on taste, smell and appearance	£6	Operationally net zero	£4
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service						Removing everyone from water poverty	£5



Legally required
No say

Reducing the
number of sewage
spills in 150
locations

£23 per year



2050 target:

To halve the number of sewer flooding incidents.



Storm overflows

When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,300 for Wessex Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £23 per year to the average household water bill.





2050 target

To restore the quality of rivers and coastal waters

Legally required
No say

**Nutrient removal
and river water
quality monitoring**

£47 per year



The services that water companies provide must comply with environmental laws in England/Wales, as well as UK/Welsh Government policy.

- Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there
- A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built
- As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country
- Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity

Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £47 per year to the average household water bill.





2050 target: Balancing the water needs of people and the environment



Legally required / *must-do*

Reliable supply of water to customers, even during a drought

£14 per year

Water companies have to publish a Water Resources Management Plan, which sets out how they plan to balance demand for water with supply, even during an extreme drought.

A mix of solutions is used to both reduce demand (from leakage and from customers) and to increase available supply.

Here we are asking about the must do component of the plan – where this is little opportunity for alternatives. This covers:

- New supplies – such as utilising old quarry pits
- Connecting new customers and making sure there is the infrastructure to supply them
- Connecting resources across geographical areas so that there is flexibility in how people are supplied

Later on we will ask about more flexible options such as leakage reduction and customer metering.

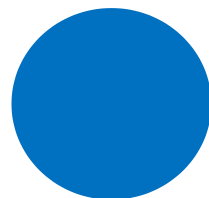
Bournemouth Water (as part of South West Water) will need to spend £126m to meet these requirements for 2025-2030, and this will add £14 per year to the average household water bill. Housing developers will also be required to contribute to the costs.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£8 per year



2050 target: High quality drinking water



Continue to deliver clean and safe tap water

Invest £120 million between 2025 and 2030 to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

Investing in:

- Catchment management to manage water quality issues at source
- Major upgrades to 13 treatment works

Bournemouth (as part of South West Water) will need to spend £120m to meet these requirements for 2025-2030, and this will add £8 per year to the average household water bill.

Boost biodiversity, nature recovery and protect the planet

Legally required
No say

**Protect natural
resources**

£5 per year



2050 target:

Doubling nature on South West Water sites



41



Protecting natural resources

Invest **£72million** to protect and enhance wildlife, for example by:

- Working with partners and landowners to remove weirs or include fish and eel pass installations to ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non – native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought

Bournemouth Water (as part of South West Water) will need to spend £72m to meet these requirements for 2025-2030, and this will add £5 per year to the average household water bill.



How acceptable or unacceptable do you find these legally required investments?

Legally required / *must-do*



Reliable supply of water to customers, even during a drought

Continue to deliver clean and safe tap water

Protect natural resources

Reducing the number of sewage spills in 150 locations

Nutrient removal and river water quality monitoring

£14 per year

£8 per year

£5 per year

£23 per year

£47 per year

Bournemouth Water & Wessex Water's proposed 5 year targets – your feedback on these

Must do investments where there is little flexibility in when or how they are delivered

		2050 goals	Legally required No say	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
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Bournemouth Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	Reliable supply of water to customers, even during a drought	£14	Reduce leakage by 15%	£6	Remove carbon & pollutants from sewer sludge	£8
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 	Continue to deliver clean and safe tap water	£8	Maintain current level of supply interruptions	£0	350,000 smart meters and water efficiency support	£4
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 	Protect natural resources	£5	Reduce contacts on taste, smell and appearance	£6	Replace 20,000 lead pipes	£1.40
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service					Operationally net zero	£4
							Removing everyone from water poverty	£5





















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Bournemouth Water

Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

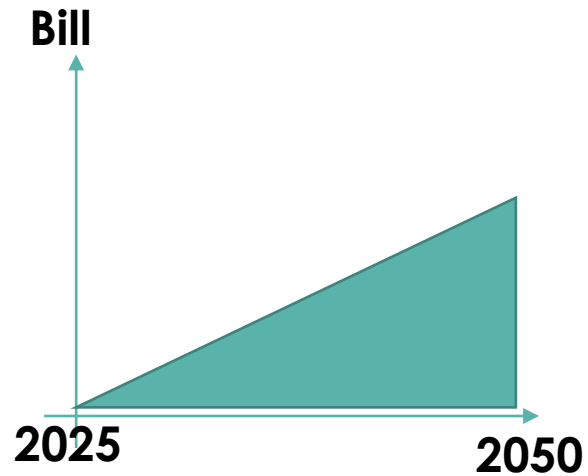
				TODAY's performance	Target 2025		Target 2030	What this will add to your bill
Supply interruptions			<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£6
Water Quality			<i>Contacts per 1,000 population</i>	1.6	1.33		1	£3
Internal sewer flooding			<i>Incidents per 10,000 connections</i>	1.43	1.63		1.04	} £11
External sewer flooding			<i>Incidents per 10,000 connections</i>	19.27	16.73		14.50	
Leakage			<i>Number of litres lost per property per day</i>	83.6	103.1		78.0	£6
Pollution			<i>Incidents per 10,000km of sewer</i>	22	23.74		17.6	£4



Longer term investments – your input on how and when they do these...

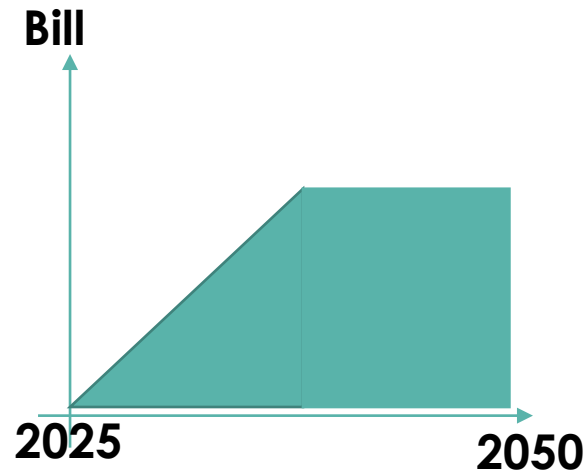
Components of the plan where there is more flexibility on how or when they are delivered

		2050 goals	Legally required <i>No say</i>	5 year targets: <i>customer feedback</i>	Longer term investments: <i>your input on how & when</i>			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
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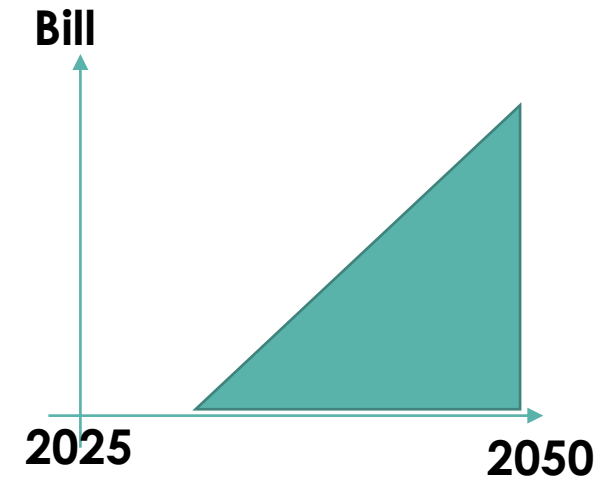
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*



Discretionary investments
You decide

**Installing smart
meters**

£4



2035 target:

Installing 1,000,000 smart meters by 2035 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 350,000 smart meters between 2025 and 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bournemouth Water (as part of the wider South West Water region) plans to spend £56 million to install 350,000 smart meters by 2030. This would add £4 to the average bill by 2030.

Boosting water resources & supply resilience

The long term ambition is to install 1,000,000 smart meters by 2035 so that every household has a smart meter

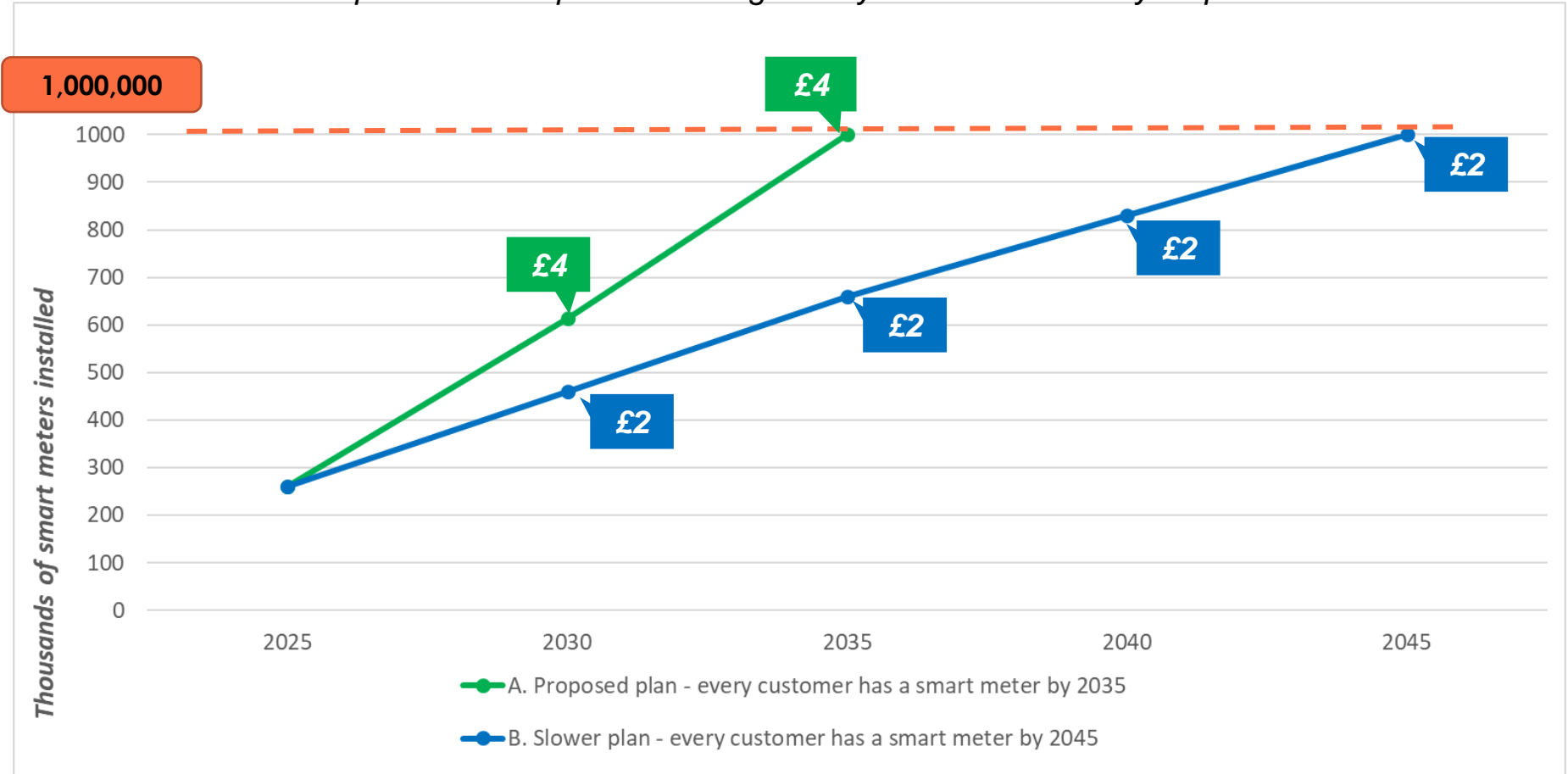
How would you like Bournemouth Water to pace this investment?

Longer term investments
You decide

Installing smart meters

£4 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the less ambitious plan

Longer term investments
You decide

Replacing lead pipes

£1.40 by 2030



2050 target:

Replace 90,000 lead communication and supply pipes to achieve a lead free network by 2050

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies dose water supplied through lead pipes with low levels of phosphates to keep customers safe.

Proposal for replacing lead pipes

- Replace 20,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bournemouth Water (as part of the wider South West Water region) plans to spend £20 million to replace 20,000 lead pipes by 2030. This would add £2 to the average bill by 2030.

The long term ambition is to replace 90,000 lead pipes by 2050

How would you like Bournemouth Water to pace this investment?

Longer term investments
You decide

Replacing lead pipes

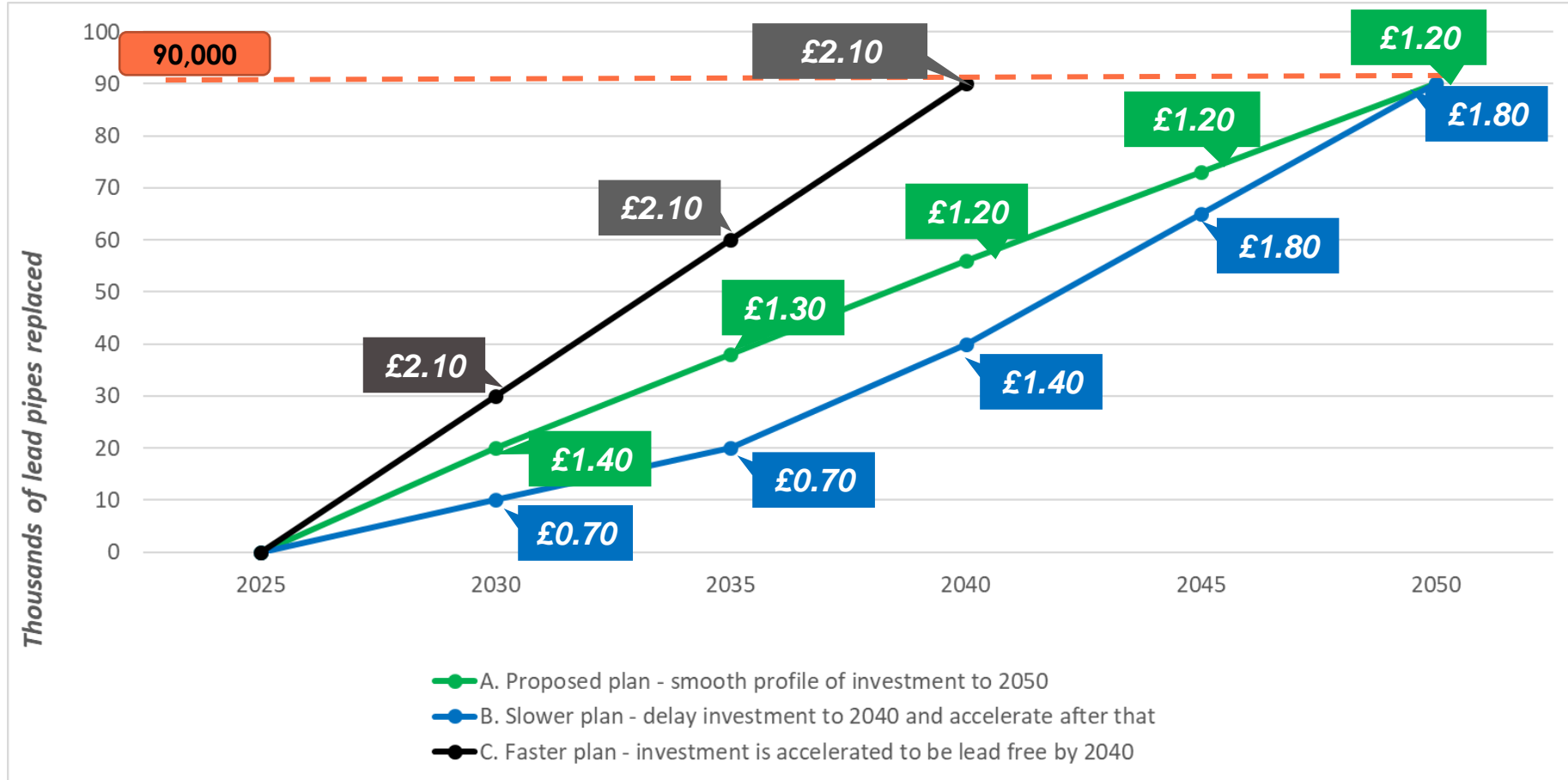
£1.40 by 2030

A is the proposed plan

B delays investment in the short term

C accelerates investment

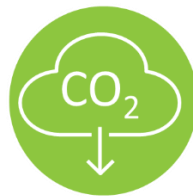
How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

**Net zero operational
emissions**

£4 by 2030



2050 target:

The long term ambition is to reach net zero operational emissions by 2030 and net zero including carbon in materials used by 2045

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by south West Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until South West Water can further reduce its own emissions

Bournemouth Water (as part of the wider South West Water region) proposes to spend £100m on making all operations net zero, and this would add £4 to the average bill by 2030.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

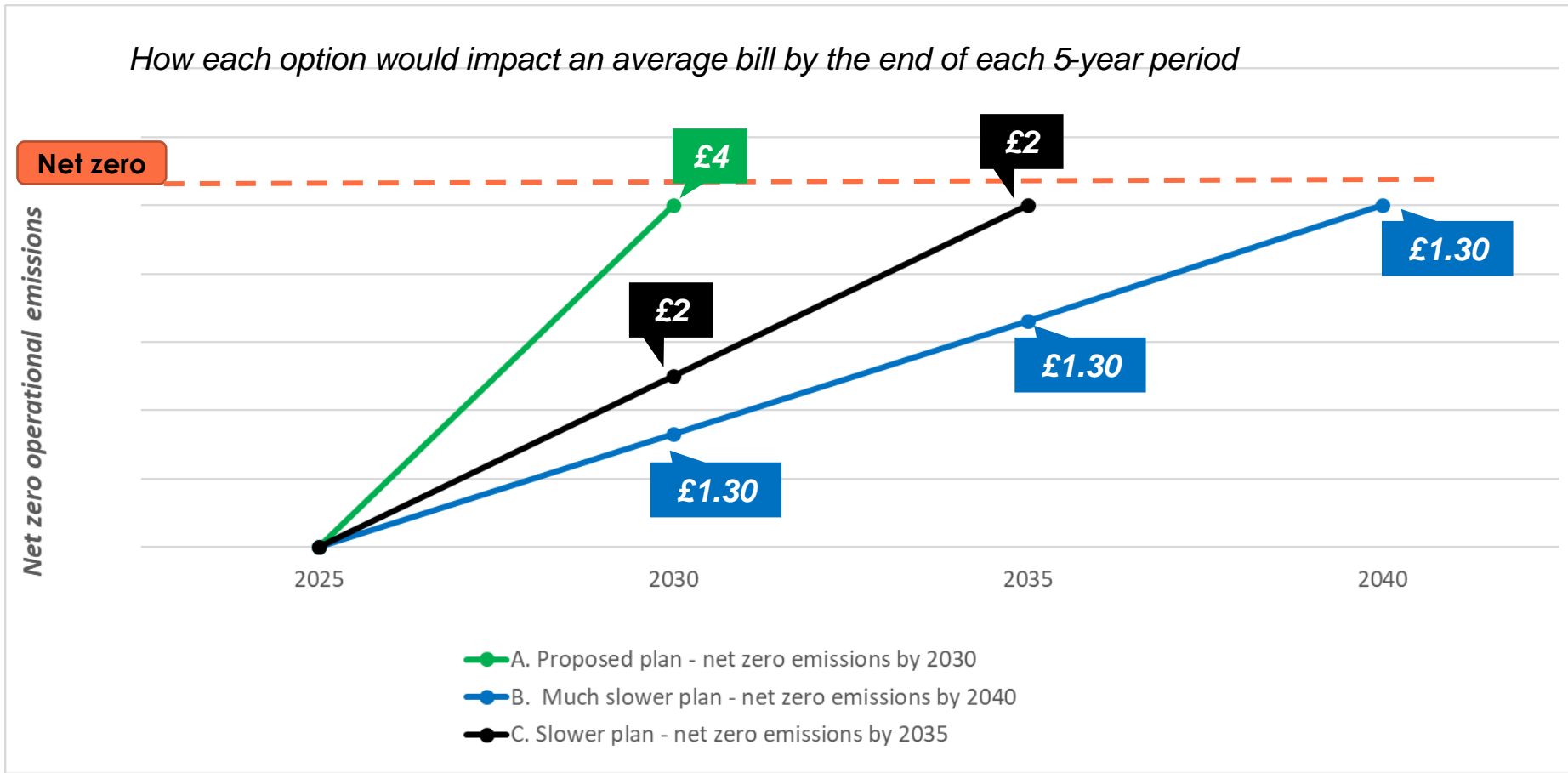
Longer term investments
You decide

Net zero operational emissions

£4 by 2030

How would you like Bournemouth Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the least ambitious plan

C delays investment

Longer term investments
You decide

Removing everyone
from water poverty

£5 by 2030



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their combined water and sewerage bill

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £5 as a cross subsidy to customers less able to pay.

In additional, Bournemouth Water (as part of the wider South West Water region) will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy
- Sponsoring community projects

With rising bills, 100,000 additional households will be in water poverty. Bournemouth Water plans to support all these additional households.

Discretionary investments
You decide

Removing everyone from water poverty

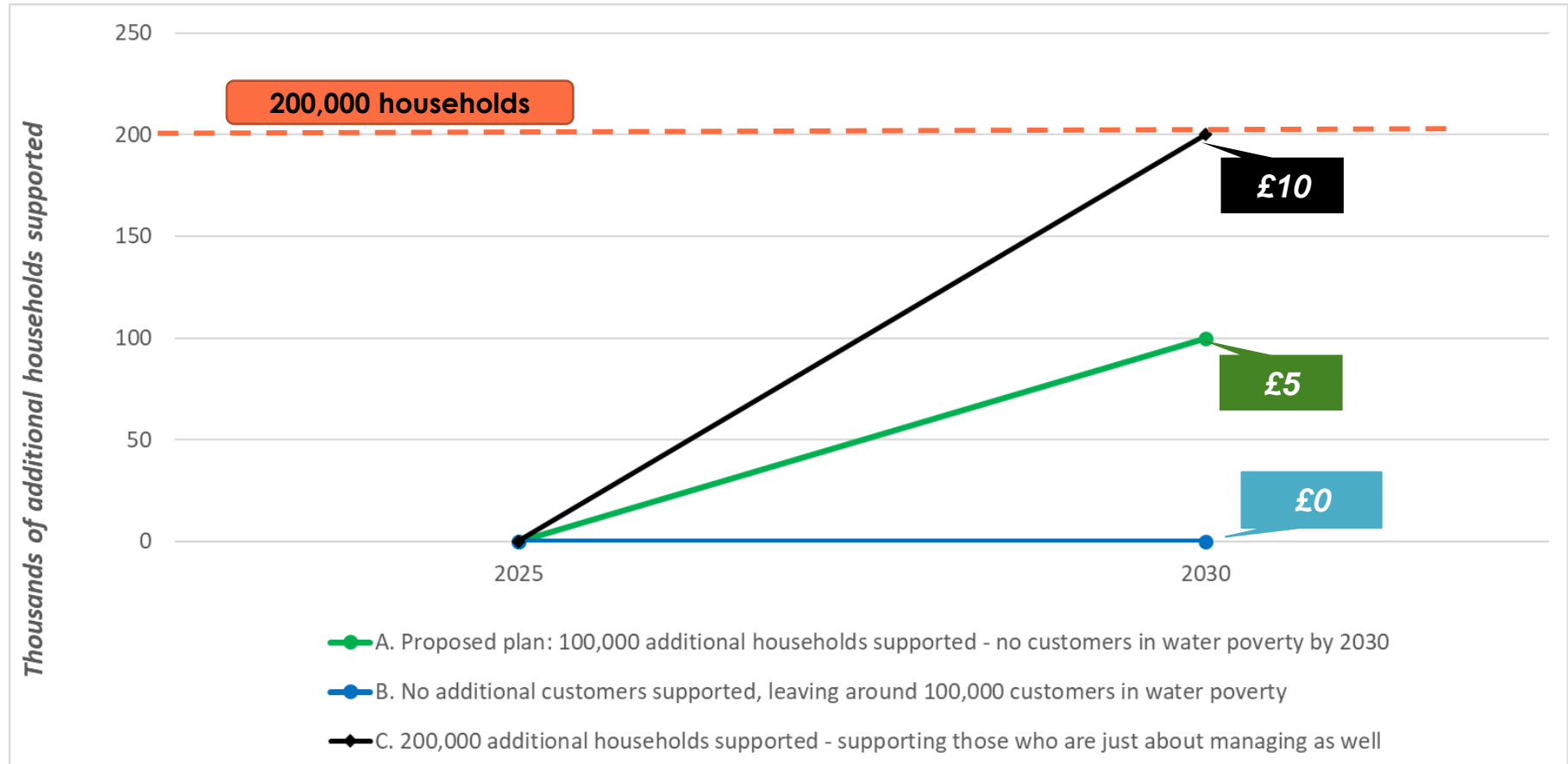
£5 by 2030

A is the proposed plan

B is the slowest plan

C accelerates investment

How would you like Bournemouth Water to pace this investment?





2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£6

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £6 to the average bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Making all operations net zero

£6

A is the proposed plan.

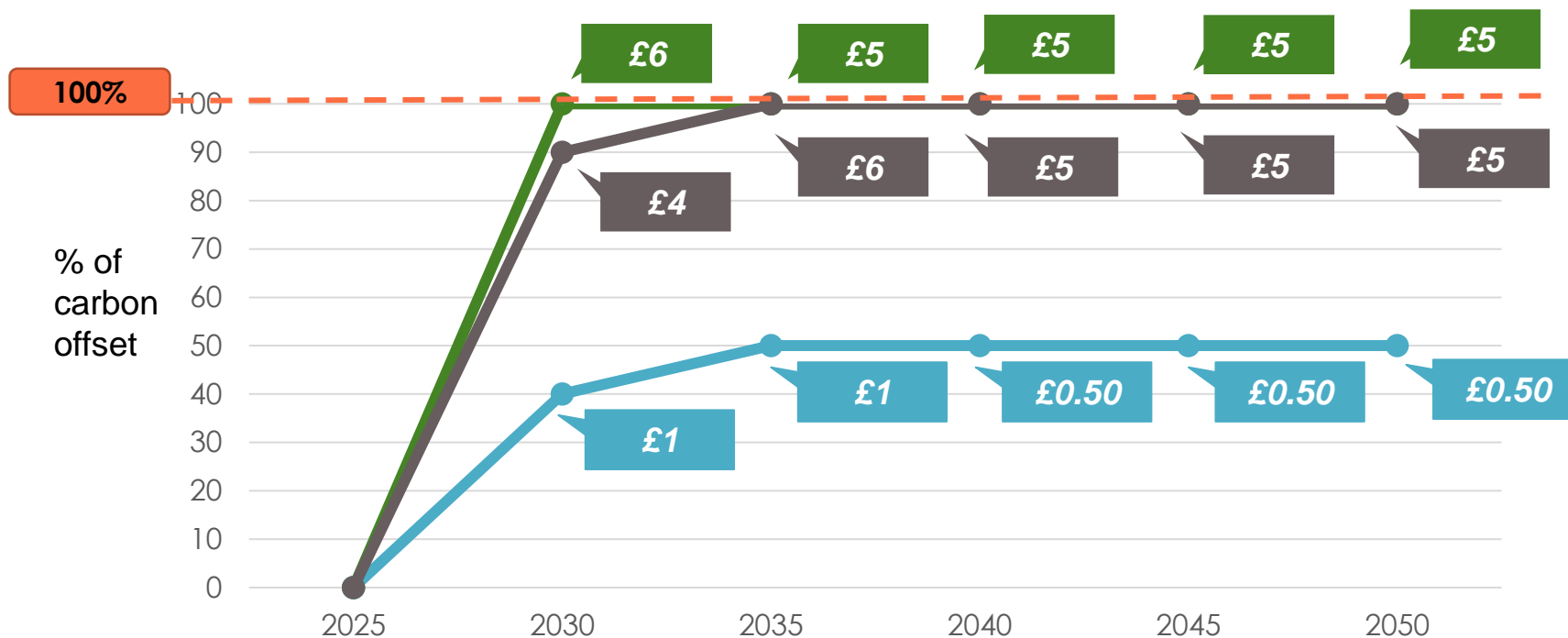
B is the less ambitious plan

C delays investment in the short term

The long term ambition is to be net zero (i.e. 100% carbon offset) by 2040 .

How would you like Wessex Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



- A:** Full operational net zero by 2030
- B:** Reach 50% operational net zero by 2035 and stay at that level
- C:** Delay investment: Operational net zero by 2035



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£8

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £8 to the average bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Removing micro pollutants

£8

A is the proposed plan.

B is the minimum requirement plan

C is a back up plan for option A

The long term ambition is to be a net zero business by 2040.

How would you like Wessex Water to invest?

A Proposed:

Trialling & implementing new technologies to turn the sludge into a material that does not have any carbon emissions & also destroys micropollutants in the sludge such as microplastics so these wouldn't be spread to land.

B: 'Least cost' option:

- Continue to spread sludge to land by building more storage barns to cope with increasing volumes.
 - Test new sludge treatment technologies in the near term in readiness for any future legislation changes, but not roll these out.
- NB This option does not reduce carbon impact nor provide a new way to dispose of sludge.

C - Back up: If proposed plans don't work – and the ability to spread to land is significantly reduced, Wessex Water would have to install (carbon intensive) incinerators and dryers at some sites to burn the sludge. This would remove the micropollutants in the sludge

Bill impact by end of each 5 year period



An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
spills in a further 45
locations

£11

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £150 million to £734 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £11 to the average bill.

An effective sewerage system

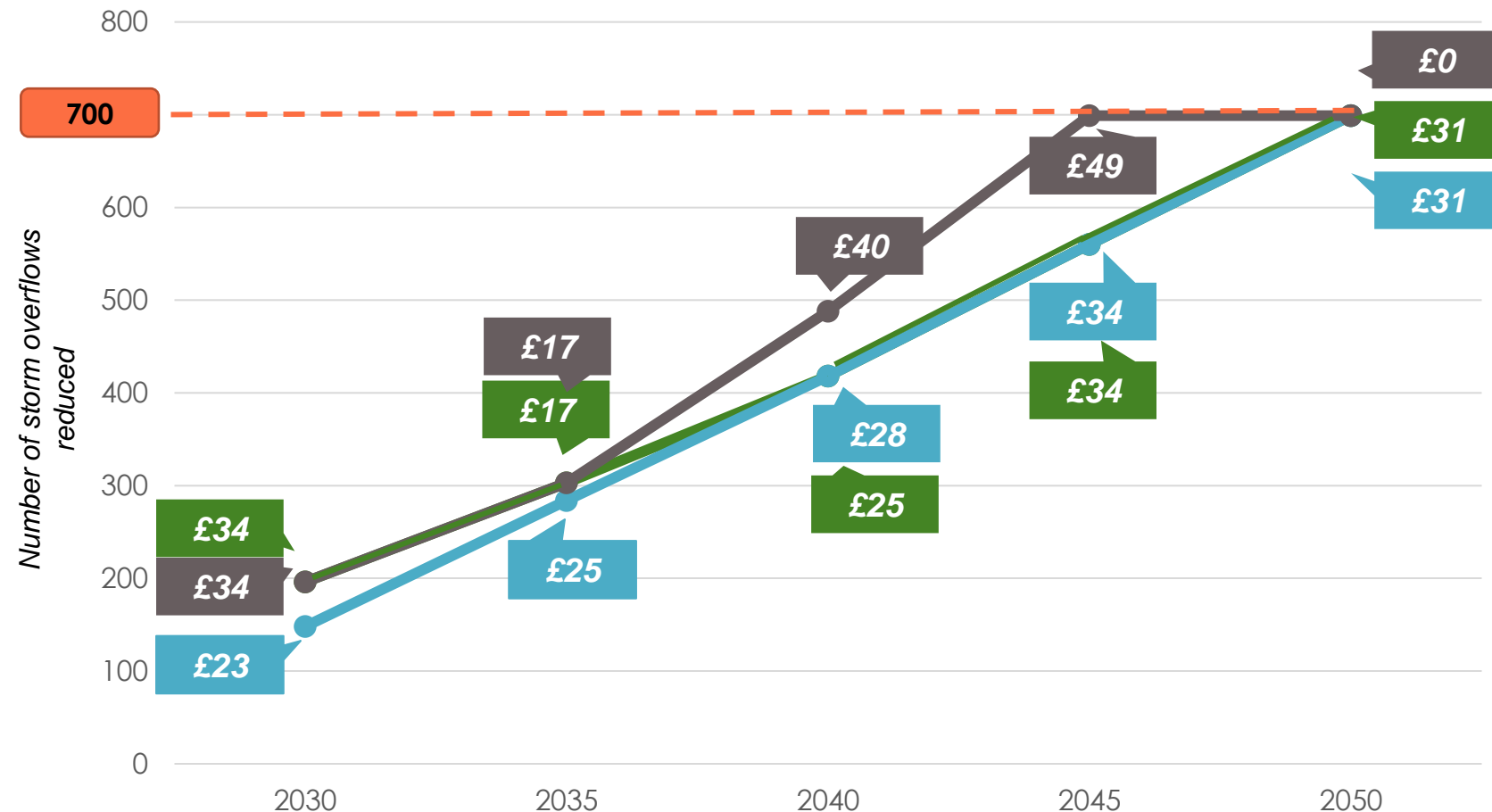
Discretionary investments
You decide

Reducing sewage spills in further 45 locations

£11

The long-term ambition is for the spills from almost 700 overflows to be reduced in line with 2050 legislative targets

How would you like Wessex Water to pace this investment?



A is the proposed plan.

B is the legally required plan.

C accelerates the delivery to 2045 instead of 2050

—●— A: Proposal is to move faster than legal requirement, adding another £11 to 2025-30 bill

—●— B: Least cost (legally required) plan - this £23 impact already covered earlier

—●— C: this plan accelerates meeting the target - almost 700 storm overflows reduced by 2045



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their water bill

Discretionary investments
You decide

Removing everyone
from water poverty

£24

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 households

- Continuing to work with partners such as Citizens Advice to raise awareness and reach customers who need support
- Continuing to fund debt advice partners to increase the number of clients they can advise about bills and debt
- Making it easy to access support: using data to automatically apply bill reductions to customers without the need to complete forms
- Helping customers to save water and energy
- Funding community projects across the region

Wessex Water propose to remove everyone from water poverty by 2030. This would add £24 per to people's bills who are not on social tariffs. Note the 'average bill' is not affected as this includes the support given to those on social tariffs.

Customer service & affordability

The long-term ambition is for 100,000 customers to be lifted out of water poverty

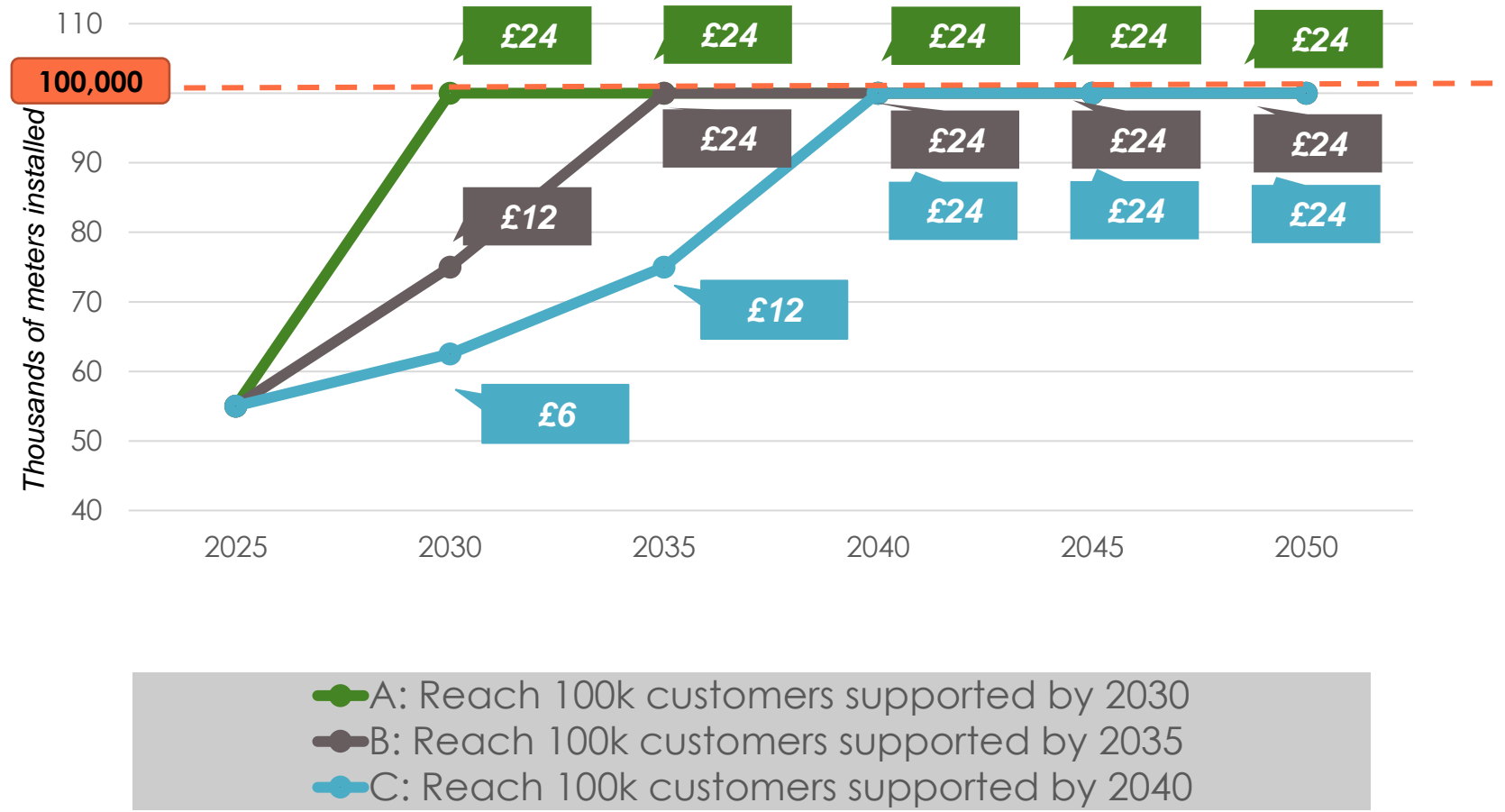
How would you like Wessex Water to pace this investment?

Discretionary investments
You decide

Removing everyone from water poverty

£24

- A is the proposed plan.
- B delays investment but not as much as C
- C is the slowest plan.

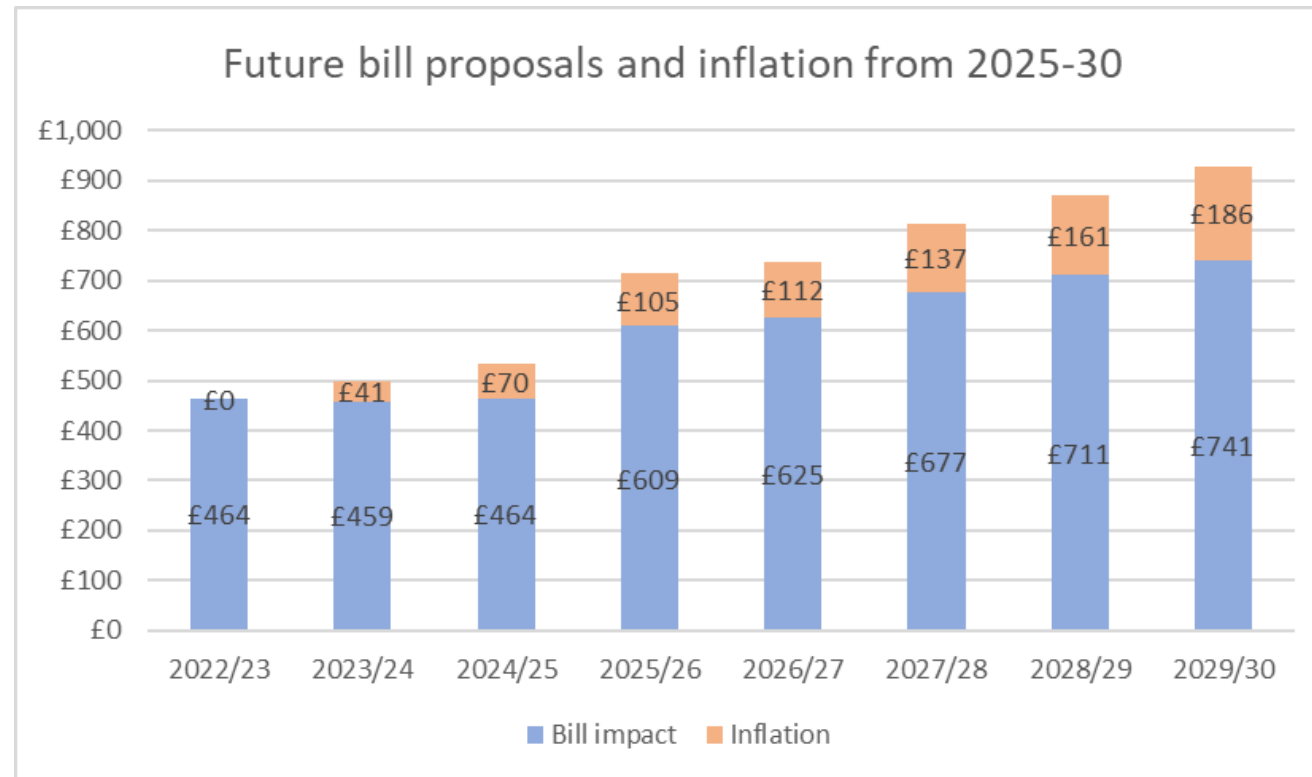




What would this
proposed plan
cost?

When you add the investment in each area, your bill will **increase** by, on average, **£24 a month (£288 a year)** by 2030. This includes:

- £10 a month of investment that regulators say we must make (statutory investment)
- £5 a month of investment that we want to make to maintain and improve our services to you, and
- £8 a month of inflation.



NB You will see a personalised bill prediction at the end of the session

Water bills change each in year in line with inflation



Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.

- If your household income keeps up with inflation (increases at the same rate), then you are likely to notice little difference in what you are paying for things.
- If inflation increases by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

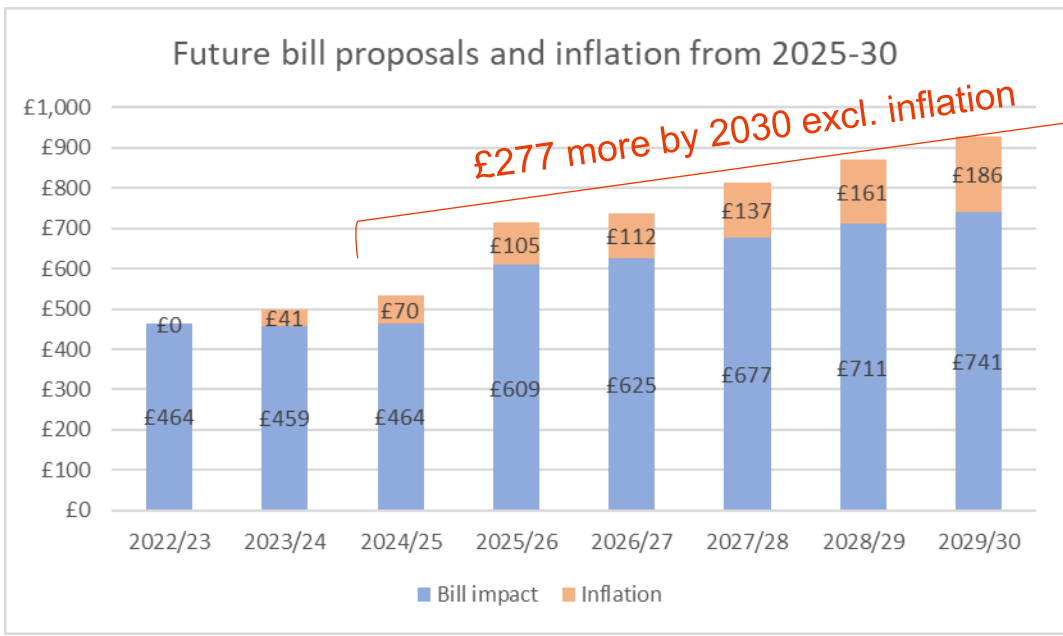
The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.

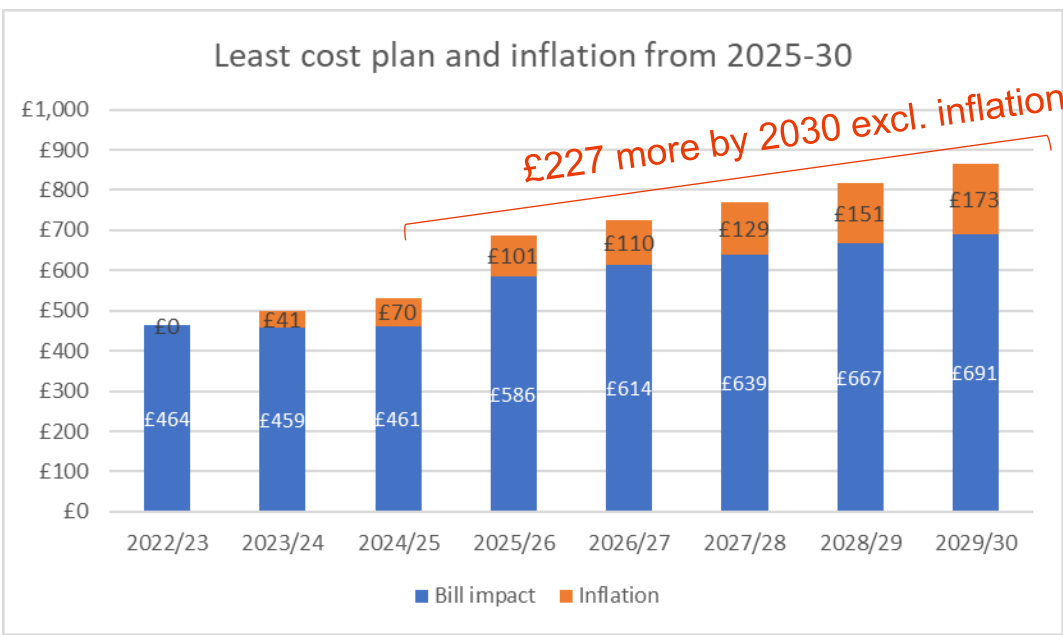
‘Must-do’ business plan

		2050 goals	Reduction in £		There are 8 areas where Bournemouth Water & Wessex Water can reduce the cost of the plan	
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	 FOR YOU. FOR LIFE. Wessex Water <small>YTL GROUP</small>	Reducing sewage spills in further 45 locations	£11	Reducing sewage spills in a 150 locations but not in a further 45 locations.
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 		Removing everyone from water poverty	£18	Removing everyone from water poverty by 2040 rather than 2030 (adds £6 to bills instead of £24)
	Great customer experience	Be a top 10 customer service provider in the UK		Operationally net zero	£5	Aim for 50% operational net zero and stay at that level (adds £1 to bills instead of £6) & build more storage barns to cope with increasing volumes of sludge, test new sludge treatment tech but not roll these out (adds £6 to bills instead of £8).
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040		Remove carbon & pollutants from sewer sludge	£2	
Bournemouth Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	 Bournemouth Water	350,000 smart meters and water efficiency support	£2	Slower roll-out of smart meter, everyone has a smart meter by 2045 instead of 2035 (adds £2 to bills instead of £4)
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Replace 20,000 lead pipes	£0.70	Delay investment to 2040 and accelerate after that, replacing 10,000 pipes by 2030 (adds £0.70 to bills instead of £1.40)
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Operationally net zero	£2.70	Slowest option, achieve operational net zero status in 2040 instead of 2030 (adds £1.30 to bills instead of £4)
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service		Removing everyone from water poverty	£5	No additional customers supported, leaving around 100,000 in water poverty. Adds £0 to bills instead of £5.

- 1** Proposed plan includes
- ✓ 350k smart meters by 2035
 - ✓ 20k lead pipes replaced by 2030
 - ✓ 195 sites protected from sewage spills by 2030
 - ✓ Net zero by 2030
 - ✓ Ending water poverty by 2030



- 2** Must do' plan includes
- ✓ 350k smart meters by 2045
 - ✓ 10k lead pipes replaced by 2030
 - ✓ 150 sites protected from sewage spills by 2030
 - ✓ Net zero by 2040
 - ✓ 100k households remain in water poverty until 2030



Wrap-up including the post-task





BLUE MARBLE

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PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Bournemouth Water & Wessex Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes. There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





South West Water provides essential water services across the South West (where it provides water and sewerage services) and in the Bournemouth region (where it provides water supply services as Bournemouth Water).

Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol.

It provides sewerage services for the whole region, including the Bournemouth Water region.



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



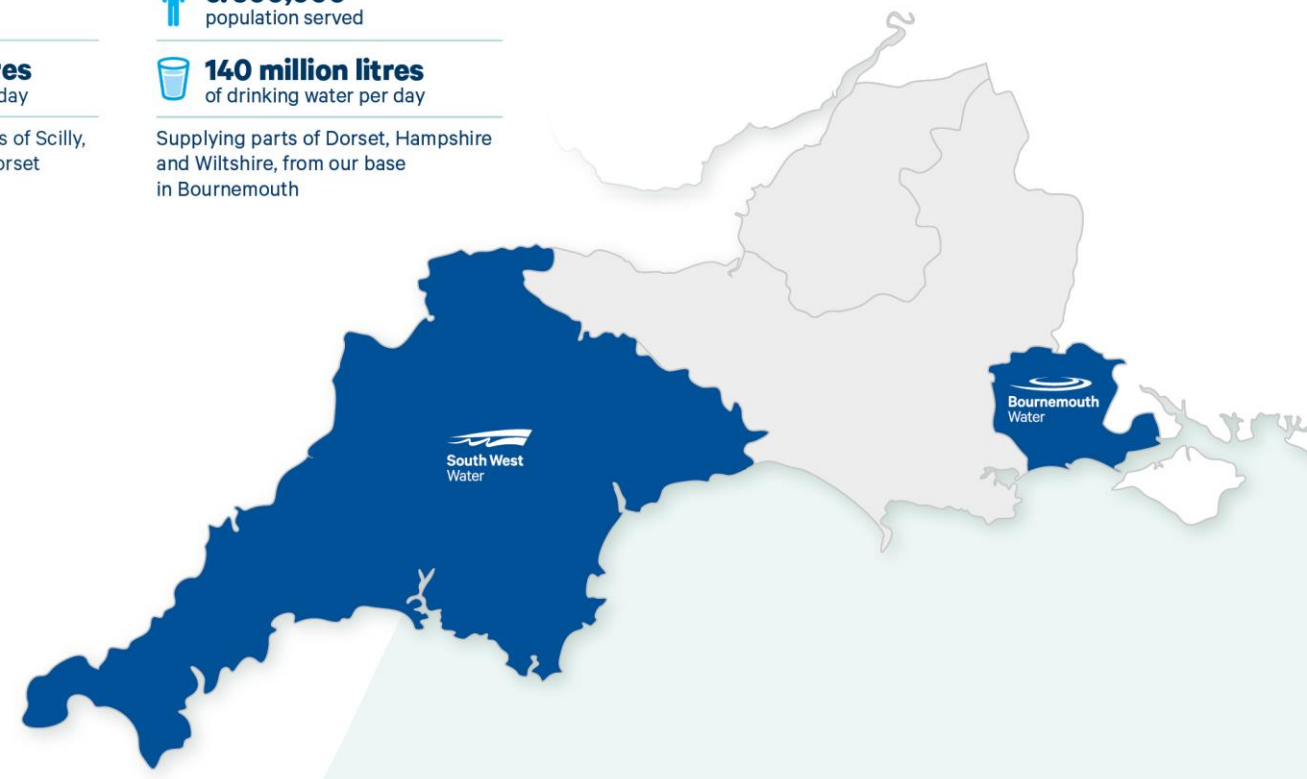
water services

c. 500,000
population served

140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

Isles of Scilly





Bournemouth Water operates with South West Water as a single company.



Investment figures stated in this research cover both regions

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



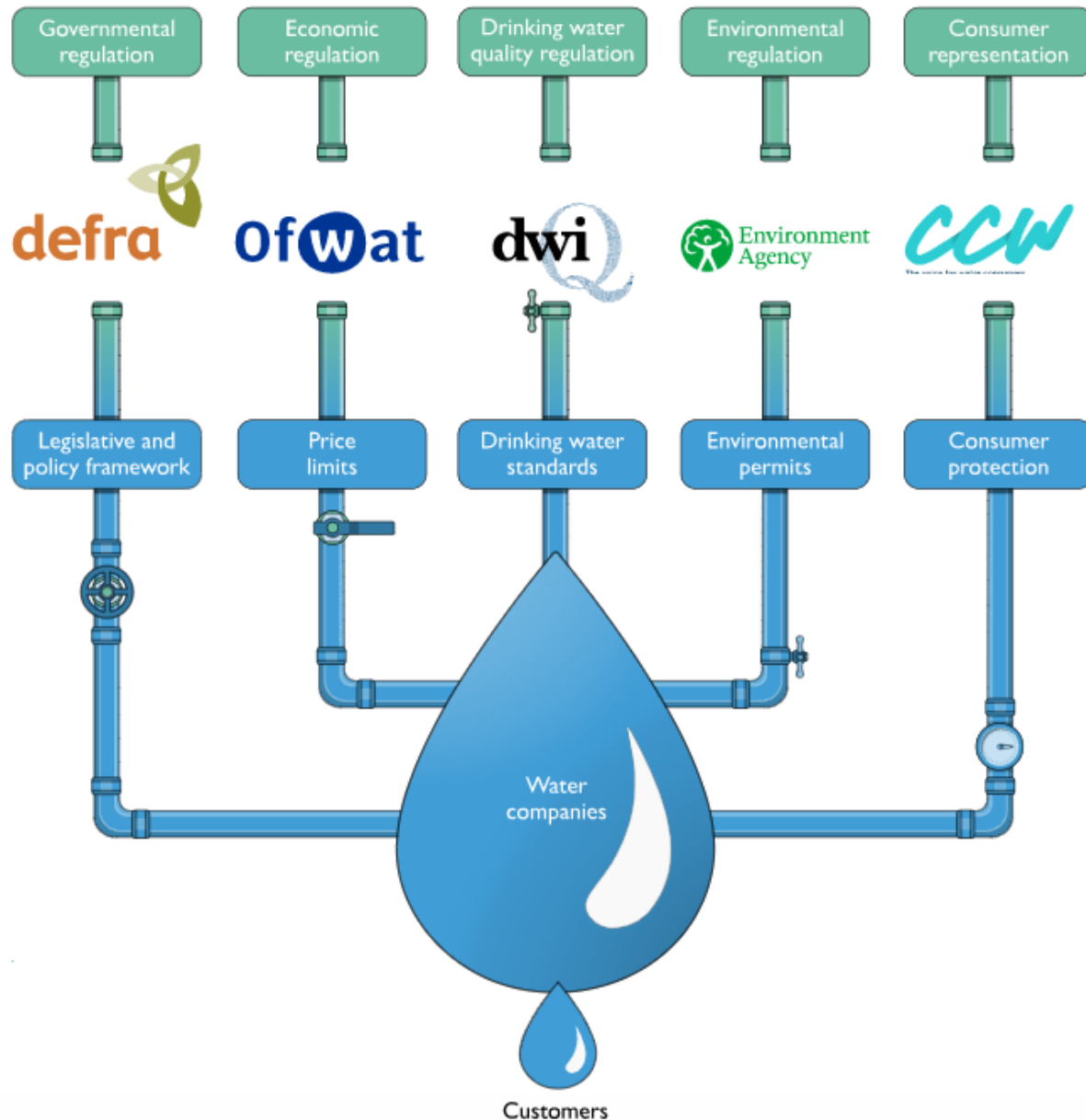
5. Wastewater is collected and piped to sewage pumping stations



6. Wastewater treated at recycling centres & returned to the environment

7. Customer services and billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

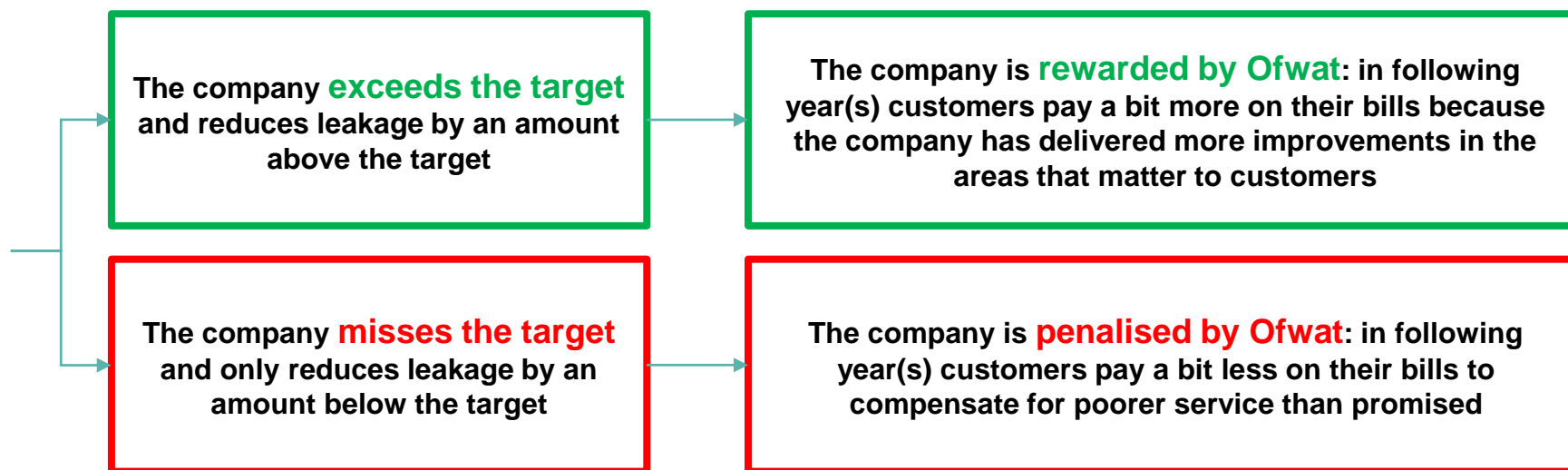
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bournemouth Water **passed 20** and **failed 6** performance commitment targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household)

PART TWO

Next we are showing you how Bournemouth Water and Wessex Water perform in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often ‘normalised’ to give a fair comparison
 - E.g. on the next slide you’ll see information about the number of minutes households are without water per property per year. This is an average: in reality, most houses don’t experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all households in the region
- Please read the information and consider where you are happy with Bournemouth Water and Wessex Water’s performance – and where you would like to see improvements.
- Please note: Bournemouth Water operates with South West Water as a single company under one licence so on the next few charts, the performance is listed as South West Water.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

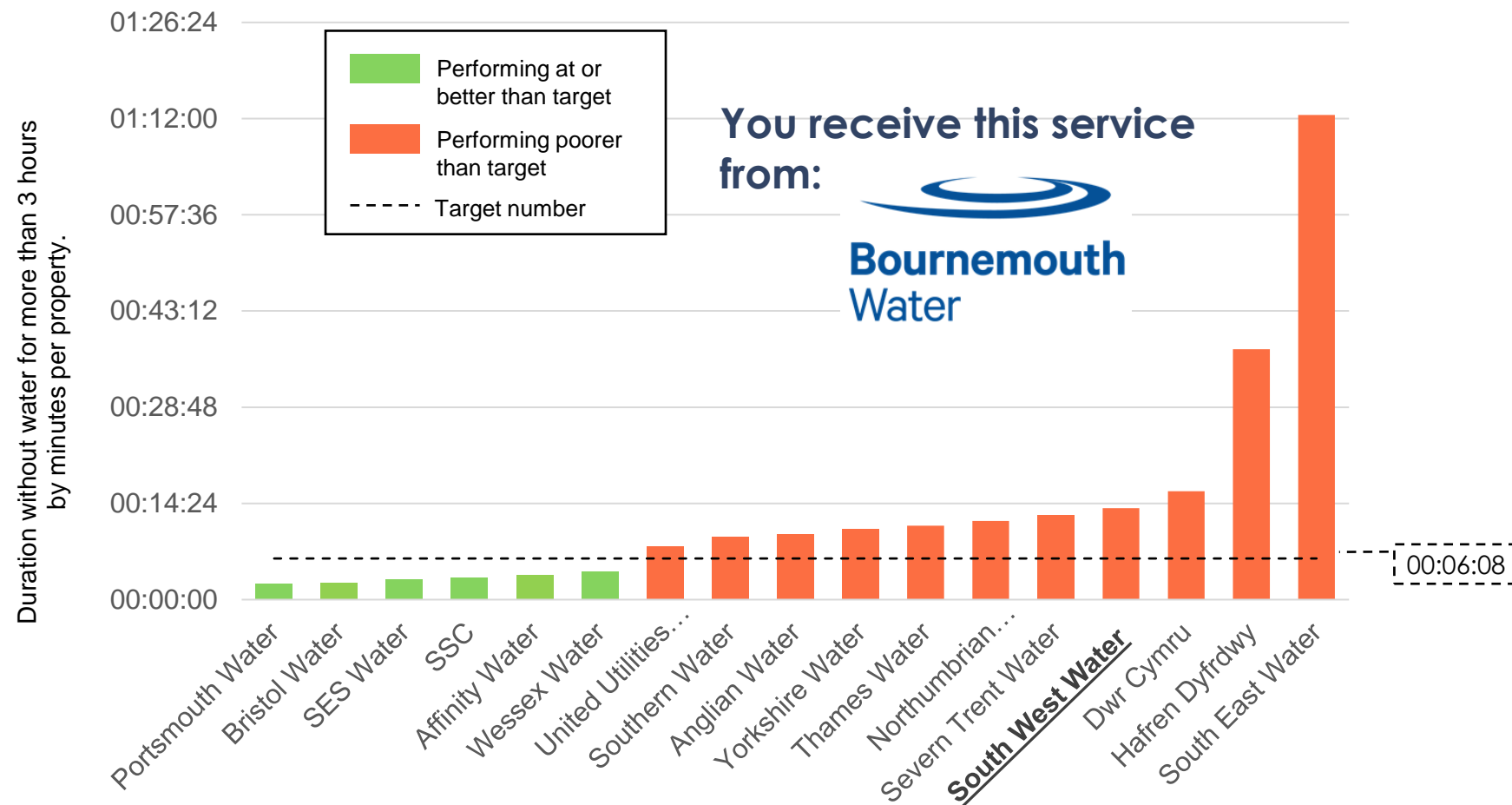
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

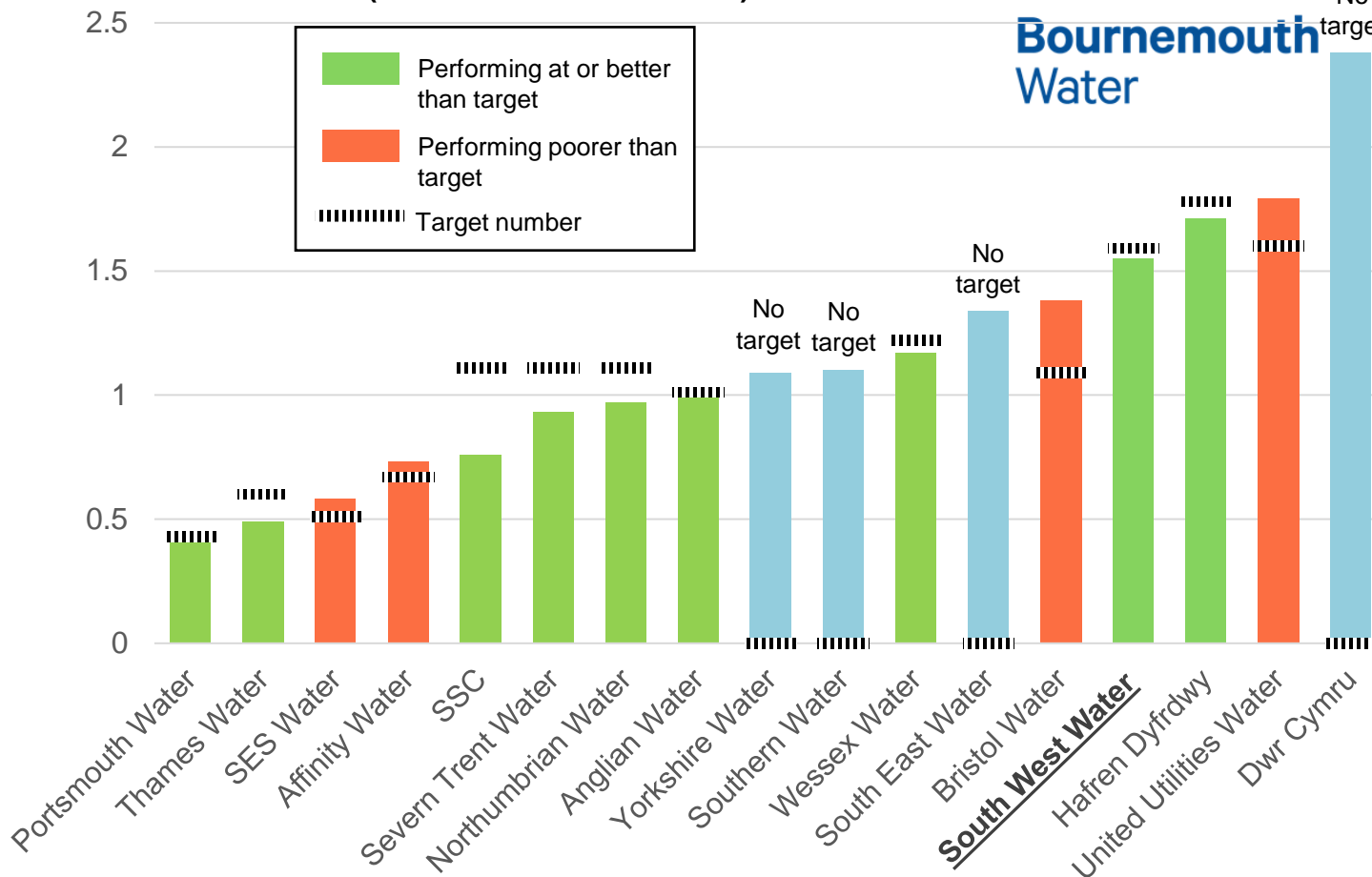


Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



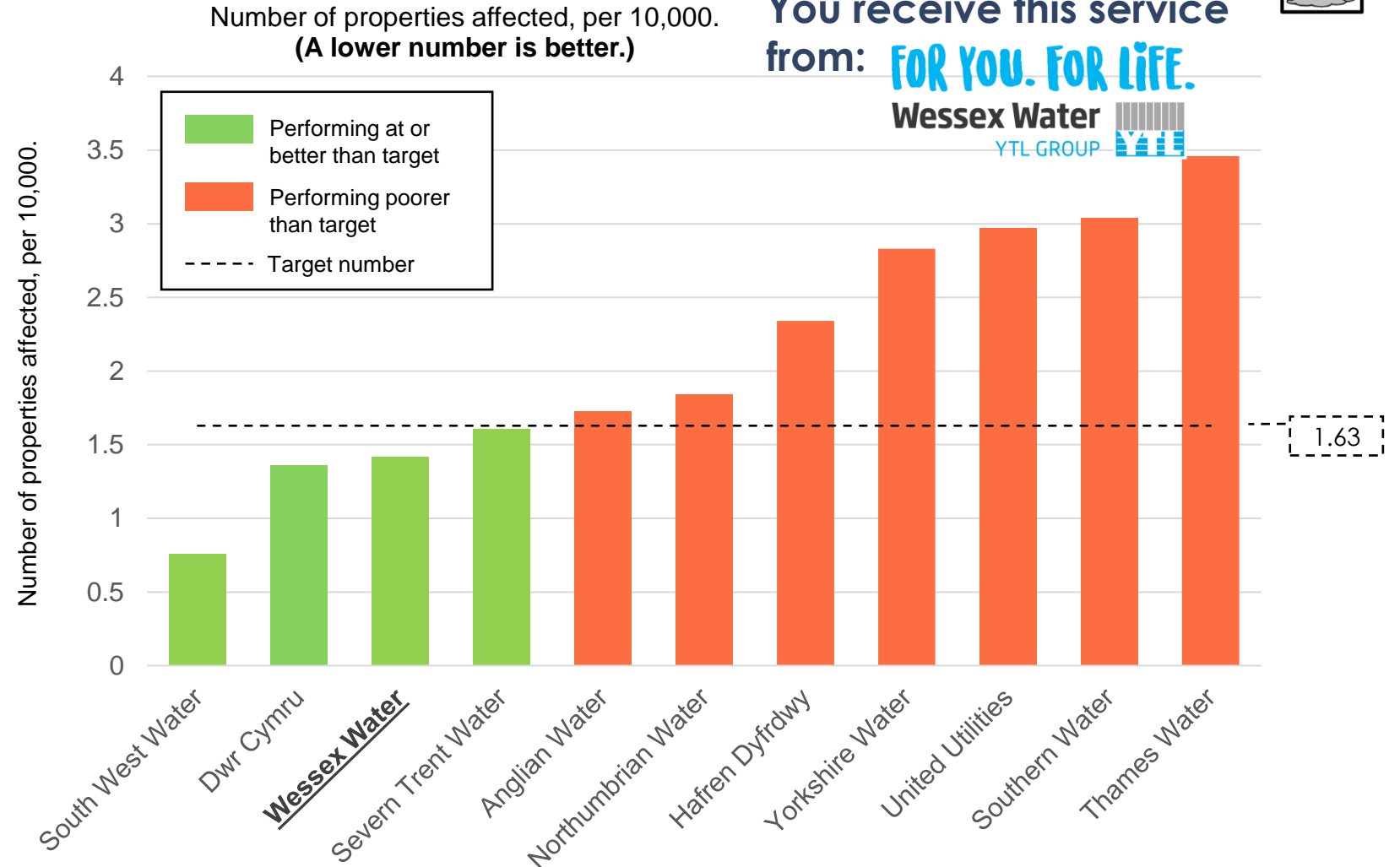
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

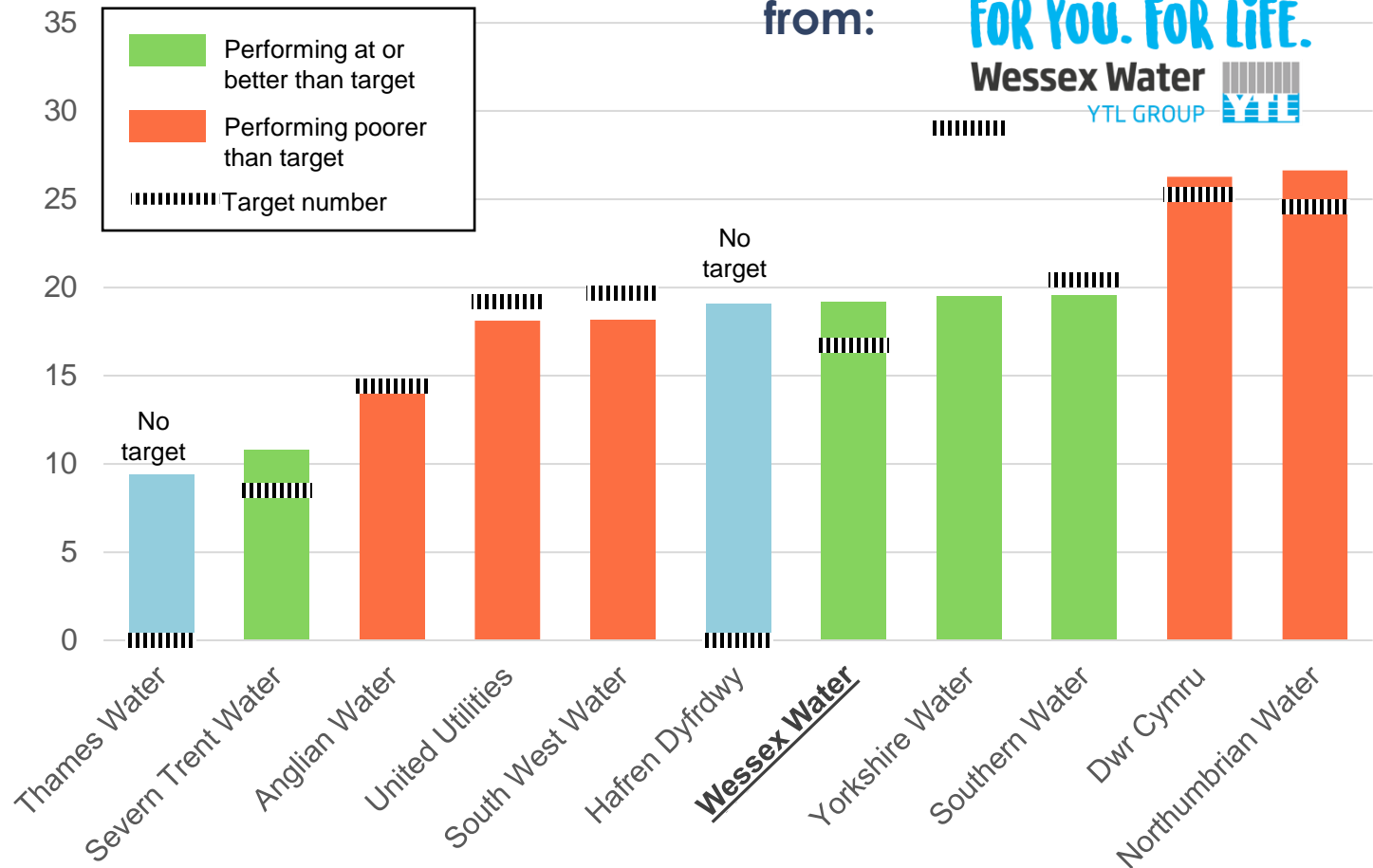
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)

Number of properties affected, per 10,000.



You receive this service from:

FOR YOU. FOR LIFE.
Wessex Water
 YTL GROUP



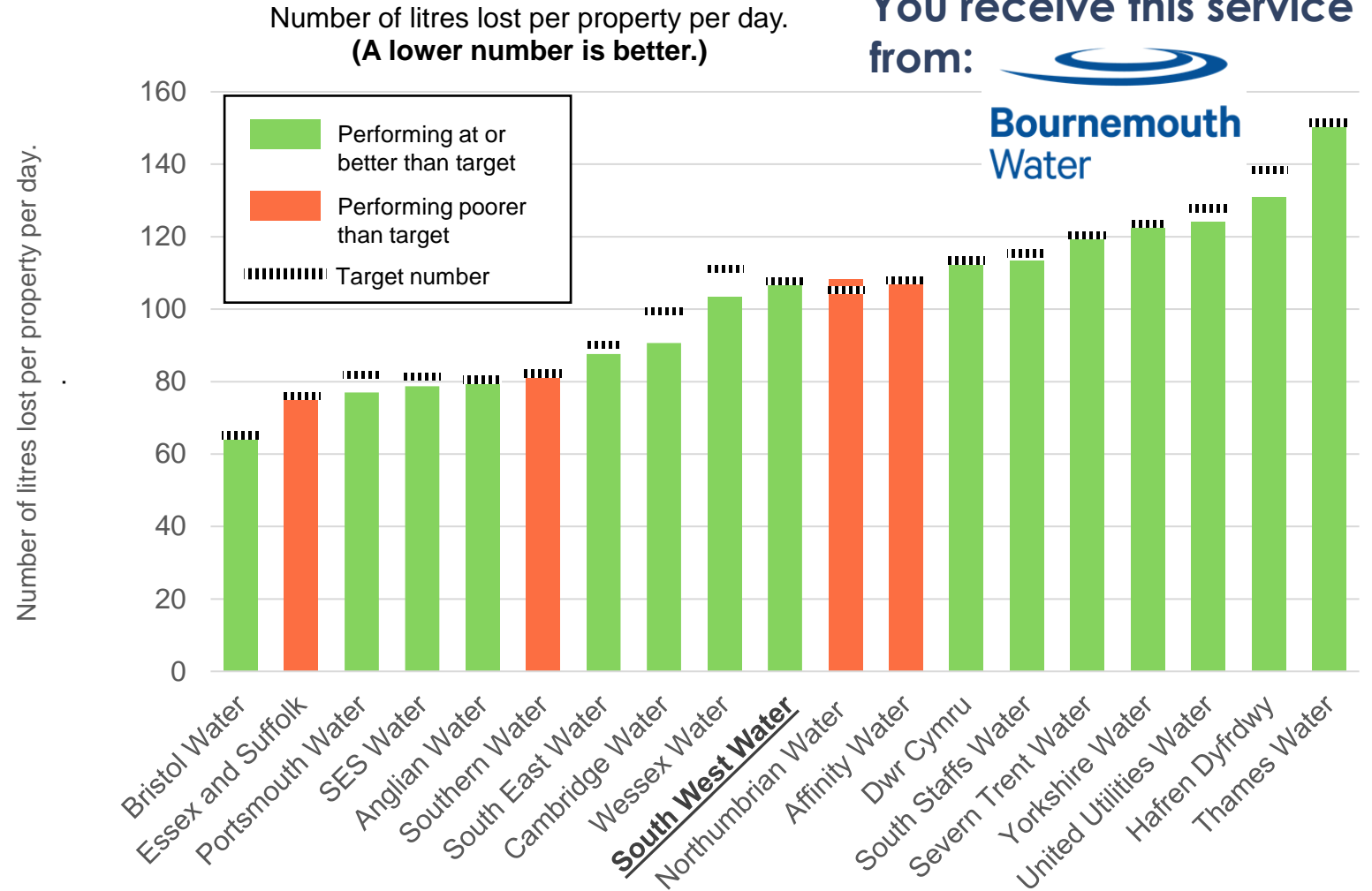
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

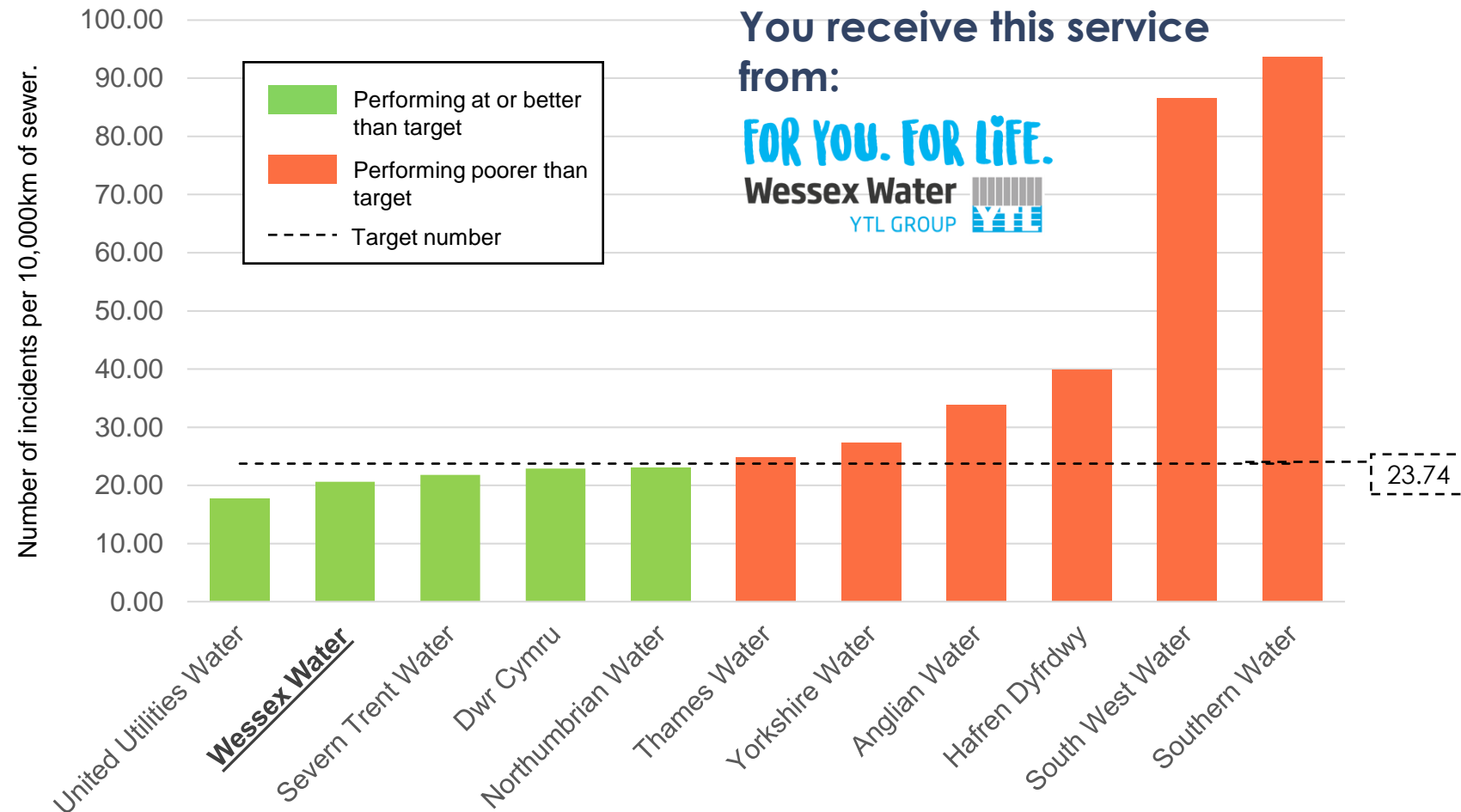
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

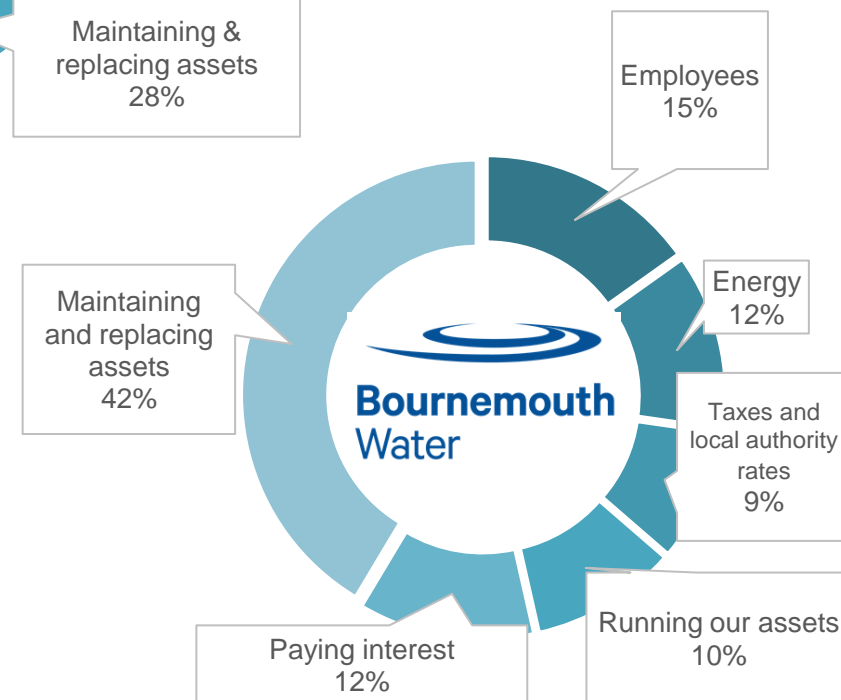
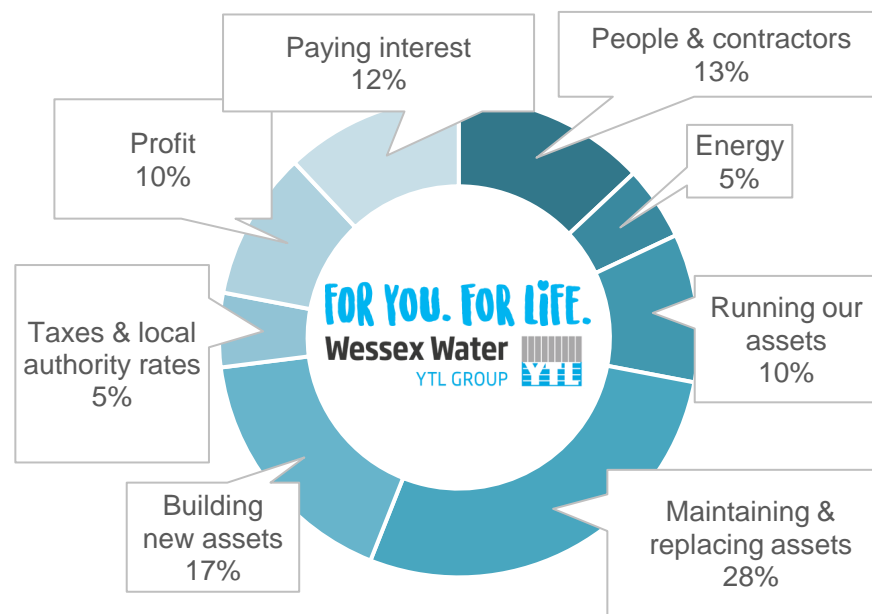
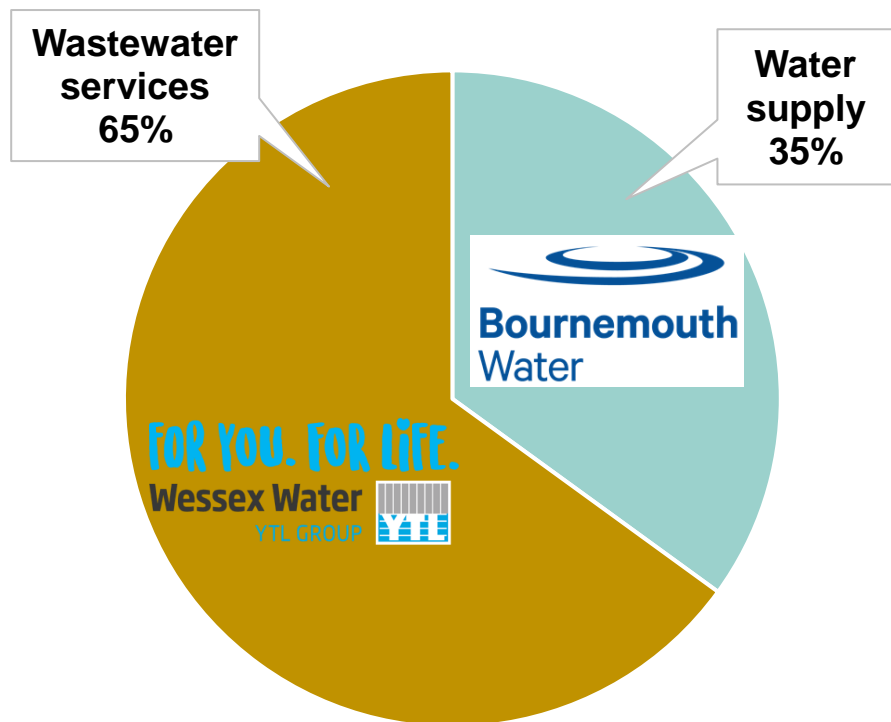


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

Split for every £1 spent for an average customer



PART THREE

Finally we are showing you a headline summary of Bournemouth Water and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bournemouth Water and Wessex Water proposed investment plans for 2025-30

There are 3 different types of investments in the plan:

Legally required investments *No say*

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case

Investments to meet 5 year performance targets *Customer feedback*

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments *Customer input on how and when*

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4	Removing everyone from water poverty	£24
				Operationally net zero	£6
				Remove carbon & pollutants from sewer sludge	£8

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £24/month by 2030.

This breaks down as:

- **£10 to meet the investment required by the regulators (*the blue and grey investments*)**
- **£5 to meet the investments we propose over and above this (*the white investments*)**
- **£8 to meet inflation**

Bristol Water's proposal



















Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

Bournemouth Water

Reliable supply of water to customers, even during a drought	£9	Reduce leakage by 15%	£6	350,000 smart meters and water efficiency support	£6
		Maintain current level of supply interruptions	£0		
Continue to deliver clean and safe tap water	£8	Reduce contacts on taste, smell and appearance	£6	Replace 20,000 lead pipes	£1
Protect natural resources	£1			Operationally net zero	£4
				Removing everyone from water poverty	£5

Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				TODAY's performance	Target 2025		Target 2030	What this will add to your bill
Supply interruptions			<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£6
Water Quality			<i>Contacts per 1,000 population</i>	1.6	1.33		1	£3
Internal sewer flooding			<i>Incidents per 10,000 connections</i>	1.43	1.63		1.04	} £11
External sewer flooding			<i>Incidents per 10,000 connections</i>	19.27	16.73		14.50	
Leakage			<i>Number of litres lost per property per day</i>	83.6	103.1		78.0	£6
Pollution			<i>Incidents per 10,000km of sewer</i>	22	23.74		17.6	£4

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/a9A2VwXgtB>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.

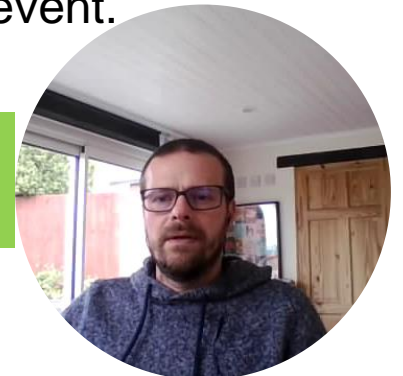
PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Bournemouth Water & Wessex Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes. There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

This version of the pre-read has an audio recording for each slide – to play the recording hover over this image



Water companies in England and Wales

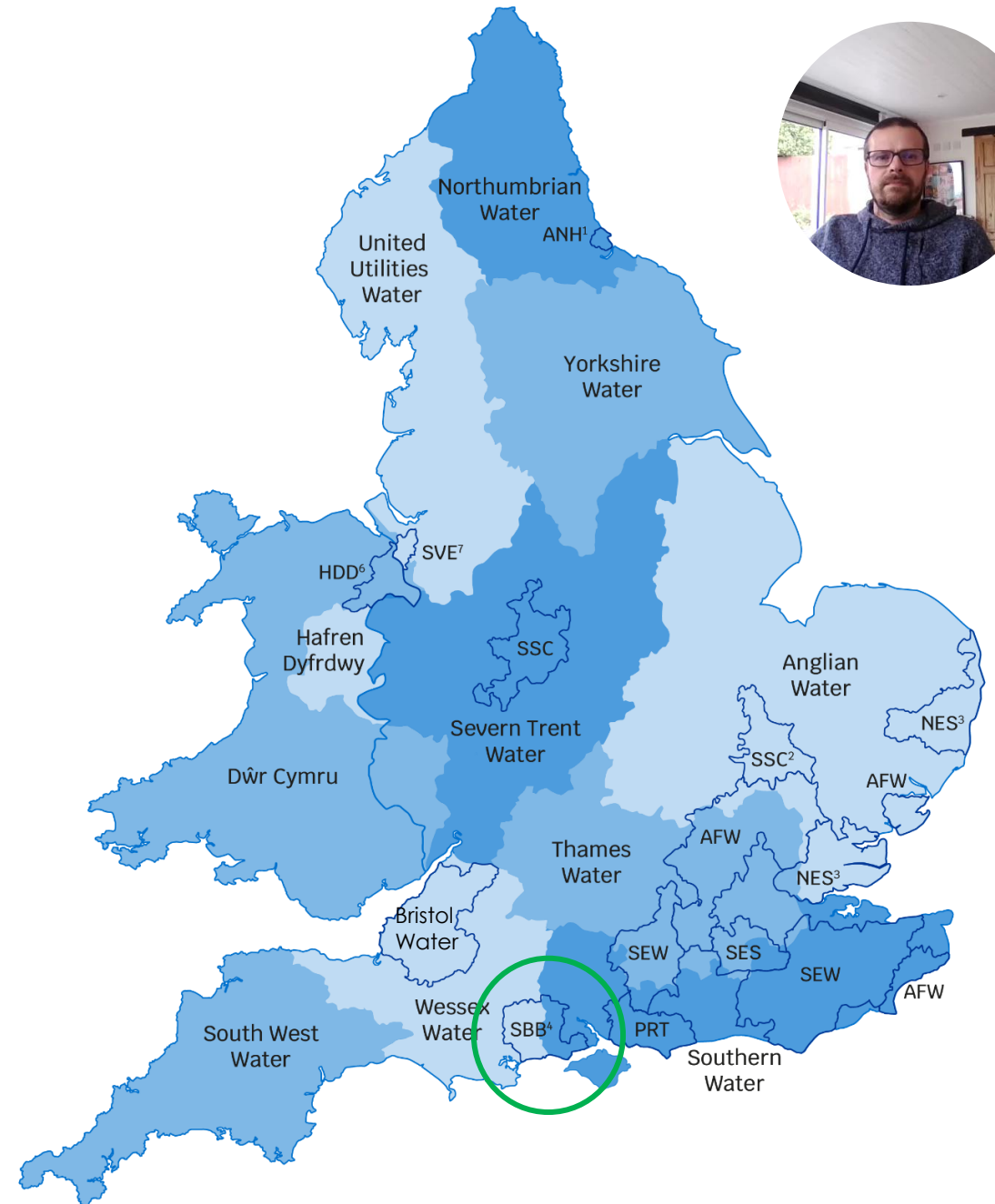
There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





South West Water provides essential water services across the South West (where it provides water and sewerage services) and in the Bournemouth region (where it provides water supply services as Bournemouth Water).

Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol.

It provides sewerage services for the whole region, including the Bournemouth Water region.



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



water services

c. 500,000
population served

140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth





Bournemouth Water operates with South West Water as a single company.

Investment figures stated in this research cover both regions



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



5. Wastewater is collected and piped to sewage pumping stations

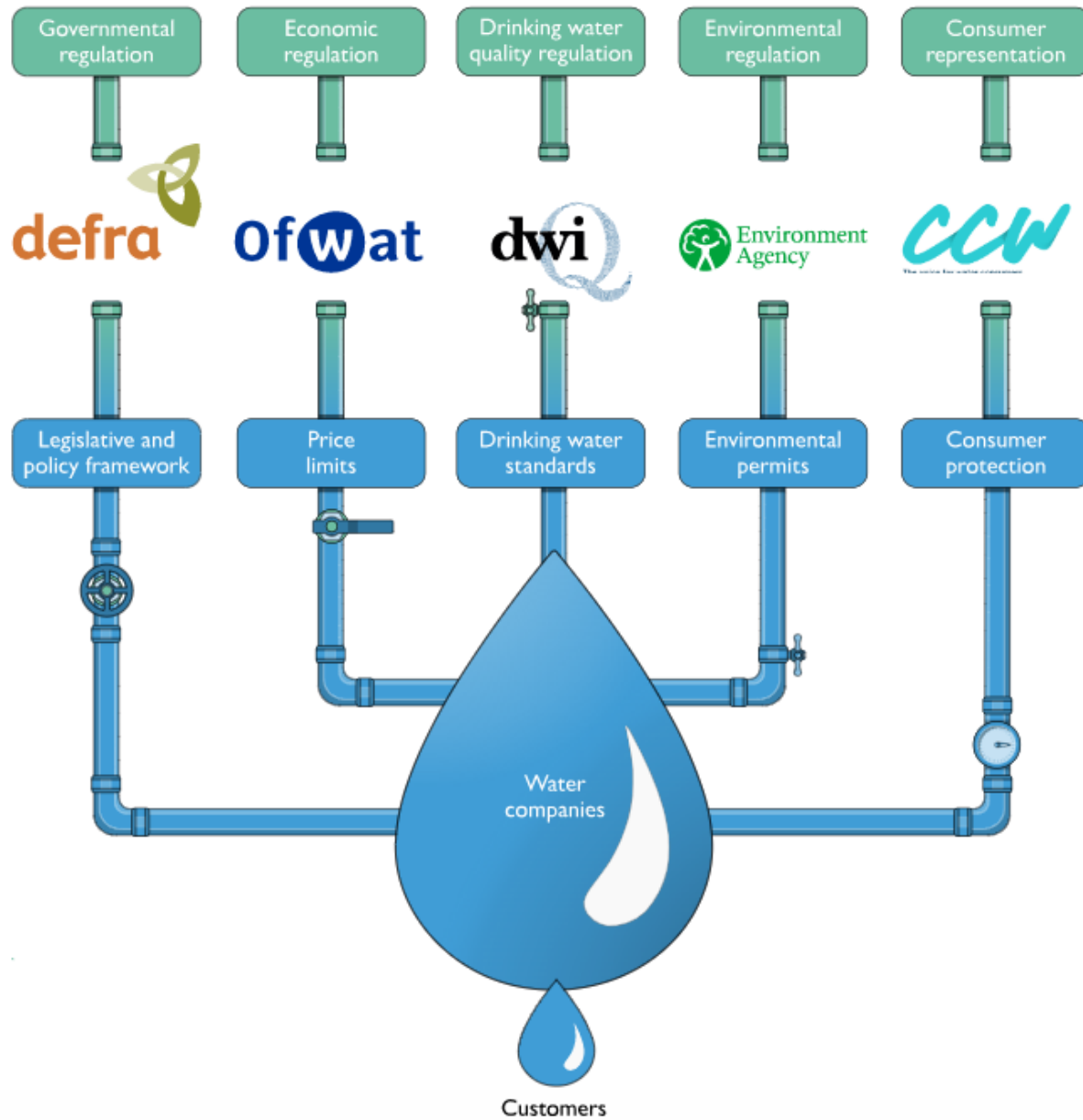


6. Wastewater treated at recycling centres & returned to the environment



7. Customer services and billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales.

These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.



Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

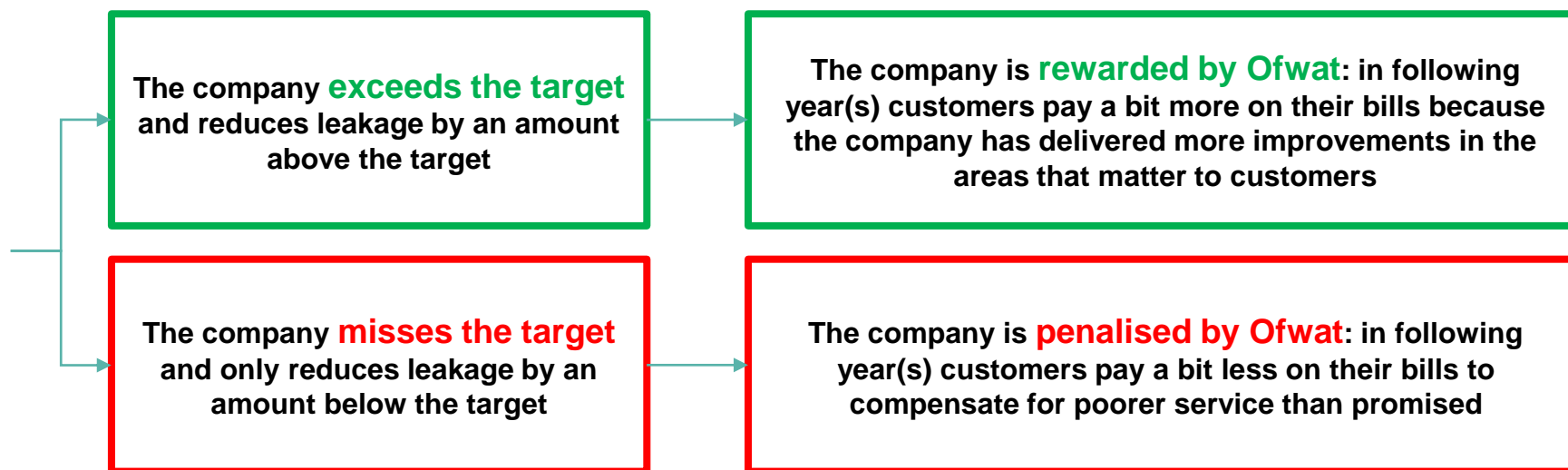
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bournemouth Water **passed 20** and **failed 6** performance commitment targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household)



PART TWO



Next we are showing you how Bournemouth Water and Wessex Water perform in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often ‘normalised’ to give a fair comparison
 - E.g. on the next slide you’ll see information about the number of minutes households are without water per property per year. This is an average: in reality, most houses don’t experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all households in the region
- Please read the information and consider where you are happy with Bournemouth Water and Wessex Water’s performance – and where you would like to see improvements.
- Please note: Bournemouth Water operates with South West Water as a single company under one licence so on the next few charts, the performance is listed as South West Water.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

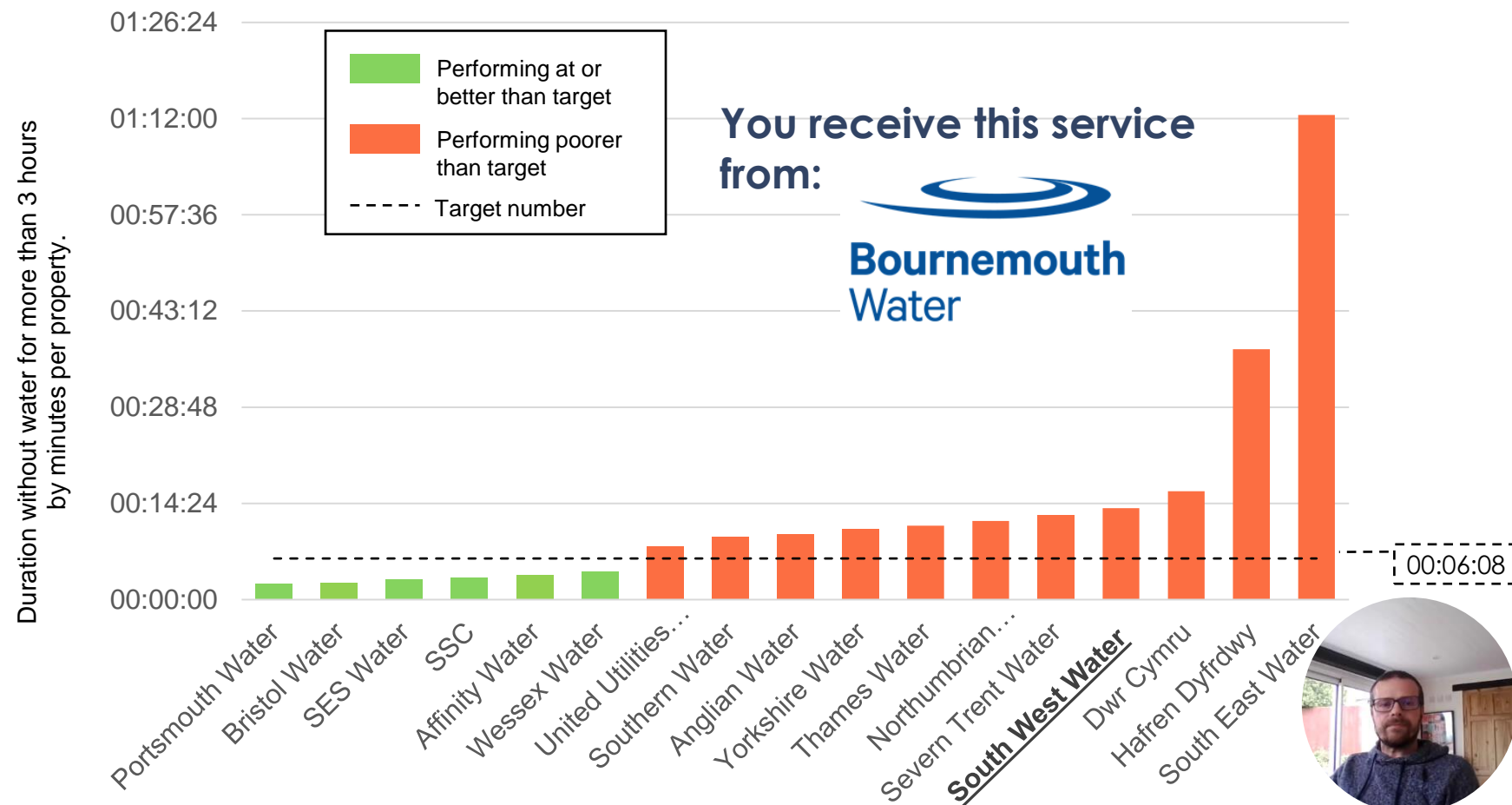
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

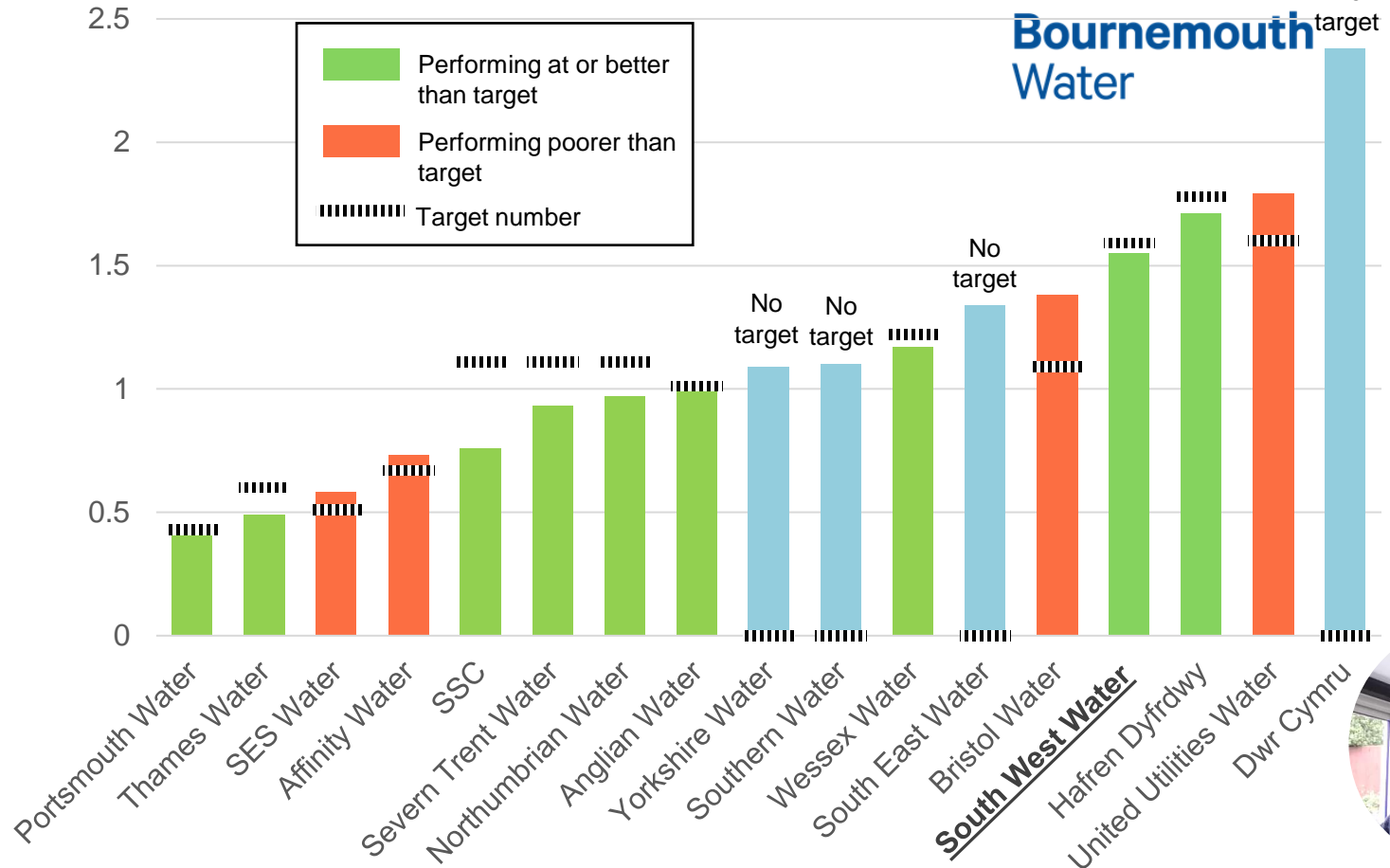


Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



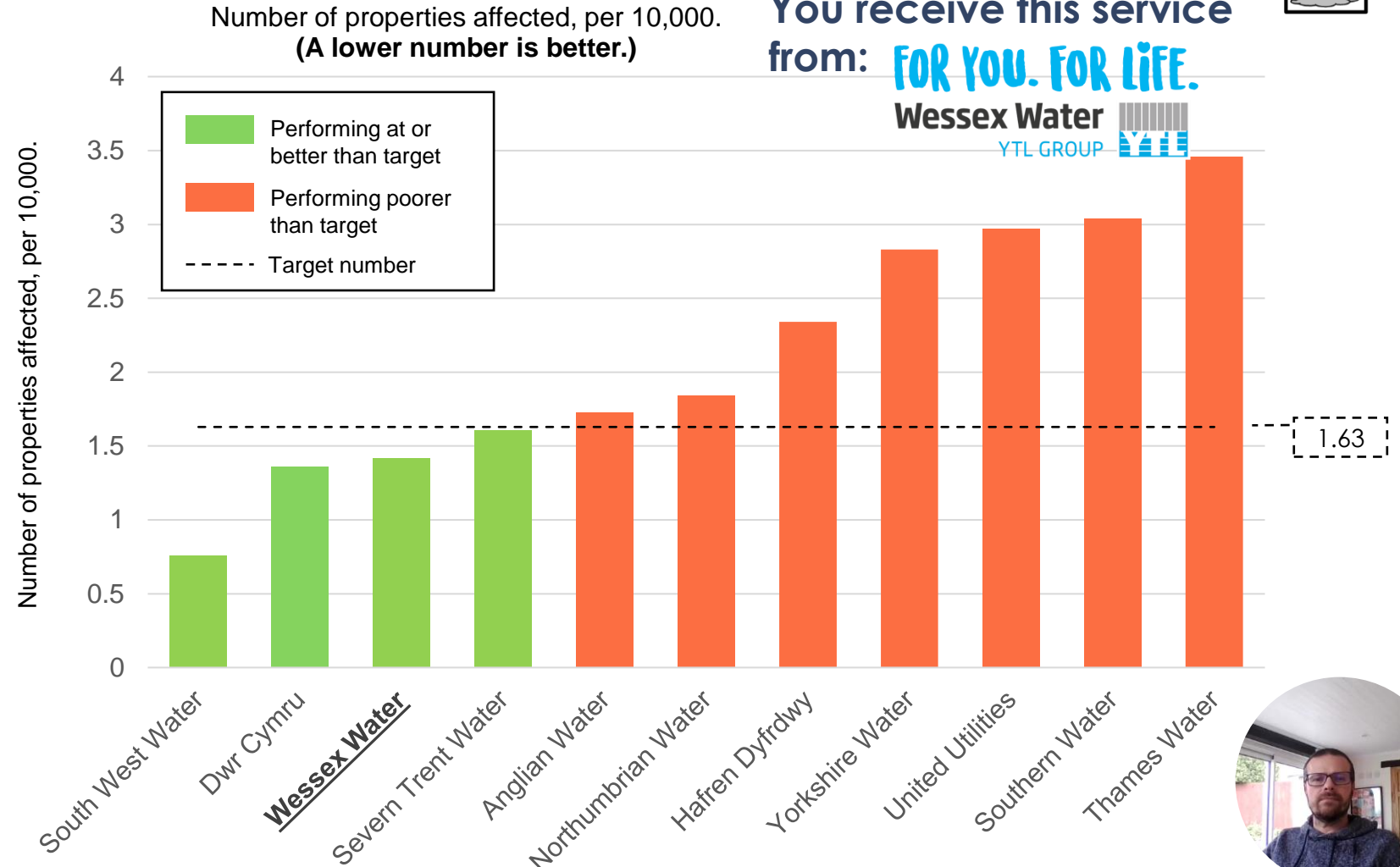
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

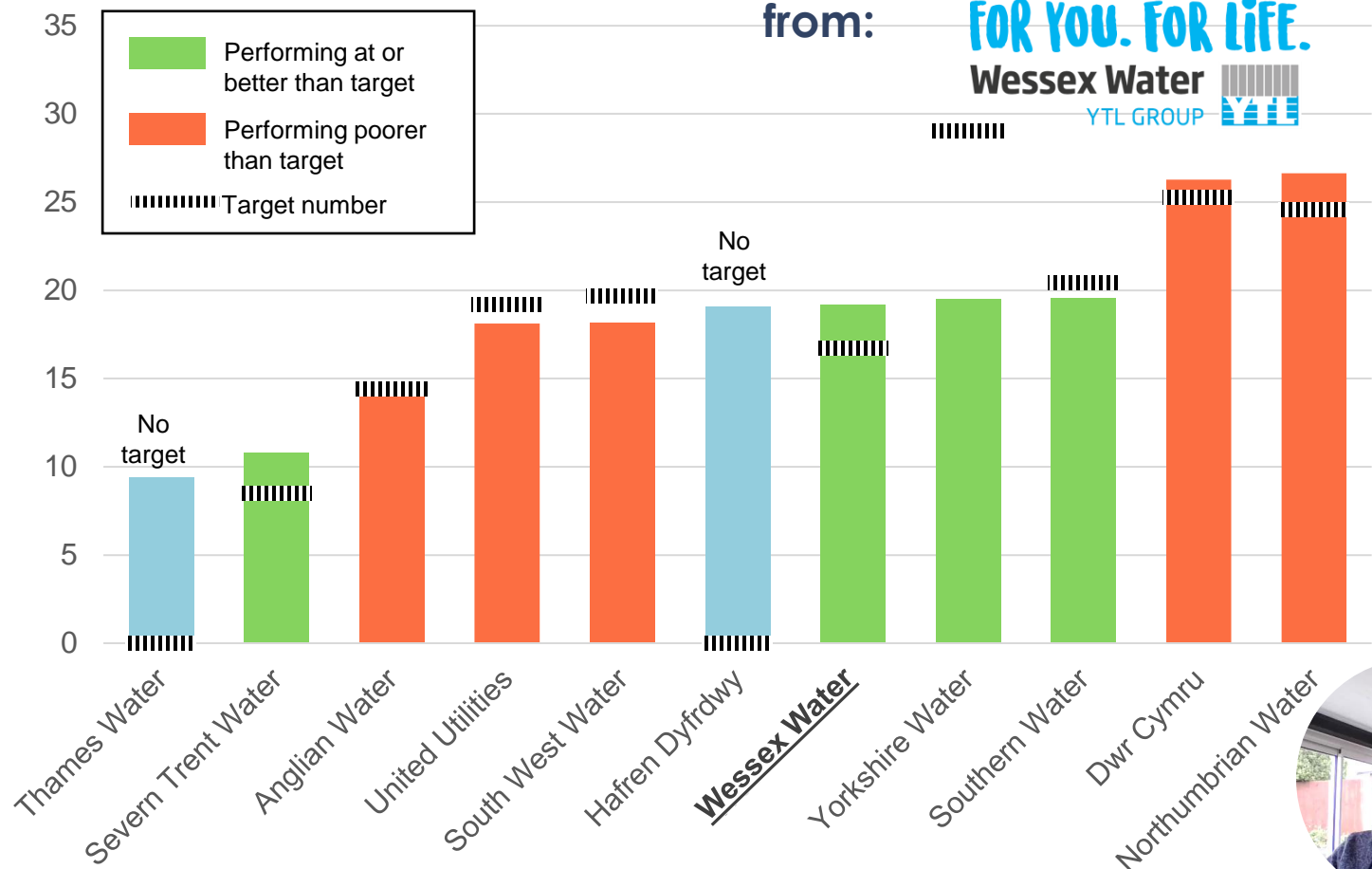
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)

Number of properties affected, per 10,000.



You receive this service from: **FOR YOU. FOR LIFE.**
Wessex Water
YTL GROUP



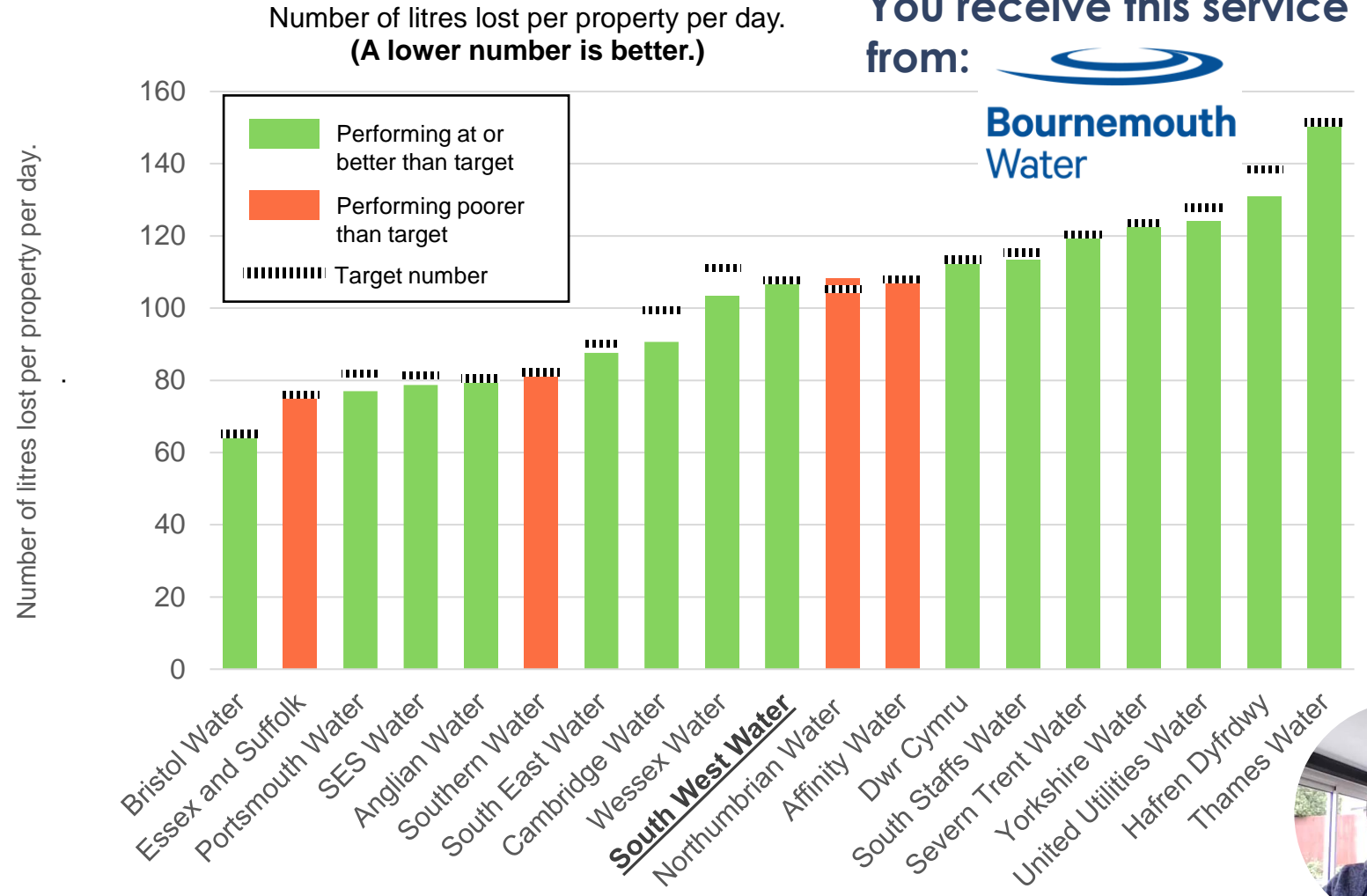
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

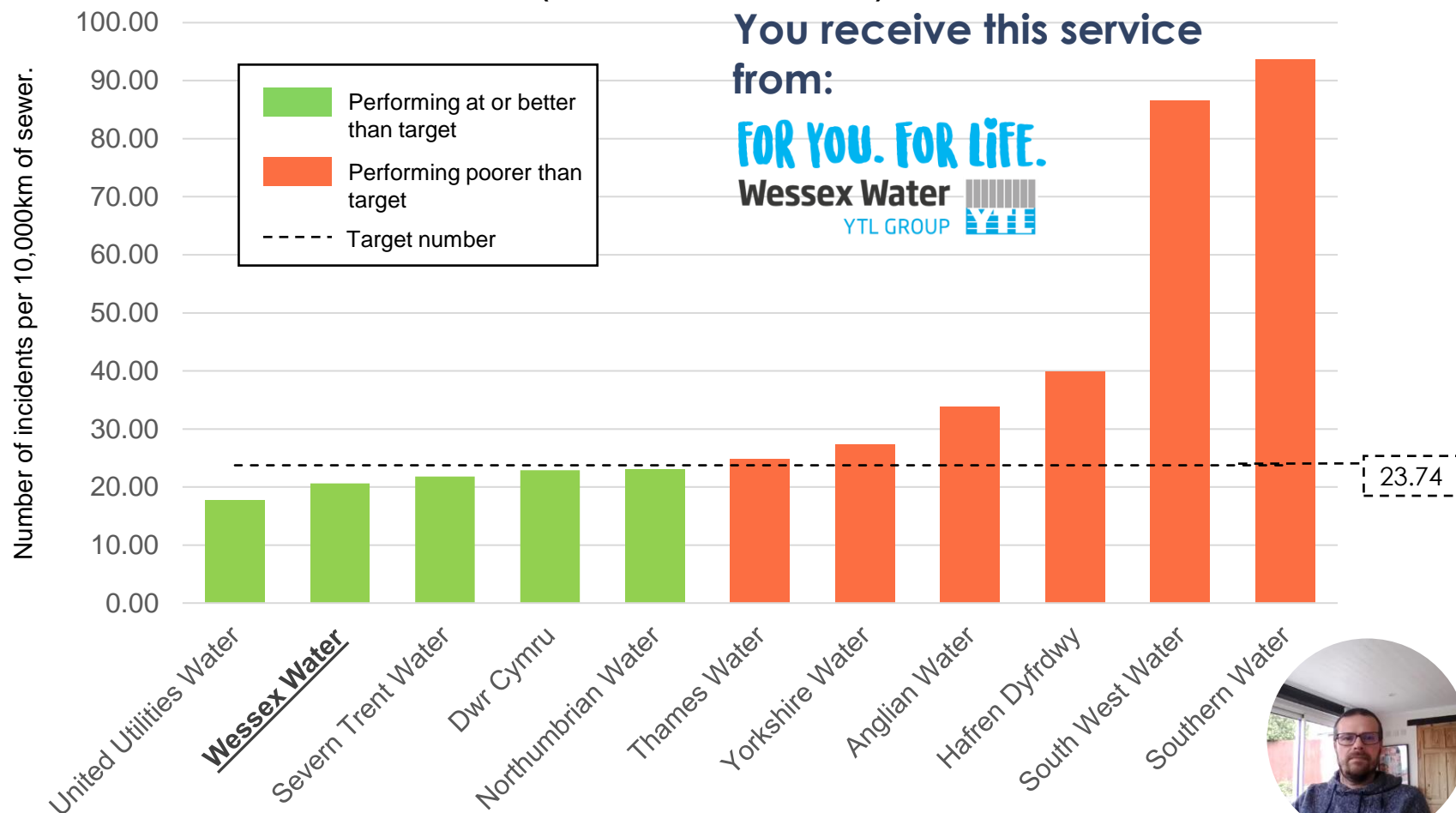
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

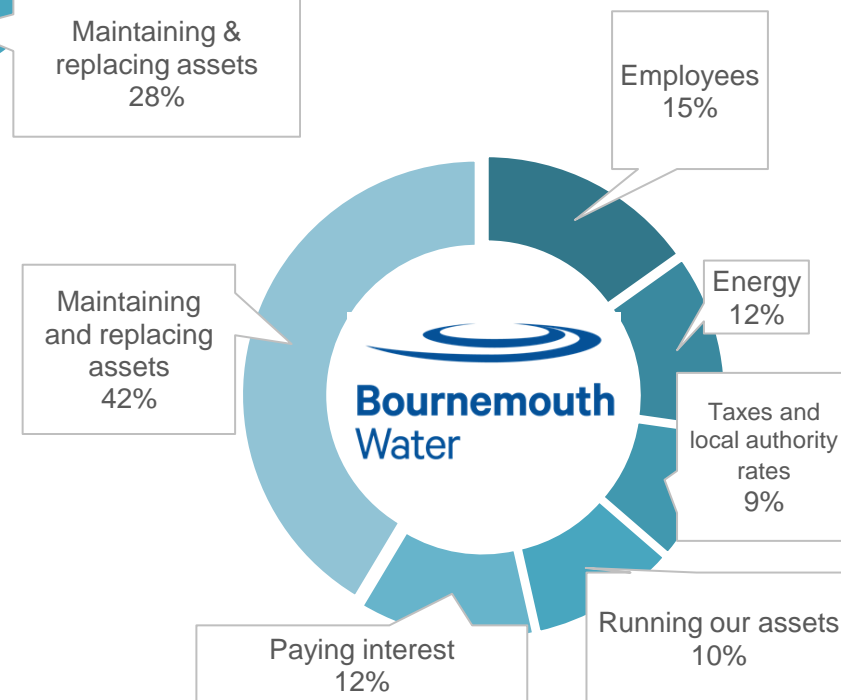
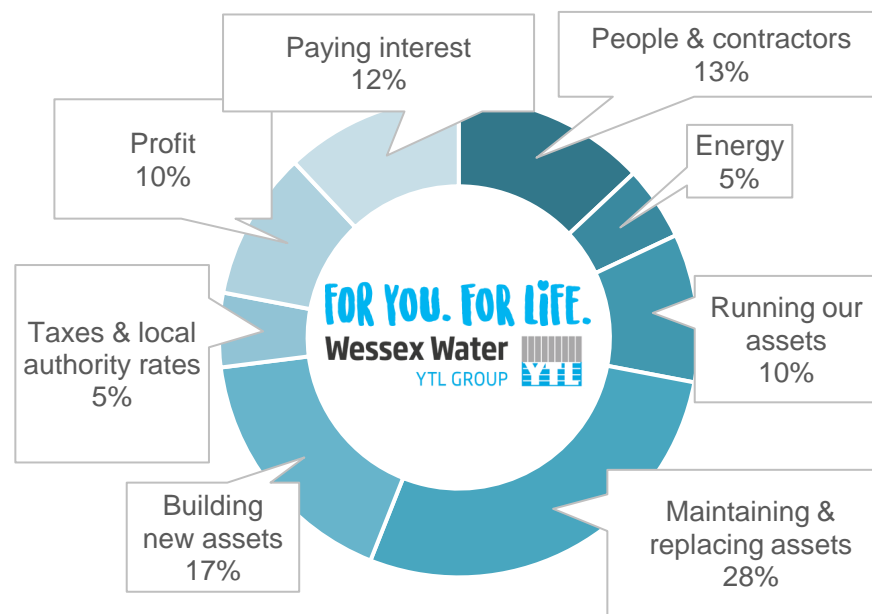
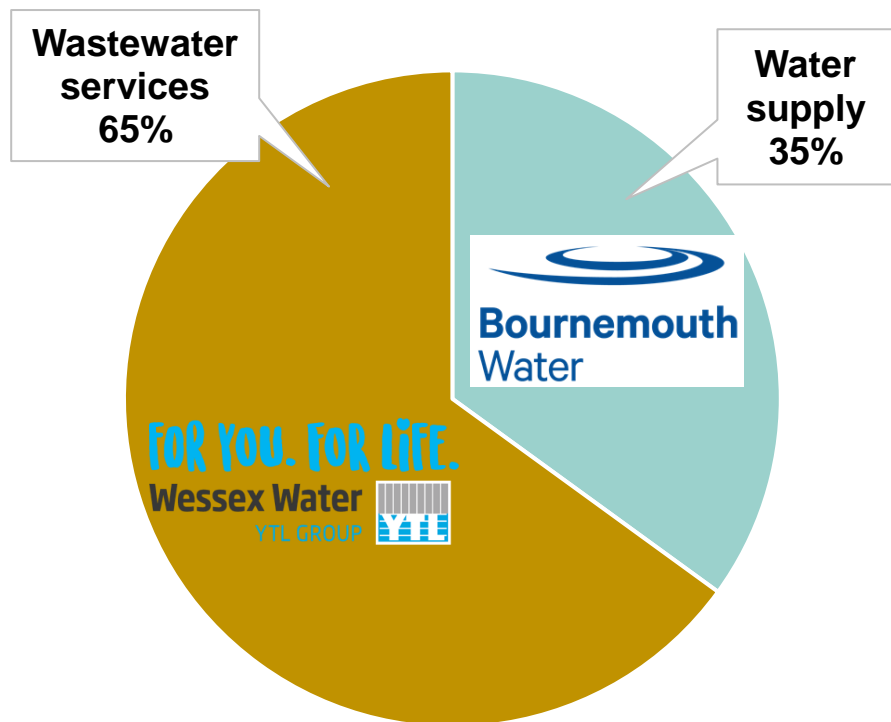


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

Split for every £1 spent for an average customer



PART THREE

Finally we are showing you a headline summary of Bournemouth Water and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.



The following slide outlines Bournemouth Water and Wessex Water proposed investment plans for 2025-30

There are 3 different types of investments in the plan:



Legally required investments *No say*

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case

Investments to meet 5 year performance targets *Customer feedback*

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments *Customer input on how and when*

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4	Removing everyone from water poverty	£24
				Operationally net zero	£6
				Remove carbon & pollutants from sewer sludge	£8
		Reduce leakage by 15%	£6		
		Maintain current level of supply interruptions	£0	350,000 smart meters and water efficiency support	£6

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £24/month by 2030.

This breaks down as:

- **£10 to meet the investment required by the regulators (the blue and grey investments)**
- **£5 to meet the investments we propose over and above this (the white investments)**
- **£8 to meet inflation**

Bristol Water's proposal

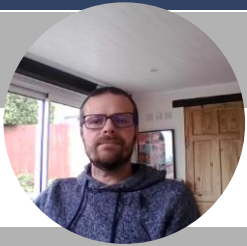
Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

Bournemouth Water



















Reliable supply of water to customers, even during a drought	£9	Reduce leakage by 15%	£6	350,000 smart meters and water efficiency support	£6
Continue to deliver clean and safe tap water	£8	Reduce contacts on taste, smell and appearance	£6	Replace 20,000 lead pipes	£1
Protect natural resources	£1			Operationally net zero	£4
				Removing everyone from water poverty	£5



Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.



The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	13.7 mins	5 mins		5 mins	£6
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	83.6	103.1		78.0	£6
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£4

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/a9A2VwXgtB>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.





Supply interruptions

Fail



Water Quality

Pass



Internal sewer flooding

Pass



External sewer flooding

Pass



Leakage

Pass



Pollution

Pass

What impressions do you have of the performance?

1

Proposed plan

This is Bournemouth Water & Wessex Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows Bournemouth Water & Wessex Water to carry out the work that they are required to do by law

Also the **least cost** plan

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

Wessex Water's proposal

2050 goals

Effective sewerage system	Halve the impact of sewer flooding on our customers
----------------------------------	---

Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
--	---

Net zero carbon & biodiversity	Be a net zero carbon business by 2040
---	---------------------------------------



Reducing the number of sewage spills in 150 locations	£28
--	------------

Nutrient removal and river water quality monitoring	£56
--	------------

Reducing internal and external sewer flooding	£13
--	------------

Reduce pollution incidents to 14 per 10k of sewer pipe	£4
---	-----------

Reducing sewage spills in further 45 locations	£14
---	------------

Operationally net zero	£5
Remove carbon & pollutants from sewer sludge	£9

Reliable supply of water to customers, even during a drought	£39
---	------------

Continue to deliver clean and safe tap water	£22
---	------------

Protect natural resources	£14
----------------------------------	------------

Reduce leakage by 15%	£16
------------------------------	------------

Maintain current level of supply interruptions	£0
---	-----------

Reduce contacts on taste, smell and appearance	£16
---	------------

350,000 smart meters and water efficiency support	£11
--	------------

Replace 20,000 lead pipes	£4
----------------------------------	-----------

Operationally net zero	£11
-------------------------------	------------

Removing everyone from water poverty	£14
---	------------



Legally required
No say

5 year targets: *customer feedback*

Longer term investments: *your input on how & when*

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

A £1000 bill today would increase by £66/month by 2030.

This breaks down as:

- £28 to meet the investment required by the regulators (*the blue and grey investments*)
- £15 to meet the investments we propose over and above this (*the white investments*)
- £23 to meet inflation

Bournemouth Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
---	--

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
---	---

Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
---	--

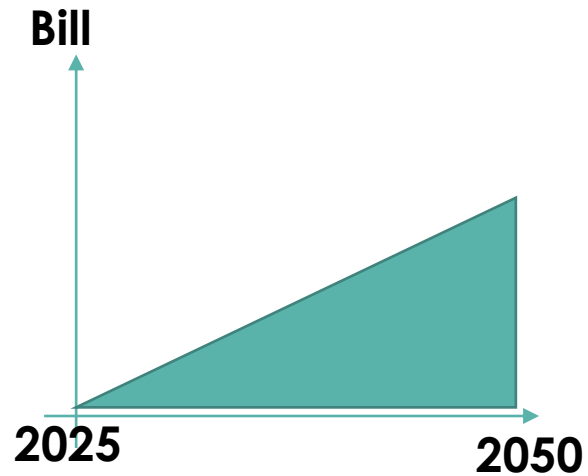
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service
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Longer term investments – your input on how and when they do these...

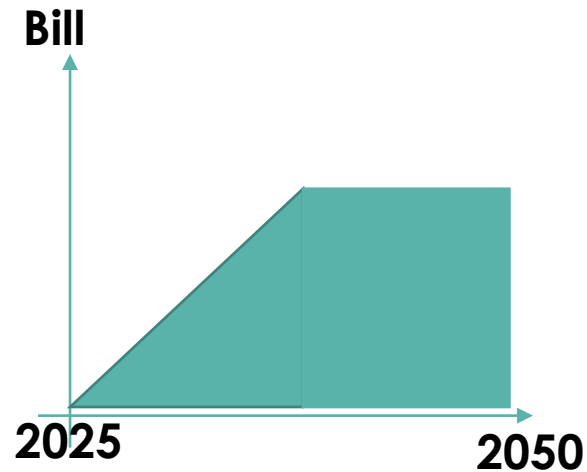
Components of the plan where there is more flexibility on how or when they are delivered

		2050 goals	Legally required No say	5 year targets: customer feedback	Longer term investments: your input on how & when			
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£13	Reducing sewage spills in further 45 locations	£14
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 	Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£4		
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040					Operationally net zero	£5
							Remove carbon & pollutants from sewer sludge	£9
Bournemouth Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	Reliable supply of water to customers, even during a drought	£39	Reduce leakage by 15%	£16	350,000 smart meters and water efficiency support	£11
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 	Continue to deliver clean and safe tap water	£22	Maintain current level of supply interruptions	£0	Replace 20,000 lead pipes	£4
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 	Protect natural resources	£14	Reduce contacts on taste, smell and appearance	£16	Operationally net zero	£11
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service					Removing everyone from water poverty	£14



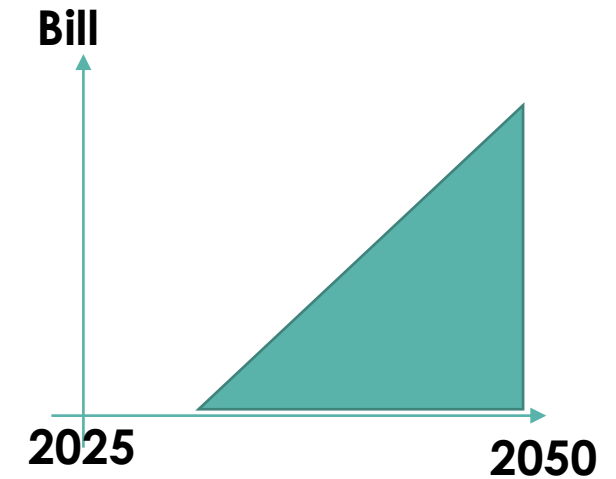
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£5

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £5 to a £1,000 water bill.

Net zero carbon and biodiversity

The long term ambition is to be net zero (i.e. 100% carbon offset) by 2040 .

Discretionary investments
You decide

Making all operations net zero

£5

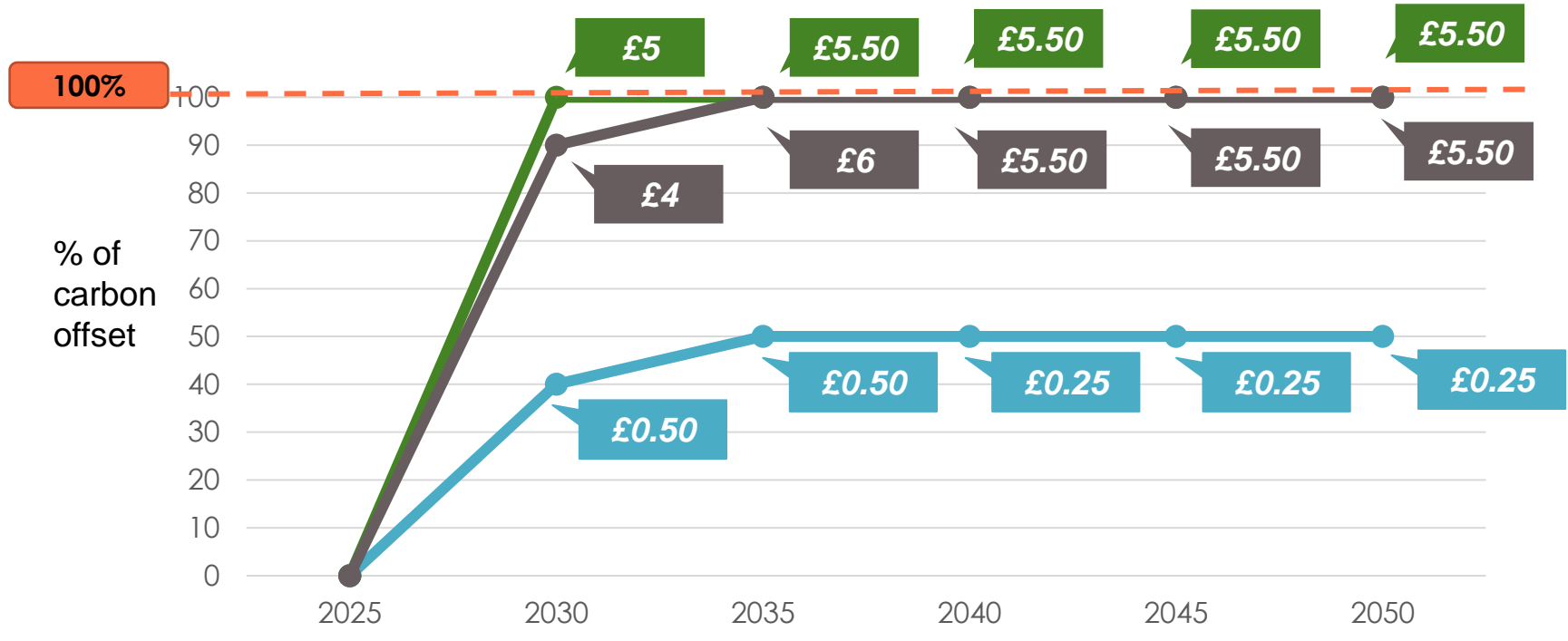
A is the proposed plan.

B is the less ambitious plan

C delays investment in the short term

How would you like Wessex Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



- A: Full operational net zero by 2030
- B: Reach 50% operational net zero by 2035 and stay at that level
- C: Delay investment: Operational net zero by 2035



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£9

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £9 to a £1,000 water bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Removing micro pollutants

£9

A is the proposed plan.

B is the minimum requirement plan

C is a back up plan for option A

The long term ambition is to be a net zero business by 2040.

How would you like Wessex Water to invest?

A Proposed:

Trialling & implementing new technologies to turn the sludge into a material that does not have any carbon emissions & also destroys micropollutants in the sludge such as microplastics so these wouldn't be spread to land.

B: 'Least cost' option:

- Continue to spread sludge to land by building more storage barns to cope with increasing volumes.
 - Test new sludge treatment technologies in the near term in readiness for any future legislation changes, but not roll these out.
- NB This option does not reduce carbon impact nor provide a new way to dispose of sludge.

C - Back up: If proposed plans don't work – and the ability to spread to land is significantly reduced, Wessex Water would have to install (carbon intensive) incinerators and dryers at some sites to burn the sludge. This would remove the micropollutants in the sludge

Bill impact by end of each 5 year period



An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
spills in a further 45
locations

£13.50

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £13.50 to a £1,000 water bill.

An effective sewerage system

Discretionary investments
You decide

Reducing sewage spills in further 45 locations

£13.50

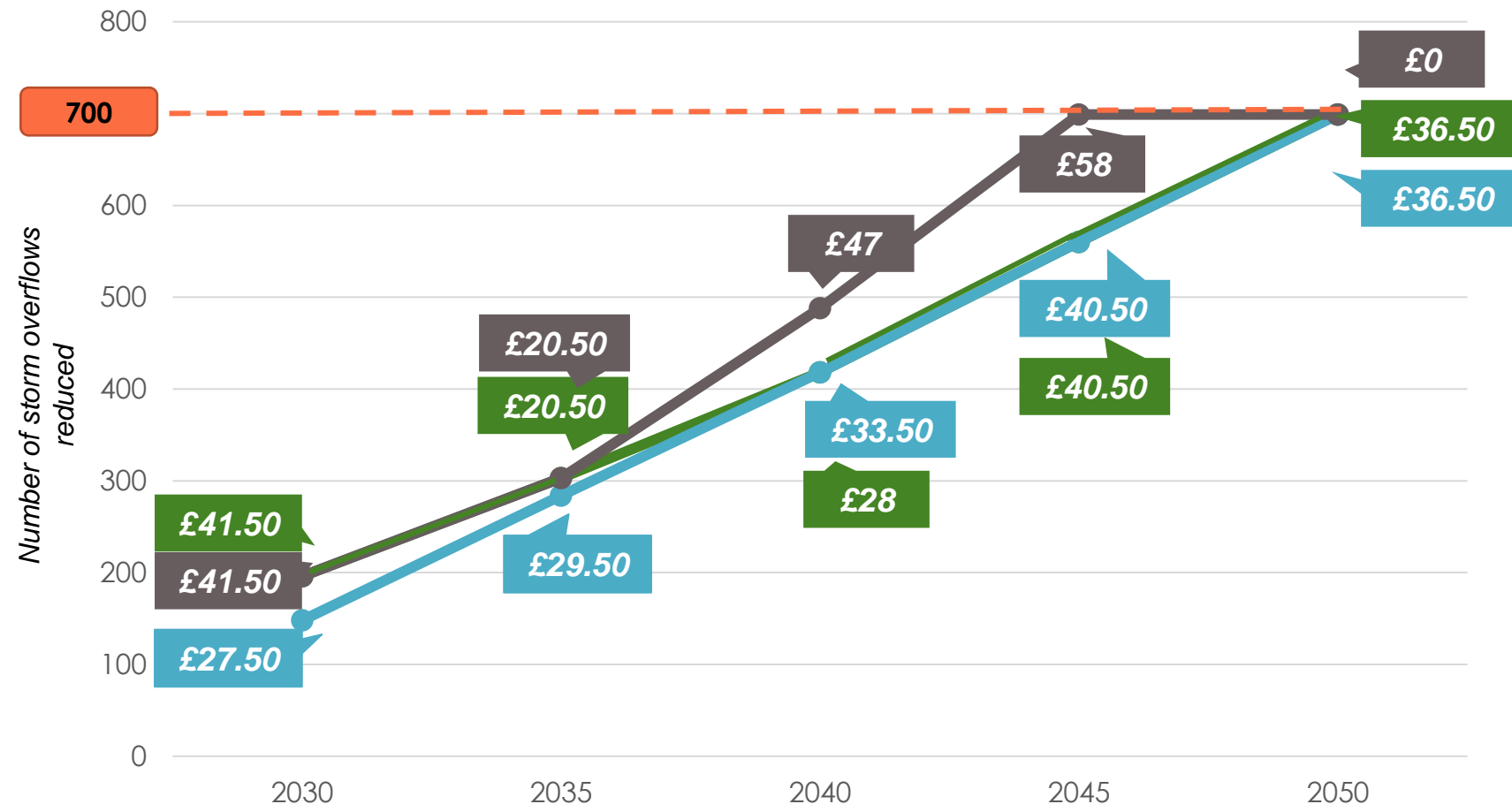
A is the proposed plan.

B is the legally required plan.

C accelerates the delivery to 2045 instead of 2050

The long-term ambition is for the spills from almost 700 overflows to be reduced in line with 2050 legislative targets

How would you like Wessex Water to pace this investment?



- A:** Proposal is to move faster than legal requirement, adding another £13.50 to 2025-30 bill
- B:** Least cost (legally required) plan - this £23 impact already covered earlier
- C:** this plan accelerates meeting the target - almost 700 storm overflows reduced by 2045

Discretionary investments
You decide

**Installing smart
meters**

£11



2035 target:

Installing 1,000,000 smart meters by 2035 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 350,000 smart meters between 2025 and 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bournemouth Water (as part of the wider South West Water region) plans to spend £56 million to install 350,000 smart meters by 2030. This would add £11 to the average bill by 2030.

Boosting water resources & supply resilience

Longer term investments
You decide

Installing smart meters

£11 by 2030

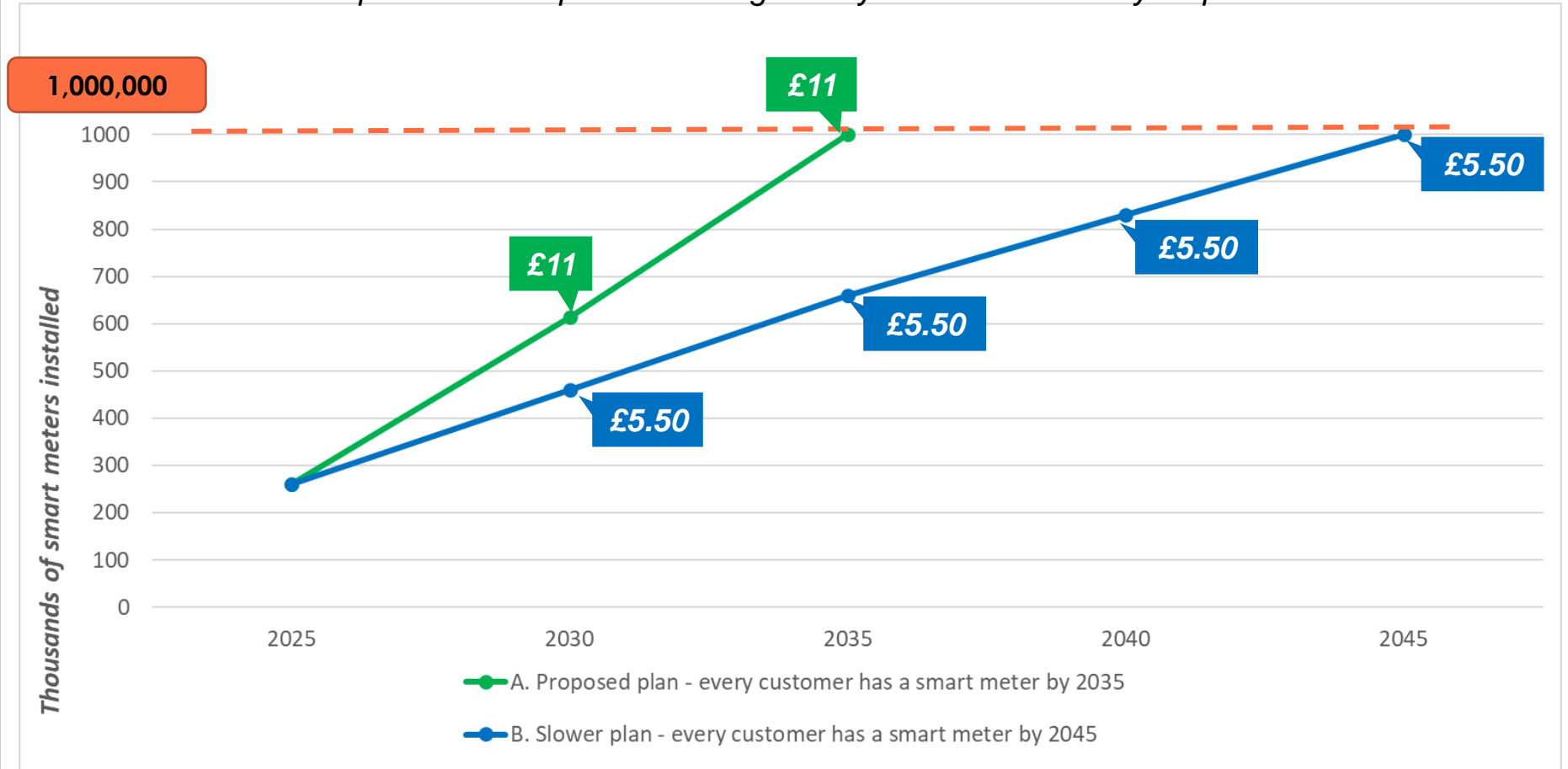
A is the proposed plan

B is the less ambitious plan

The long term ambition is to install 1,000,000 smart meters by 2035 so that every household has a smart meter

How would you like Bournemouth Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Replacing lead pipes

£3 by 2030



2050 target:

Replace 90,000 lead communication and supply pipes to achieve a lead free network by 2050

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies dose water supplied through lead pipes with low levels of phosphates to keep customers safe.

Proposal for replacing lead pipes

- Replace 20,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bournemouth Water (as part of the wider South West Water region) plans to spend £20 million to replace 20,000 lead pipes by 2030. This would add £2 to the average bill by 2030.

The long term ambition is to replace 90,000 lead pipes by 2050

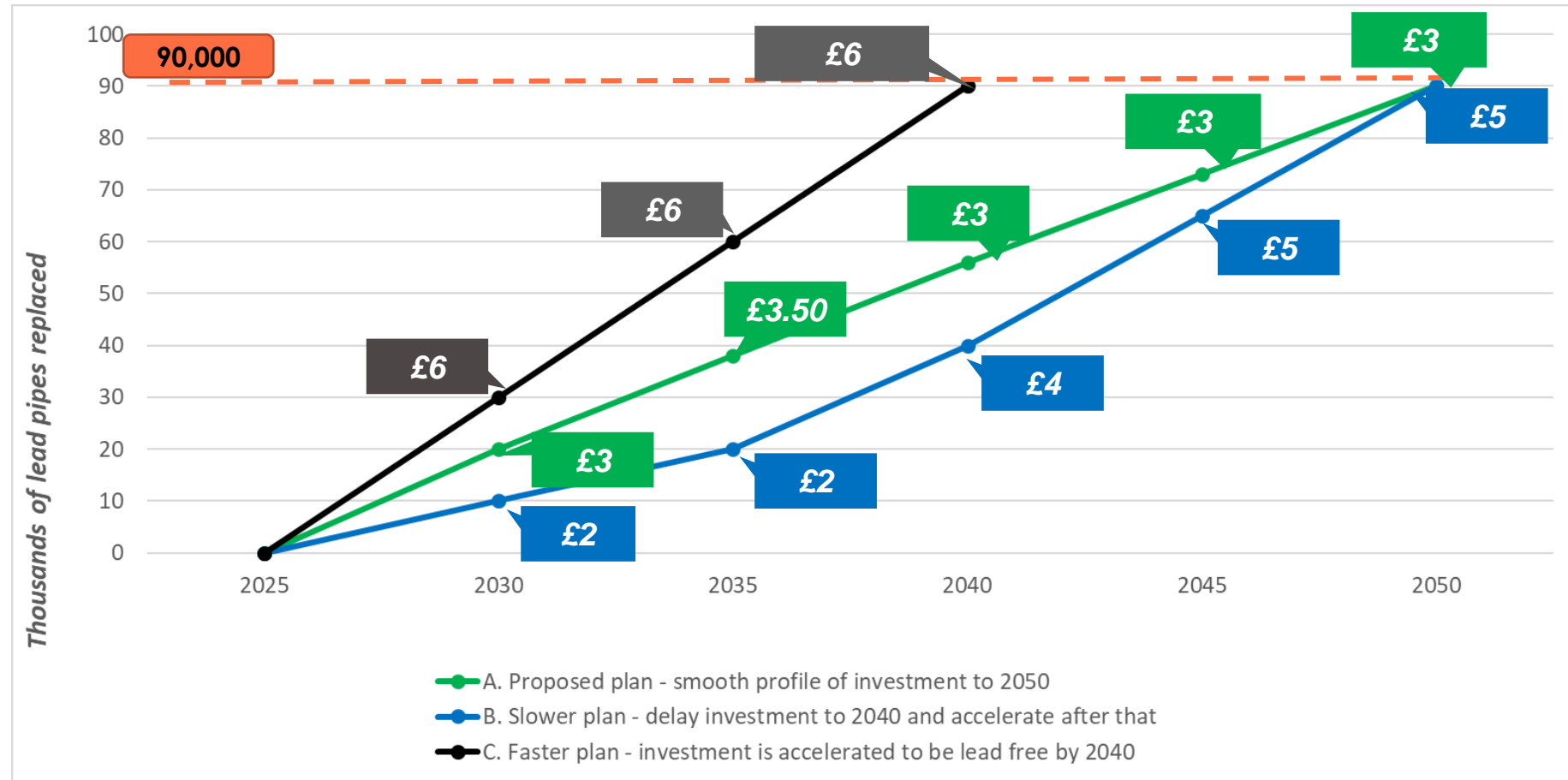
How would you like Bournemouth Water to pace this investment?

Longer term investments
You decide

Replacing lead pipes

£3 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B delays investment in the short term

C accelerates investment

Boosting biodiversity and nature recovery and protecting the planet

Longer term investments
You decide

Net zero operational
emissions

£11 by 2030



2050 target:

The long term ambition is to reach net zero operational emissions by 2030 and net zero including carbon in materials used by 2045

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by south West Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until South West Water can further reduce its own emissions

Bournemouth Water (as part of the wider South West Water region) proposes to spend £100m on making all operations net zero, and this would add £11 to the average bill by 2030.

Boosting biodiversity and nature recovery and protecting the planet

The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

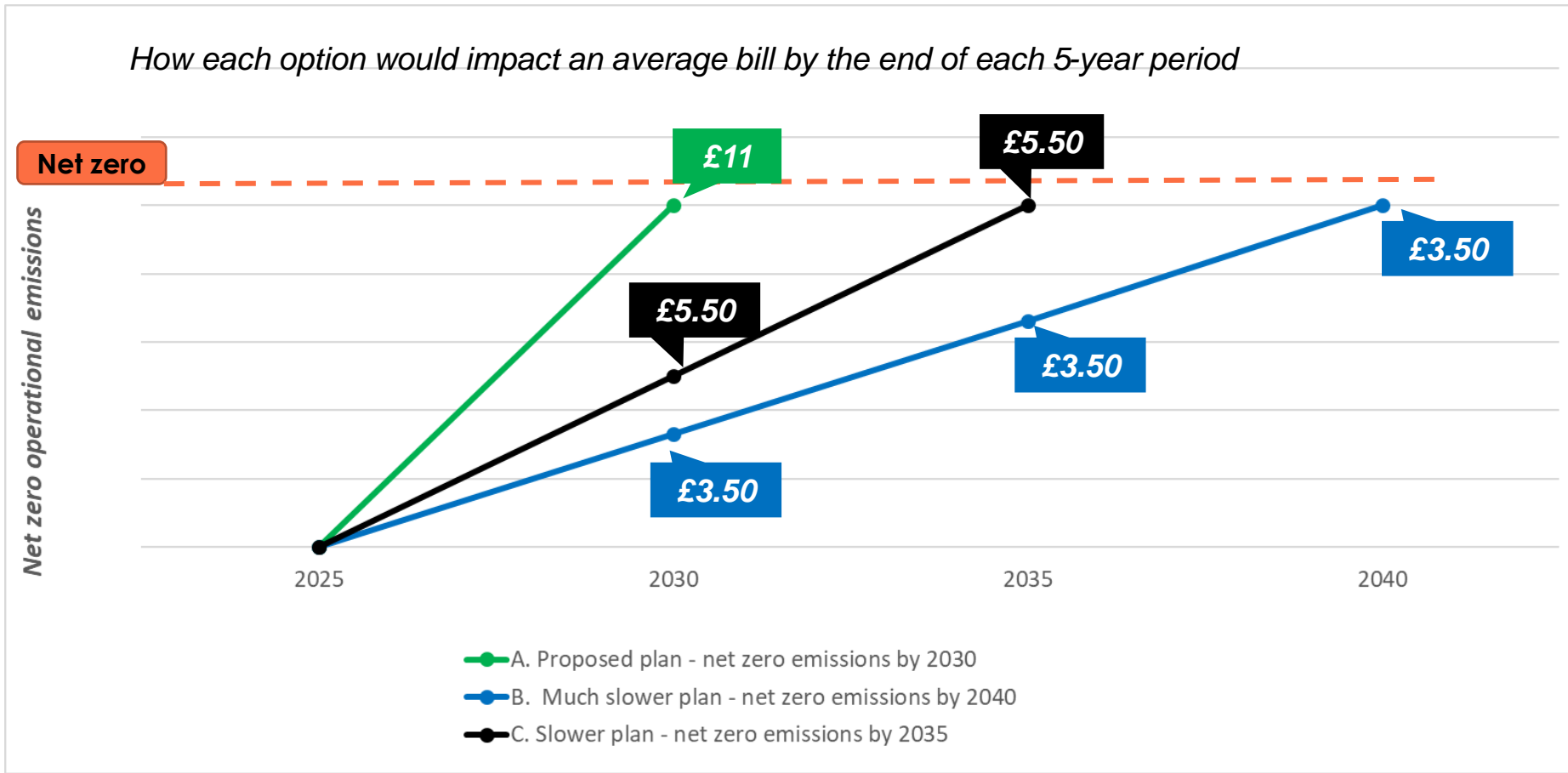
Longer term investments
You decide

Net zero operational emissions

£11 by 2030

How would you like Bournemouth Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B is the least ambitious plan

C delays investment



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their combined water and sewerage bill

Longer term investments
You decide

Removing everyone
from water poverty

£14 by 2030

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £14 as a cross subsidy to customers less able to pay.

In additional, Bournemouth Water (as part of the wider South West Water region) will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy
- Sponsoring community projects

With rising bills, 100,000 additional households will be in water poverty. Bournemouth Water plans to support all these additional households.

Discretionary investments
You decide

Removing everyone from water poverty

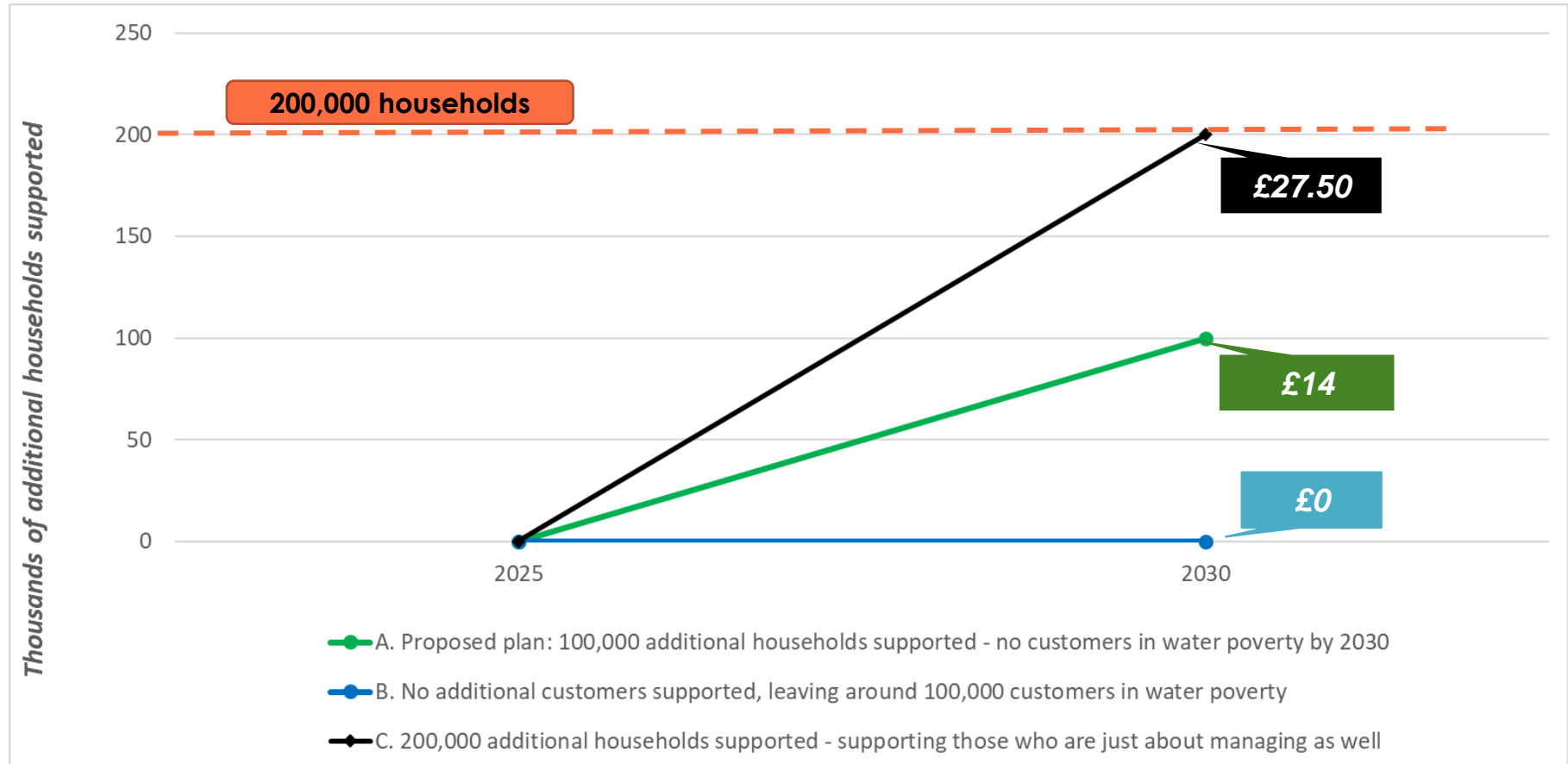
£14 by 2030

A is the proposed plan

B is the slowest plan

C accelerates investment

How would you like Bournemouth Water to pace this investment?

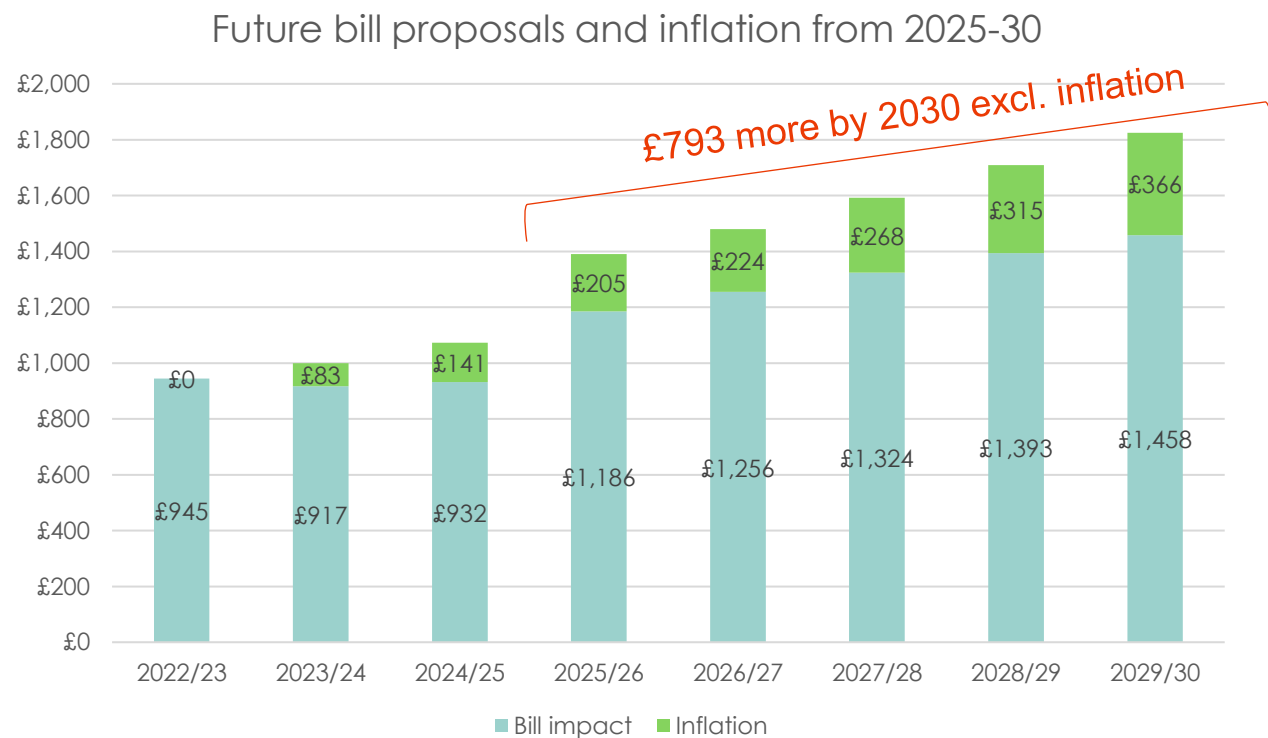


When you add the investment in each area, your bill will **increase** by, on average, **£66 a month (£793 a year)** by 2030. This includes:

- £28 a month of investment that regulators say we must make (statutory investment)
- £15 a month of investment that we want to make to maintain and improve our services to you, and
- £23 a month of inflation.



**What would this
proposed plan
cost?**



NB You will see a personalised bill prediction at the end of the session

Water bills change each in year in line with inflation

Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.

- If your household income keeps up with inflation (increases at the same rate), then you are likely to notice little difference in what you are paying for things.
- If inflation increases by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.

**‘Must do’
business plan**

		2050 goals	<u>Reduction in £</u>		
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	FOR YOU. FOR LIFE. Wessex Water YTL GROUP	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 			
	Great customer experience	Be a top 10 customer service provider in the UK		Removing everyone from water poverty	£18
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040		Operationally net zero Remove carbon & pollutants from sewer sludge	£5 £2

Bournemouth Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	Bournemouth Water	350,000 smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Replace 20,000 lead pipes	£0.70
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Operationally net zero	£2.70
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service		Removing everyone from water poverty	£5

There are 8 areas where Bournemouth Water & Wessex Water can reduce the cost of the plan

Reducing sewage spills in a 150 locations but **not in a further 45 locations.**

Removing everyone from water poverty by 2040 rather than 2030 (adds £6 to bills instead of £24)

Aim for 50% operational net zero and stay at that level (adds £1 to bills instead of £6) & build more storage barns to cope with increasing volumes of sludge, test new sludge treatment tech but not roll these out (adds £6 to bills instead of £8).

Slower roll-out of smart meter, everyone has a smart meter by 2045 instead of 2035 (adds £4 to bills instead of £2)

Delay investment to 2040 and accelerate after that, replacing 10,000 pipes by 2030 (adds £0.70 to bills instead of £1.40)

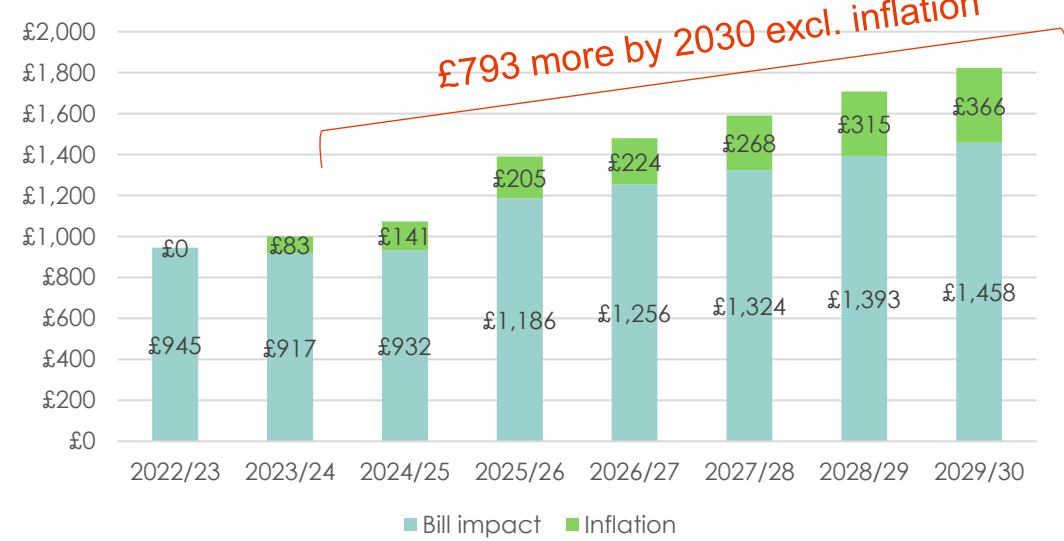
Slowest option, achieve operational net zero status in 2040 instead of 2030 (adds £1.30 to bills instead of £4)

No additional customers supported, leaving around 100,000 in water poverty.

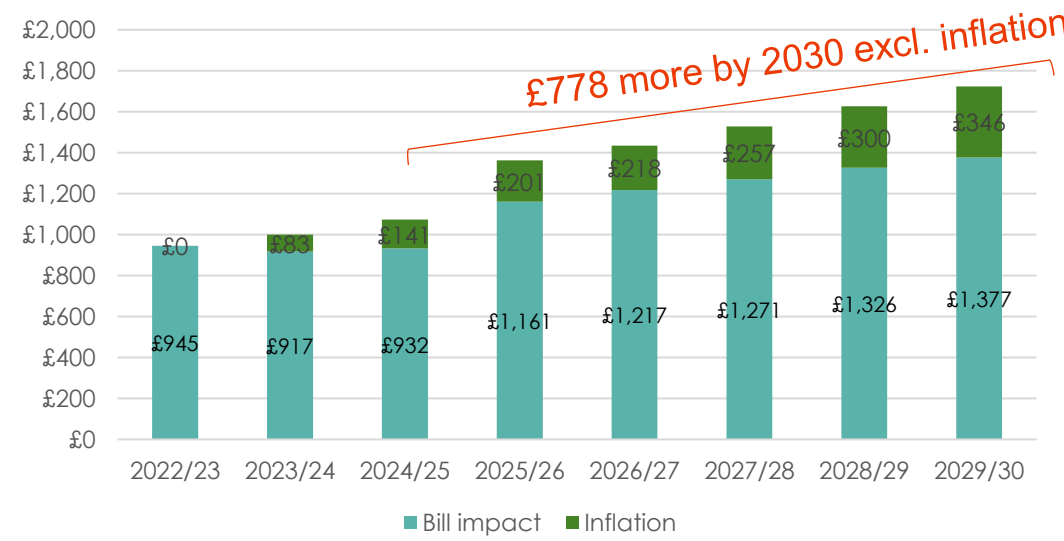
- 1 Proposed plan includes**
- ✓ 350k smart meters by 2035
 - ✓ 20k lead pipes replaced by 2030
 - ✓ 195 sites protected from sewage spills by 2030
 - ✓ Net zero by 2030
 - ✓ Ending water poverty by 2030

- 2 Must do' plan includes**
- ✓ 350k smart meters by 2045
 - ✓ 10k lead pipes replaced by 2030
 - ✓ 150 sites protected from sewage spills by 2030
 - ✓ Net zero by 2040
 - ✓ 100k households remain in water poverty until 2030

Future bill proposals and inflation from 2025-30



Least cost plan and inflation from 2025-30



Wrap-up



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ACCEPTABILITY & AFFORDABILITY NHH FOCUS GROUPS MODERATOR GUIDE

Overview

- 2 x 1.5 hour online focus groups with non-household customers
- Company/CCG representatives to attend – primarily in observation role

SESSION 1 – 85 mins		
	15 mins	Welcome & Introductions
	10 mins	An introduction to the water company
	10 mins	Recap on the pre-task information
	20 mins	Focus on explaining the long-term picture to 2050 (incl temp check)
	10 mins	Intro to proposed business plan
	15 mins	Statutory (legally required) elements
	5 mins	Wrap up session 1
SESSION 2 – 95 mins		
	5 mins	Welcome and recap on previous session
	15 mins	Performance commitments
	45 mins	Discretionary elements (with phasing)
	5 mins	Bill impacts
	15 mins	'Must do' business plan
	10 mins	Wrap-up, post task & thank you

Welcome & Introductions plus brief response to pre-read (15 mins)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

Moderator:

- Welcome everyone to the event & Introduce Blue Marble and explain that we are an independent research agency. & Introduce Blue Marble staff and explain that we'll be facilitating the discussions. Objective for the session: to help Bournemouth Water & Wessex Water make important investment decisions. [Slide 2](#)
- Explain: Confidentiality, GDPR, recording, how data will be used. [Slide 3](#)
- Role of respondents: [Slide 5](#)
 - Asking people to act as representatives of the population of the Bournemouth Water & Wessex Water region;
 - There are no right or wrong answers we just want to hear people's open and honest views;
 - We will provide lots of information and expect much of it will be new to them – encourage people to ask questions.
 - Acknowledge that we have a wide range of different people in the room with different backgrounds and perspectives and the aim is to hear everyone's views and see if we can come to a consensus (or not).



Observers/water company representatives (CCG): each to briefly introduce self – name, job title and 1 sentence summary of role/responsibilities.

Moderator: Now we're going to ask you to introduce yourselves to the people on your table – and to make it a bit more fun we'd like you to look at these pictures and think about which most closely reflects how you feel about your business at the moment. (SLIDE 7)

Discussions (10 mins)

Introductions

We provided you with some pre-read information to look through before attending this session. We're going to cover those topics in depth in due course, but I want to get your first thoughts as part of our introductions:

Each respondent to introduce self:

- Name, nature of business, which image most reflects how they feel about their business at the moment and why – and also tell the table what struck you or surprised you most out of the things you have read?

Group discussion:

- Has any of the information you have seen changed your opinion of your water company in any way?
- What would you most like to find out more about?
- Is there anything in the material you read which was difficult to understand?
 - Which bits?

An introduction to the water company (10 mins)

Moderator: (3 mins) to very briefly recap pre-task SLIDES xxx

SLIDE xx: This first slide shows us all the water companies that operate across England and Wales. It is important to note that water companies operate regionally. While households don't choose their water provider – businesses can choose their water and waste water retailer but are still supplied by the water company (otherwise known as the wholesaler) in the region. This is why it is a chance for customers to have their say. Some companies provide just water supplies, others provide both water and sewerage services.

SLIDE xx: This is a close up of the Bournemouth Water region – and it gives us a sense of the scale of their operation. Wessex is one of the companies that provides both sewerage and water supply. It provides sewerage services to the whole of the region, including the Bournemouth Water region. Bournemouth Water supplies the water - to around .5 million people. It's important to note that while businesses in the region are supplied by Wessex Water and Bournemouth Water, the retailer bills and provides customer service to businesses.

SLIDE xx: This slide explains why the research is happening. It is all to do with the way water companies plan ahead in a process called the Price Review.

Every five years, water companies develop a 'business plan' that sets out how they want to develop their services, and the proposed cost to customers. As we've seen, customers are



not able to choose their water provider, so water companies must give them a say about what they want from their services and the price they pay. Talking to customers through research also helps water companies prioritise what to do first or what to do most of. In this session we'll be looking at some of the choices they face – and where they want your input.

SLIDE xx: Water companies are regulated. This research is part of the regulatory process. The business plan we'll be looking at - and the cost of the investments which impact on customer bills - are **finalised by Ofwat**. One of the ways that people have their say is through research like this. We'll be asking what you think about the plans: are they '**acceptable**' to you and are they **affordable**. The plans we show you will be refined following this research based on what customers have to say.

SLIDE xx: Here we see all the things a water company like Bournemouth Water does in terms of water supply – and also what Wessex Water does on the waste side. We are showing you this because the plans relate to all of the aspects of their work.

SLIDE xx: All of these aspects are overseen by regulators. Defra is the government department setting the overall policy for water companies. We have mentioned Ofwat +already who oversee the financial operation of water companies and measure customer satisfaction. The Environment Agency monitors all the areas that could have a detrimental impact on the environment if not conducted properly.

The Drinking Water Inspectorate monitors water quality. And the Consumer Council for Water represent the rights and interests of consumers – like a watchdog.

Discussions: (7 mins)

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
 - Do you have any particular perceptions of them?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Were you aware that Bristol Water provides your water services and Wessex Water your sewerage services?
 - Are your bills for both services separate or combined?
- Participants' sentiment towards their water company
 - What kind of relationship do you have with your water company?
 - If your water company was a person, what would they be like: describe personality, how would they dress, what would they drive, where would they go on holiday, how would they spend their free time?

Recap on the pre-task information (10 mins)

SLIDE xx: This slide shows us what your bill pays for.

- Any comments

SLIDE xx: The next information we showed you was about the way water companies are monitored, specifically by Ofwat.



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We are told about the service level targets, called 'performance commitments', which are set for every five-year business plan. Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

SLIDE xx: Companies can miss or exceed performance commitment targets and this has a direct impact on customer bills because of the way Ofwat rewards or penalises companies

SLIDE xx Last year Wessex Water passed 31 and failed 11 performance commitment targets earning them an overall reward of £5.2m. The way the reward is paid is via customer bills (and last year this equated to £12 per household that Wessex Water could add to bills because it performed better than the required level). However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.

Bournemouth Water passed 20 and failed 6 performance commitment targets earning them an overall reward of £5m: this equated to £1 increase per household bill.

Hopefully now you have a sense of how the water market works, that it is regulated – and that its performance is closely monitored by the various regulators.

The remaining information showed us the performance of Wessex Water and Bristol Water against all the other water companies. We'll look at all these slides again when we consider their future plans.

- *SLIDE xx: In terms of supply interruptions, **Bournemouth Water** is not meeting its target – it missed the target by 23%*
- *SLIDE xx: In terms of water quality, its appearance, taste and smell, **Bournemouth Water** exceeded its target*
- *SLIDE xx: For the target about sewage flooding in properties, **Wessex Water** is exceeding its target*
- *SLIDE xx: For sewage flooding outside the home in gardens or outbuildings, **Wessex** is not meeting its target – it missed the target by 24%*
- *SLIDE xx: For reducing leaks, **Bournemouth Water** has met its target*
- *SLIDE xx: And in terms of pollution of rivers and bathing areas, **Wessex Water** is exceeding its target*

Discussions: (7 mins)

- Thinking about what was just presented, which areas matter most to your business/organisation?
 - Why?
 - Are there any areas that don't really matter to your business/organisation at all?
- Where do you think investment and improvement is most needed?
 - Should this area be prioritised? If so, why?
- Thinking about all wastewater services that Wessex Water and water services from Bournemouth Water provide for your business/organisation and thinking about your bills:
 - What do you think of the value for money of the service you receive from your wholesale water and sewerage service?
 - In what ways are they providing good value?
 - In what ways are they providing poor value?



SLIDE xx Here we see the 6 key performance targets again and the investment level proposed for the 2025-30 period

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Focus on the long-term picture to 2050 (20 mins)

Moderator: (5 mins)

Before we get into the detail of the investment plans for the next 5 years, we need to understand what Bournemouth Water & Wessex Water are trying to achieve in the long term. The next slides are to give you a bit more context for this research.

SLIDE xx: Here is a dateline showing the way that water companies plan out as far as 2050 as well as a shorter term 5 year plan as the first stepping stone. We will be discussing both the shorter 5 year plans and the long term goals.

SLIDE xx: There are some challenges that all water companies have to factor into their longer term plan:

- *The impact of a changing climate: more extreme weather predictions mean that water companies will need to manage more frequent drought periods and the risk of more intense rain and flooding. Their plans include ways to adapt to climate change and become a net zero business.*
- *The pressures that come with a growing population: this means increasing the water and wastewater networks to accommodate new housing developments and building new sustainable ways to capture storm water to prevent it overwhelming the drains and sewers – especially necessary in built up areas.*
- *Some new laws and regulations: all water companies have to comply with environmental laws in England. They also have to consider how climate change and population growth affect current and future capacity of sewage and rainwater drainage networks. These cover a range of areas including:*
 - *Reducing pollution of seas and rivers from sewage overflows.*
 - *Not taking too much water from rivers and from underground to protect the ecology.*
 - *Making sure there is enough water available to protect the natural environment as well as providing a public water supply.*
 - *Treating water and wastewater to a standard that does not harm the natural environment.*



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- *Water companies must also meet legal requirements for the quality and safety of drinking water and protect reservoirs, treatment works and other sites to ensure they are safe and secure.*
- *And then there's the economic situation – the cost of living crisis and high inflation.*

Discussions: (5 mins)

SLIDE xx: We asked you to reflect on the squeeze facing some businesses in the pre-task survey....

- Thinking specifically about businesses, do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?

Moderator: (5 min)

Now we'd like to get your feedback on both Bournemouth and Wessex Water's long term ambitions. **MODERATOR ALTERNATE SLIDE ORDER**

SLIDE xx: Bournemouth Water has 4 outcomes which are its ambitions or goals for 2050.

SLIDE xx: Wessex Water has 6 outcomes which are its ambitions or goals for 2050. We'd like you to discuss these on your tables now:

Table discussions: (5 mins)

- What do you think about the long-term plans Wessex Water and Bournemouth Water have set out?
- Which one or two outcomes matter most to your business/organisation – probe why
- Which matter least? Why?
- These ambitions mostly sit in the 2050 timeframe but which would you like to see achieved sooner than 2050? Probe why.
- Which do you think are most urgent to achieve?

Introduce shorter-term (proposed business plan) – 75 mins

Moderator (5 mins)

SLIDE xx *There are 2 plans that we will be showing you. You have already seen the 'Proposed' plan in the pre-read document. This plan includes extra work over and above what your water companies are required to do by law to provide extra benefits to customers, the environment and local communities. We will also be showing you a second plan which we are calling the 'must do' plan. It allows Bournemouth Water and Wessex Water to just carry out the work that they are required to do by law – and would have the lowest impact on customer bills.*

SLIDE xx *This is the one page plan you saw in the pre-read. I'm just going to clarify the 3 types of investment for you to consider... These are:*

- **Dark blue** are the elements that are legally required of all water companies. We'll briefly tell you about these as they will impact bills – but there isn't and say in these investments
- **In grey** are the performance commitments that we've been looking at already. We'll be asking you if you are happy with the targets that they are proposing for the next 5 years



- **In white** are the additional investments that will help them meet their long term goals for 2050. Here you will be shown some options to choose from depending on how you think they should balance this spend over the next 25 years
- We'll have the summary on the table so that you can refer to the overall plan as we work through the elements.

Discussion

What are your initial reactions to the type and cost of investments that are proposed?

- Initial reactions to the investment areas:
 - How do these fit with expectations?
 - Any surprises?
 - Any concerns?
 - How acceptable does the plan look (if cost isn't in the equation)
- What are your initial thoughts on the proposed bill changes?
 - How acceptable is the plan once you can see the cost impacts?
 - How affordable is this for businesses?

Wrap up session 1

Moderator

Thank you very much for all of your input so far. We really appreciate your time and engagement. We look forward to seeing you next week at the same time. You will have received an invitation for next week's session

Welcome & Introductions plus brief recap on previous session (5 mins)

Aim: welcome everyone to the session, introduce Blue Marble and observers and set out expectations of the event

Moderator (5 min):

- Ensure participants have turned on cameras and microphones, and troubleshoot any tech issues
- Welcome everyone to the event.
- Recap briefly
 - the long term picture to 2050
 - Introduction to proposed business plan
 - Statutory (legally required) elements



Discussions (15 mins)

SLIDE xx Moderator: now we are moving on to briefly look at the 5 key performance targets and the investments proposed.

SLIDE xx Six Performance commitments slide on big screen

MODERATOR refer to the additional detail slides (xx-xx) as required, using information to answer any questions.

How do you feel about the targets set? Bear in mind the current performance level (refer to pre-read graphs as necessary)

- Have you got any questions or comments on any of the targets?
- Do any seem too ambitious?
- Do any seem not ambitious enough?
- What are your initial thoughts on the proposed bill changes?
- Do you feel this will support the longer term ambition /2050 target?
 - Generally, do you want to challenge any of these targets?
 - If challenge: what would you like to see changed?

Discussions part 3 (45 mins in total)

Moderator (2 mins)

SLIDE xx Now we are moving onto look at the 7 longer term investments where customers have more of a say in how and when these investments are planned between now and 2050

SLIDE xx: One aspect we will be discussing when looking at the long term investments is how each company could phase spending – we particularly want your input here because this will have direct consequences for customer bills.

MODERATOR to talk over the 3 examples: The way companies implement their long term investments will have an impact on who pays. Each scenario equates to the same overall bill amount – the difference is when the investment happens – and who ultimately pays.

- *The first scenario is for steady rises which will affect current and future customers similarly.*
- *In the second scenario, bills would rise more sharply now so that everyone benefits as soon as possible from the improvements. This will mean increasing bills for today's customers (even though they may not benefit from the investments).*
- *In the third scenario, bills would be kept down as the company would delay investing. They will still meet the long term goals but it means the benefit of the investments come later - and future customers will make the biggest contribution through bills.*

Discussions: (5 mins)

- What is best for them as individuals?
- What is best for their business/organisation?



Moderator (2 mins)

Now I'll read out some background about an additional investment for making operations net zero

Wessex Water create carbon emissions to run its sites, it uses fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing energy and chemical use. It is also moving towards greener treatment processes, where possible

SLIDE xx Show target summary (big screen)

SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Wessex Water could take the least cost approach or they could accelerate investment.

Discussions (5 mins)

- How do you feel about the proposed target set for **making operations net zero**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2030** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Moderator (2 mins)

Now I'll read out some background about an additional investment relating again to carbon reduction and biodiversity

Sewage sludge is disposed of as fertiliser but it creates carbon emissions when spread on land and potentially leaches micropollutants into the water environment.

Wessex Water needs to reduce these emissions. Furthermore they may not be allowed to spread sludge to land in the future. This will have a big impact as they will need to dispose of the sewage sludge in another way.

SLIDE xx Show target summary (big screen)

SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. **Wessex Water** could take the least cost approach or they could look at an alternative investment.

Discussions (5 mins)

- How do you feel about the proposed target set for **improving the treatment of sewage sludge to remove micropollutants from being spread to land**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2050** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Moderator (2 mins)

Now I'll read out some background about an additional investment further reducing the number of sewage spills?

- NB Moderator refer to plan on a page and the mandatory investment so that respondents understand this is in addition to what was discussed earlier

SLIDE xx Show target summary (big screen)

*SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Wessex Water could take the least cost approach or they could accelerate investment.*

Discussions (5 mins)

- How do you feel about the proposed target set for **further reducing the number of sewage spills?**
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2050** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Moderator (2 mins)

Now I'll read out some background about an additional investment for smart meters

Like leakage, reducing the amount of water customers use in their home (or business) will reduce the amount of water taken from the environment.

While many households have a basic water meter used to generate the water bill every 6 months – none have smart meters.

Smart meters read usage several times a day and can be used to spot leaks around or within the home (e.g. leaking toilets and taps) more quickly than a basic meter could which means they can be fixed quicker too and reduce water wastage.

Through more regular billing and/or via an app, customers can have more control over their bill by finding ways to change their water using habits

SLIDE xx Show target summary (big screen)

*SLIDE xx Phasing **smart meter** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Bournemouth Water could take the least cost approach (spend less now) or they could accelerate investment (spending more now).*



Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **smart meters**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2030** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Moderator (2 mins)

First I'll read out some background about an additional investment replacing lead pipes

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies add low levels of phosphates to the water they supply through lead pipes to keep customers safe.

Bournemouth Water have a programme of lead pipe replacement to improve water quality.

- *Replace 20,000 lead pipes by 2030*
- *Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement*
- *Ensure that there are no lead pipes supplying nurseries, schools and hospitals*

SLIDE xx Show target summary (big screen)

*SLIDE xx Phasing **lead pipe** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Bournemouth Water could take the least cost approach (spend less now) or they could accelerate investment (spending more now).*

Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **lead pipe replacement**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2050** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Moderator (2 mins)

Now I'll read out some background about an additional investment for making operations net zero

Like Wessex Water, Bournemouth Water create carbon emissions to run its sites, it uses fuel to run vehicles and chemicals to treat water. It also emits greenhouse gases when it treats sewage. It can reduce emissions through generating greener electricity on site and reducing



energy and chemical use. It is also moving towards greener treatment processes, where possible

SLIDE xx Show target summary (big screen)

*SLIDE xx Phasing this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan. Bournemouth Water could take the least cost approach or they could accelerate investment.*

Discussions (5 mins)

- How do you feel about the proposed target set for **making operations net zero**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /**2030** target?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

Moderator (2 mins)

Now I'll read out some background about an additional investment for Bournemouth Water's plans for removing everyone from water poverty

Zero water poverty means no one spending more than 2% of their disposable income on their water bill

SLIDE xx Show target summary (big screen)

*SLIDE xx Phasing **bill support** investment: this shows 3 options for reaching the long term goal. We've been looking at **option A**/the proposed plan which is to support an additional 100K customers through measures such as reduced bills, so that no household is in water poverty. Bournemouth Water could take the least cost approach (spend less now – **option B**). This would mean that 100,K households would have a water bill which was more than 2% of disposable income and so would be classed as being in water poverty. **Option C** is to support an additional 200K customers so that those customers who are just about managing, but not classed as in water poverty are also supported.*

Discussions (5 mins)

- How do you feel about the proposed target (which is discretionary) set for **Bournemouth Water's bill support plans**?
 - Does it feel too ambitious/not ambitious enough/about right?
- Which option do you think is best and why?
- Do you feel this will support the longer term ambition /targets?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?

SLIDE XX (STIMULUS Proposed plan cost) moderator to explain the slide – that this is for both water companies who send combined bills (5 mins)



Discussions

- Response to the summary of bill impacts over the 2025-30 period
- How affordable is it?
 - Acceptability of the plan?
 - Affordability of the bill?
 - Which aspects endorse?
 - Which aspect challenge?
- How are you feeling about the plan?
- How are you feeling about Wessex Water?
- How are you feeling about Bournemouth Water

Focus on the shorter-term (MUST-DO business plan) – 15 minutes

Moderator (5 mins)

SLIDE xx & xx Introduce overview and summary of the 'must-do' business plan

- Talk through the areas that will revise the bill changes down (*STIMULUS least cost alternative*)
- *SLIDE xx proposed bill change* based on the average household bill (explaining that they will see a personal bill prediction later on for them to respond to)
- *Slide xx proposed/must-do bill changes side by side*

Discussions

- How do you feel about the 'least cost/must do' plan
- Which of the 5 areas are you least willing to compromise
- Which are you most willing to forego?
- How does this plan impact your business/organisation?

Wrap up and post-task – 5 minutes

Moderator

Thank you very much for all of your input so far. We really appreciate your time and engagement.

To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today.

NHH FOCUS GROUP

Online – part 1

May 2023



An introduction to water and wastewater services

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth region receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live

Business customers can choose their water and sewerage retailer. While this retailer is the first point of contact for business customers, water companies (also known as the 'wholesaler') still provide water and sewerage services to business customers on behalf of the retailer.





South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region, as Bournemouth Water.

The investment figures stated in this research cover both regions

Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol.

It provides sewerage services for the whole region, including the Bournemouth Water region.



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



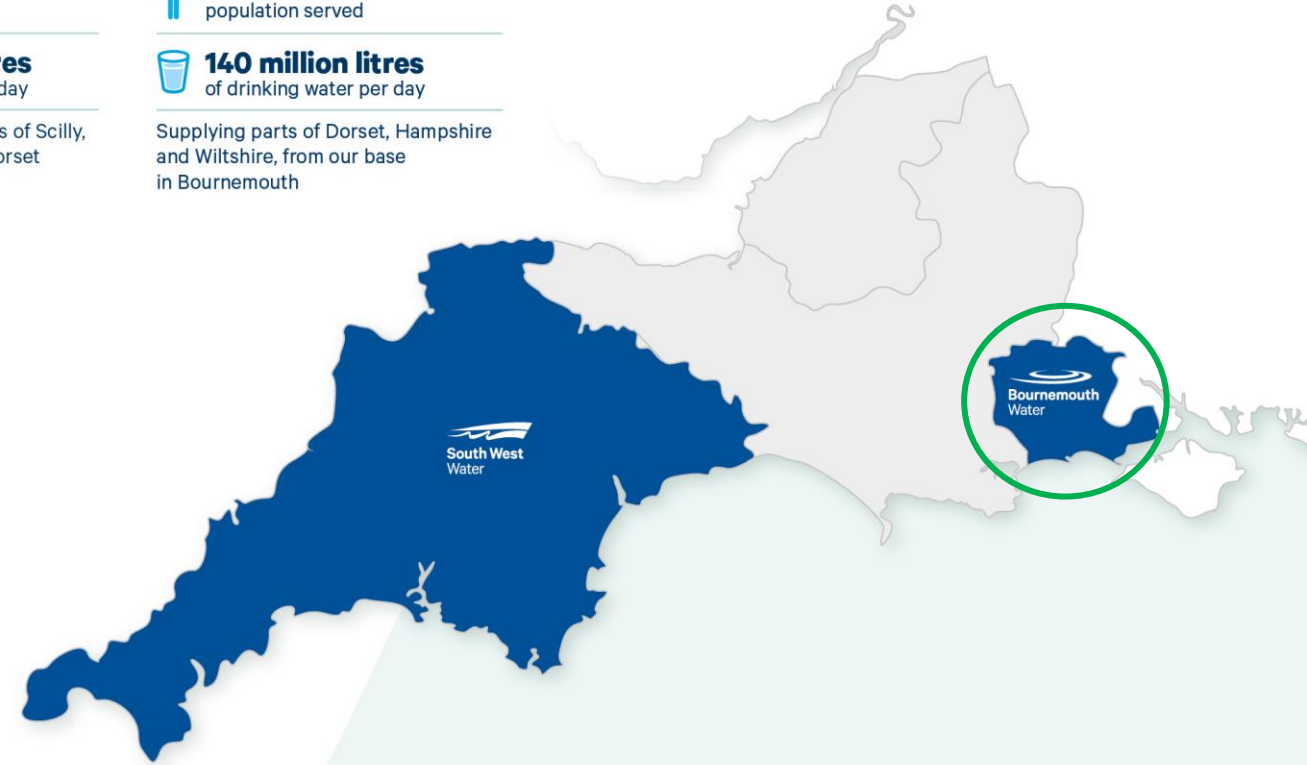
water services

c. 500,000
population served

140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

Businesses in the region receive water from Bournemouth Water, and wastewater services from Wessex Water, but primarily deal with their retailer who bills them and provides customer services.





Bournemouth Water operates with South West Water as a single company.



Investment figures stated in this research cover both regions

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



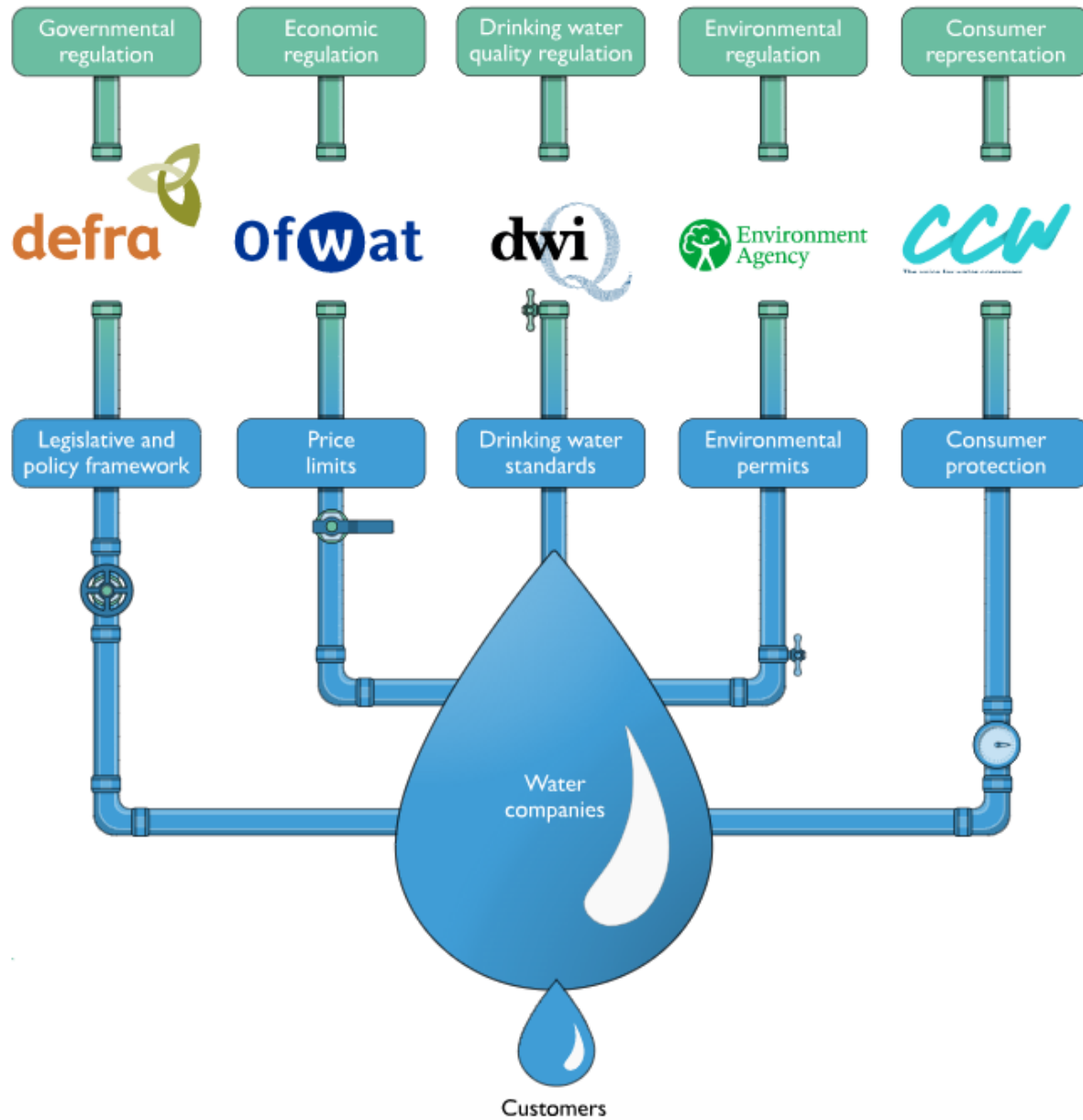
5. Wastewater is collected and piped to sewage pumping stations



6. Wastewater treated at recycling centres & returned to the environment

7. Customer services and billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

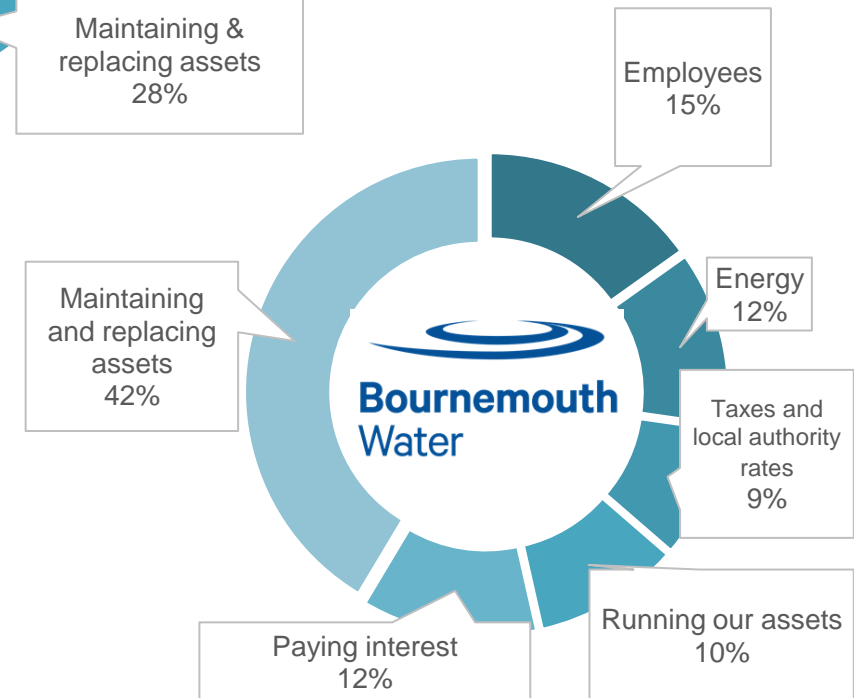
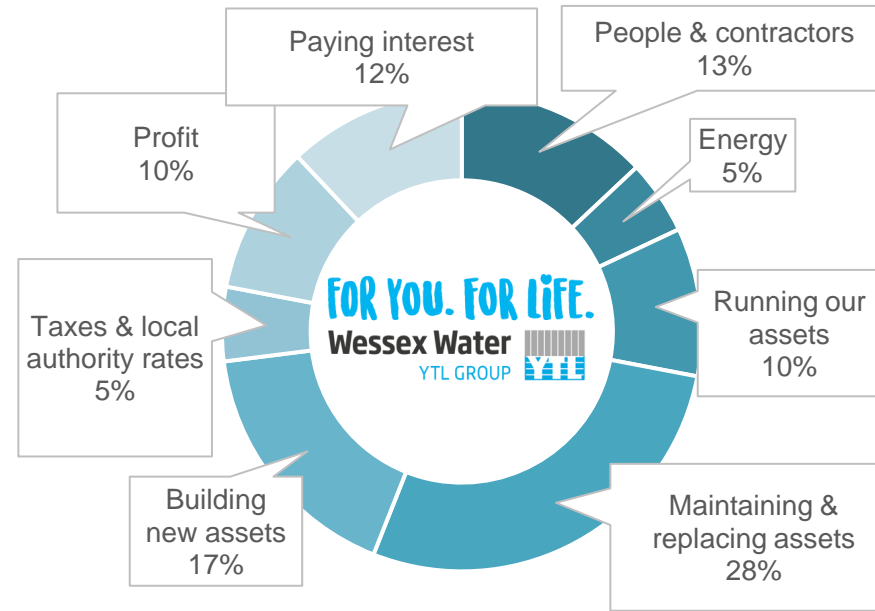
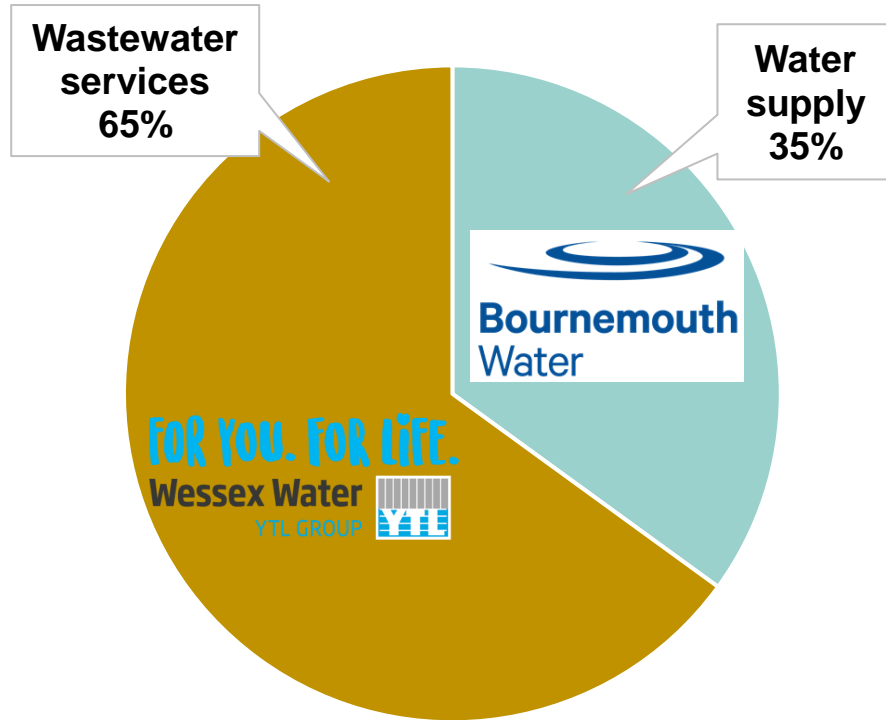
CCW: Consumer Council for Water



What impressions do you have
of your water company?

Household bill breakdown

Split for every £1 spent for an average customer



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes

The company **exceeds the target** and reduces leakage by an amount above the target

The company is **rewarded by Ofwat**: customers pay a bit more on their bills because the company has delivered more improvements in the areas that matter to customers

The company **misses the target** and only reduces leakage by an amount below the target

The company is **penalised by Ofwat**: in following year(s) customers pay a bit less on their bills to compensate for poorer service than promised



How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bournemouth Water **passed 20** and **failed 6** performance commitment targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household)

PART TWO

Next we are showing you how Bournemouth and Wessex Water perform in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes properties are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all properties in the region
- Please read the information and consider where you are happy with Bournemouth and Wessex Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

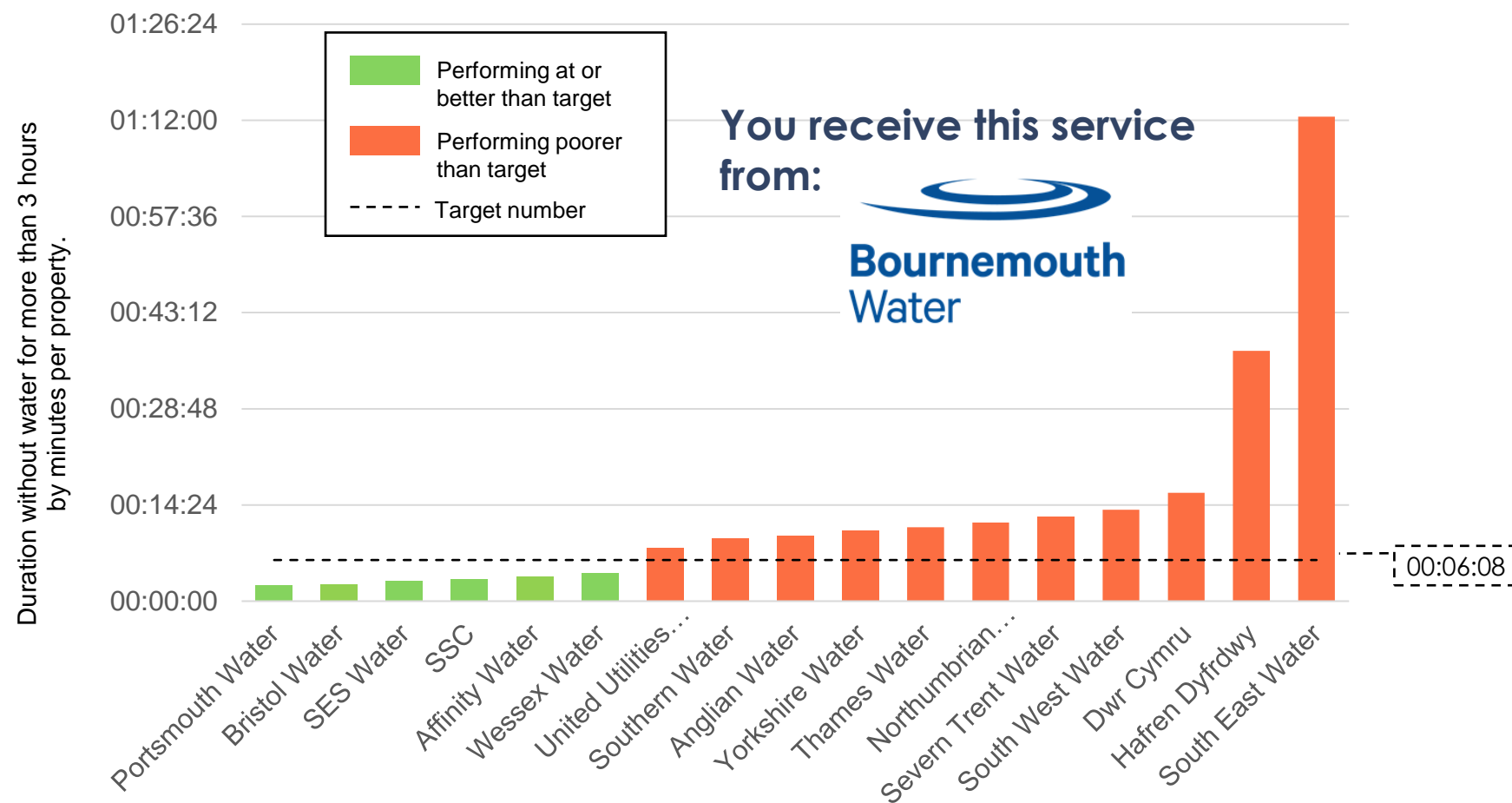
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



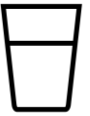
The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

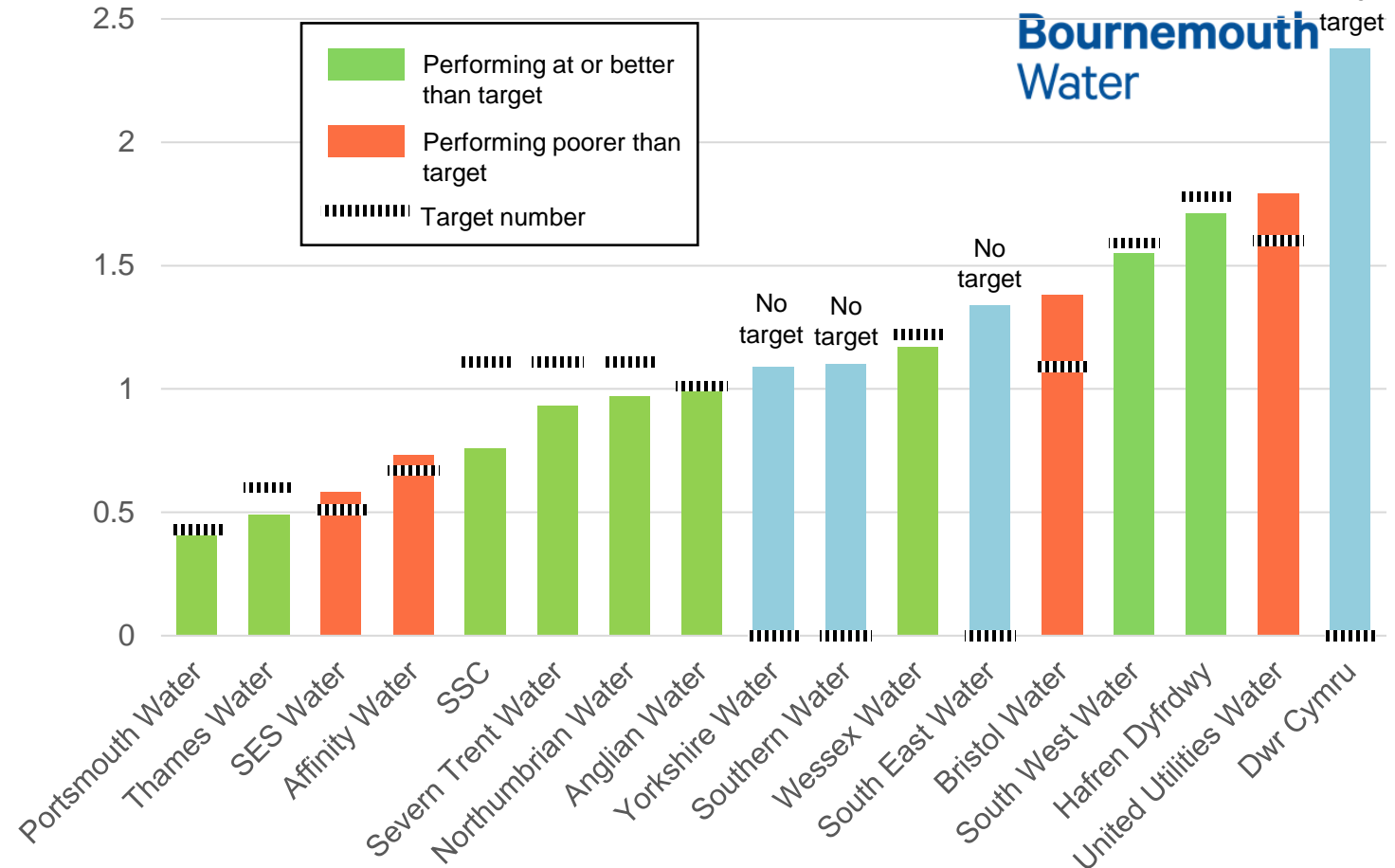


Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



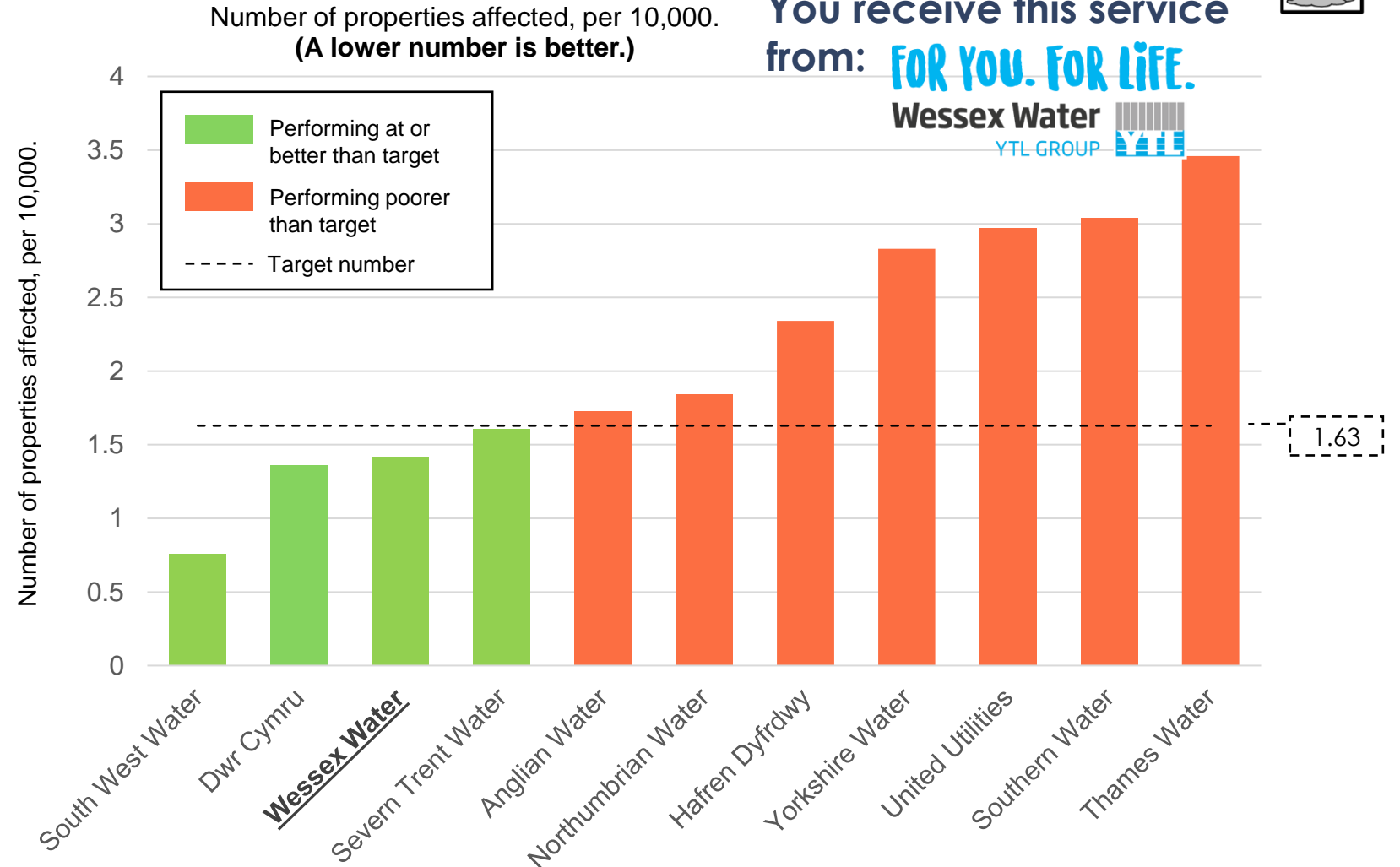
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

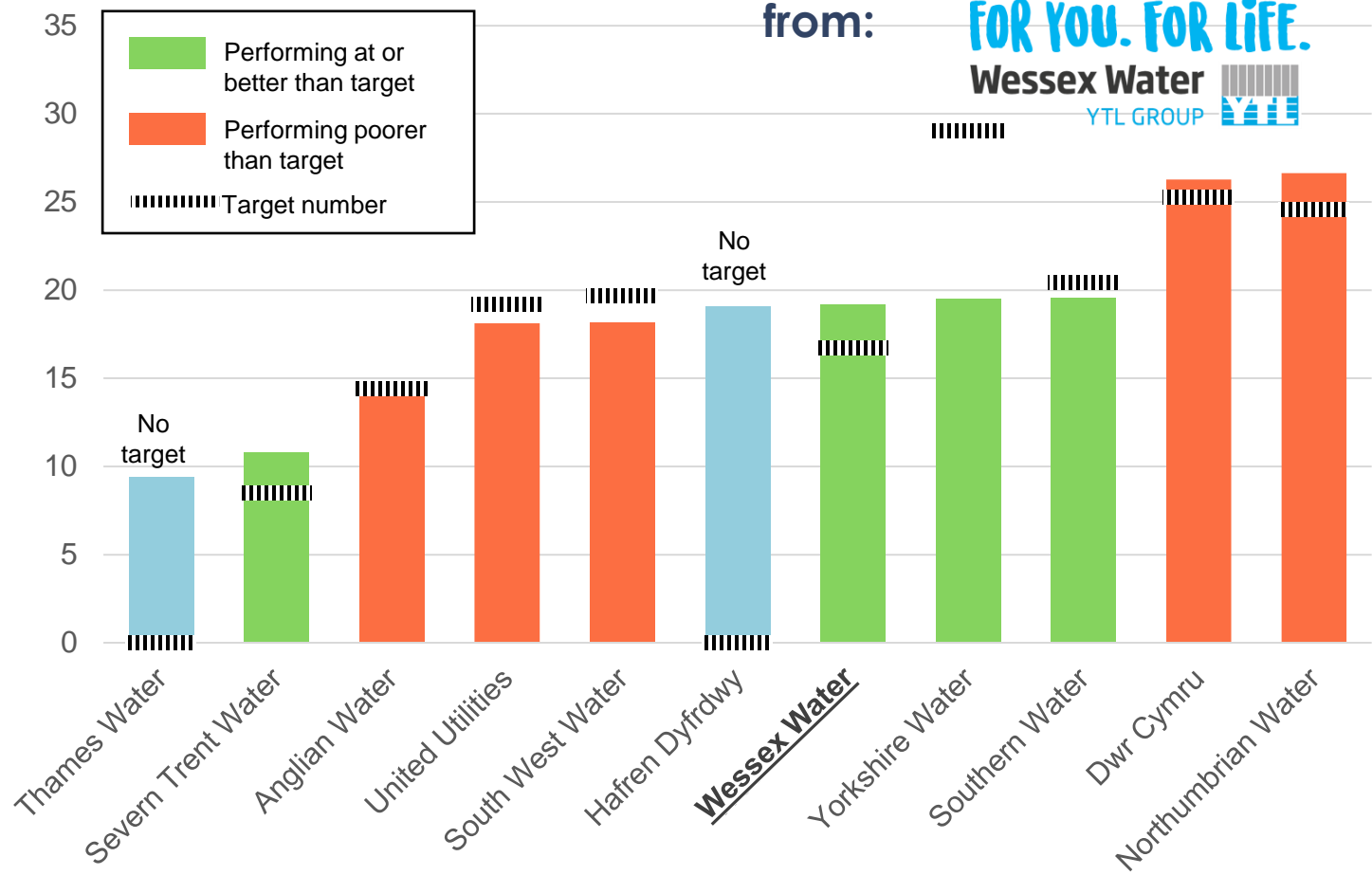
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
<u>Wessex Water</u>	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)

Number of properties affected, per 10,000.



You receive this service from: **FOR YOU. FOR LIFE.**
Wessex Water
YTL GROUP



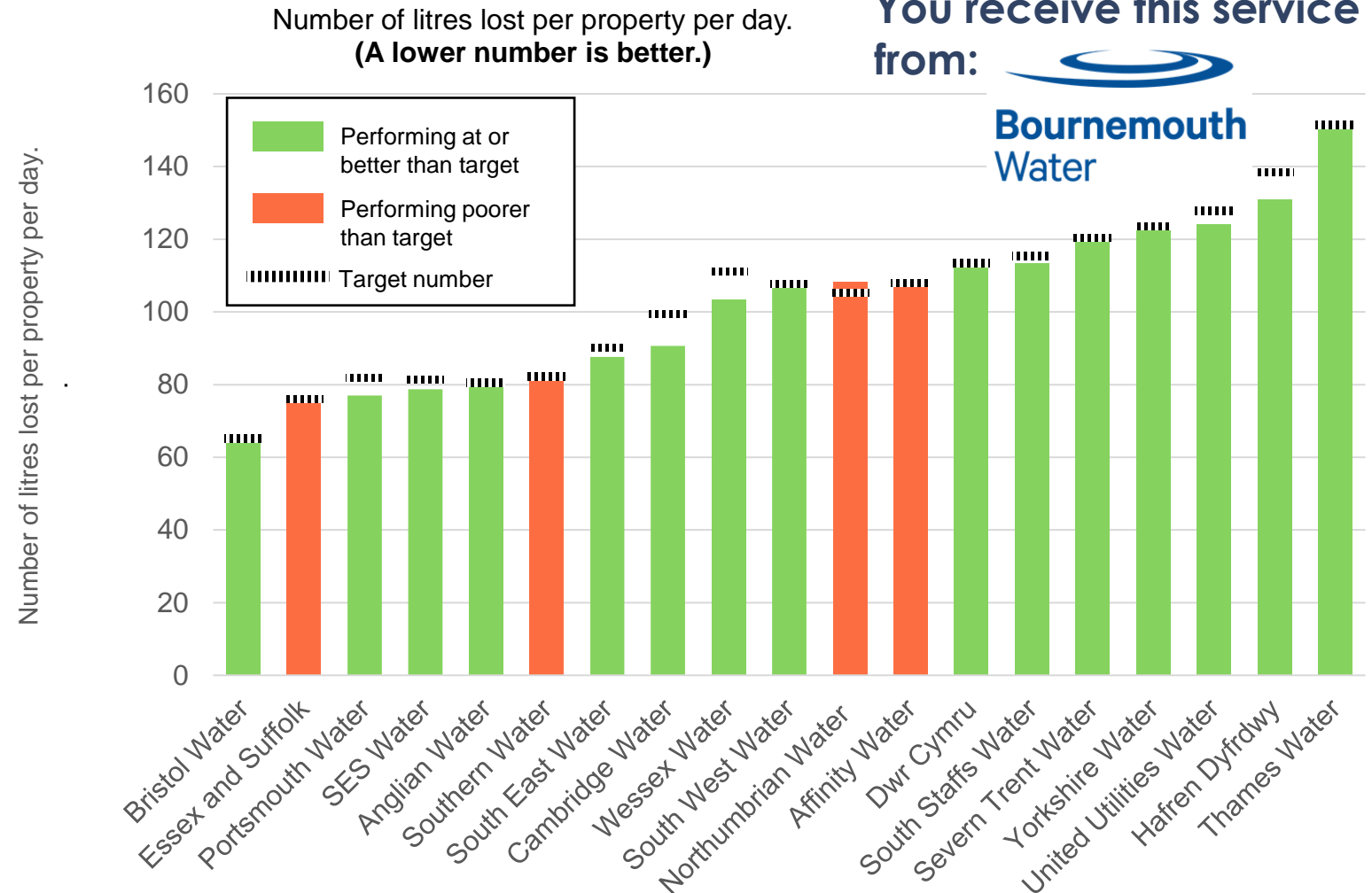
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

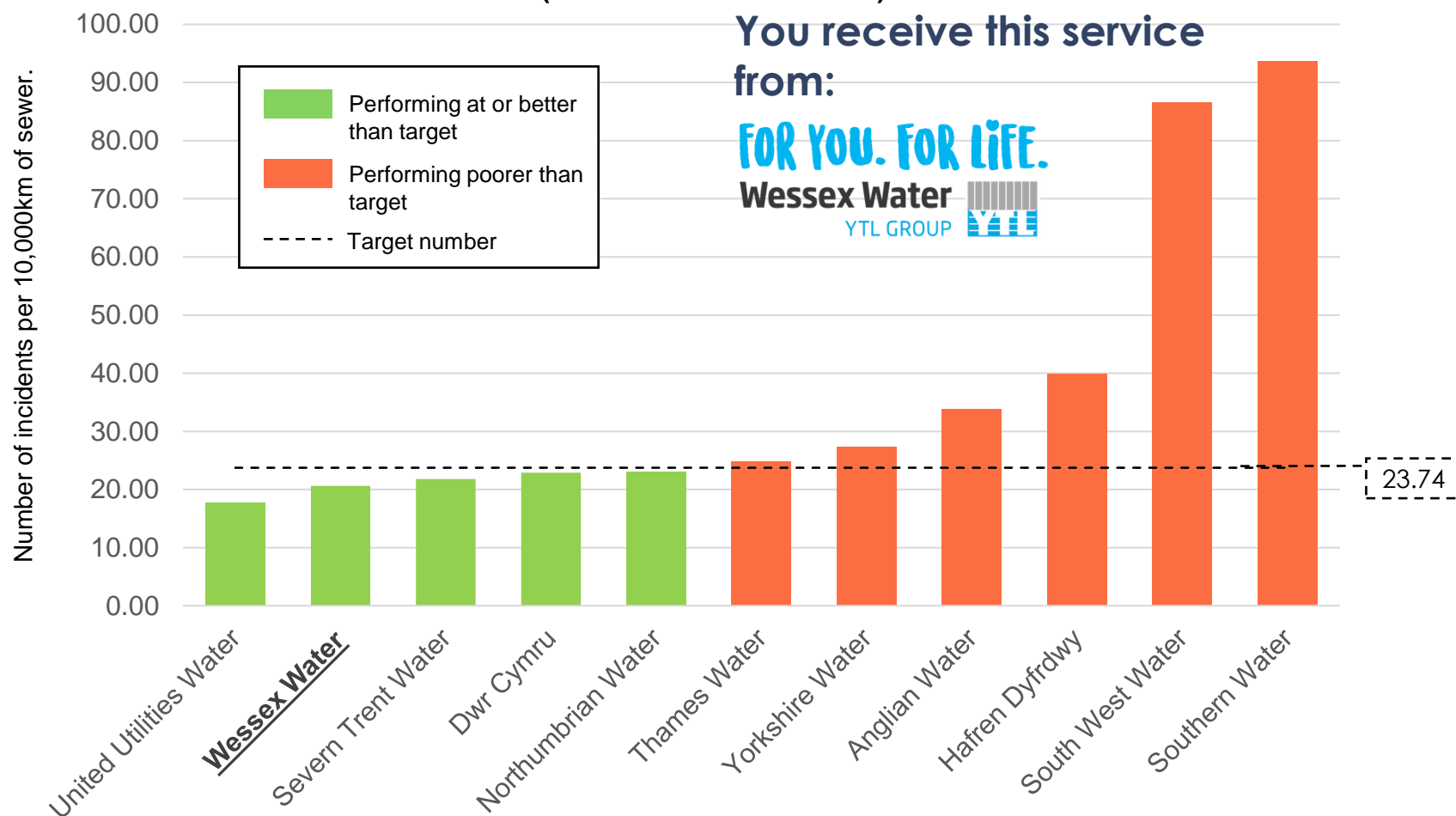
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.



Number of incidents per 10,000km of sewer.
(A lower number is better.)





Supply interruptions



Water Quality



Internal sewer flooding



External sewer flooding



Leakage





















Pollution

What impressions do you have of the performance?

Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	13.7 mins	5 mins		5 mins	£16.5
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£8
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £12.50
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	83.6	103.1		78.0	£16.5
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£3.50

Climate change impacts



- Warmer, drier summers and wetter winters predicted
- More frequent droughts and floods
- Adapting to climate change
- Reaching net zero

Population changes



- Meeting supply & waster needs for new housing
- Managing pollution risks from increasing sewer use
- Building sustainable drainage for storm water

New and existing statutory requirements



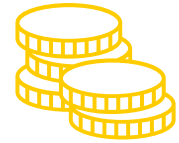
Managing:

- Pollution risks
- Sustainable water 'abstraction'
- Supply & demand: reducing what we use

Protecting rivers and coasts & environmental protections

Water quality

Economic factors



- Cost of living crisis
- Rising costs for businesses
- Affordability of bills
- Inflation



Bournemouth Water has four long term goals

These have been developed in consultation with customers and stakeholders (such as local industry, charities and local authorities)

This is what they aim to achieve by 2050

Boosting water resources and supply resilience

Balancing the needs of customers and communities with those of the environment, by reducing demand and abstracting sustainably. Providing resilience by developing geographically connected supplies.

Maintain top quality drinking water supplies

High quality water delivered to homes and business through smart networks, making it very rare for customers to experience any issues with their water supply.

Boosting biodiversity, nature recovery and protecting the planet

Working together with customers and stakeholders to create thriving, low carbon communities and an ecologically rich local environment. Bournemouth Water's business will be net zero.







Trusted customer and community experiences

Providing a great experience for customers & communities when they interact with Bournemouth Water. Through open data and the way Bournemouth Water work, they will be transparent and trusted.



Wessex Water has 6 long term outcomes as a wastewater services provider

This is what they aim to achieve by 2050

<p>Affordable bills</p> 	<p>Zero water poverty – no one spending more than 5% of their disposable income on their water bill</p>	<p>Great customer experience</p> 	<p>Be a top 10 customer service provider in the UK</p>
<p>Effective sewerage system</p> 	<p>Halve the impact of sewer flooding on our customers</p>	<p>Great river & coastal water</p> 	<ul style="list-style-type: none"> • To restore the quality of our rivers and coastal waters • Zero pollution incidents
<p>Net zero carbon</p> 	<p>Be a net zero carbon business by 2040</p>	<p>Biodiversity</p> 	<p>Double our contribution to the region's biodiversity</p>

1

Proposed plan

This is Bournemouth Water & Wessex Water's proposed plan and includes extra work over and above what they are required by law to provide extra benefits to customers, the environment and local communities

2

'Must do' plan

This plan allows Bournemouth Water & Wessex Water to carry out the work that they are required to do by law

Also the **least cost** plan

There are 3 different types of investments in the plan:

Legally required investments

Must do

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead. But your views may help water companies argue their case.

Investments to meet 5 year performance targets

Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input: how & when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

Wessex Water's proposal

2050 goals

Effective sewerage system
Halve the impact of sewer flooding on our customers

Great river & coastal water

- To restore the quality of rivers and coastal waters
- Zero pollution incidents

Net zero carbon & biodiversity
Be a net zero carbon business by 2040



Reducing the number of sewage spills in 150 locations **£28**

Nutrient removal and river water quality monitoring **£56**

Reducing internal and external sewer flooding **£13**

Reduce pollution incidents to 14 per 10k of sewer pipe **£4**

Reducing sewage spills in further 45 locations **£14**

Operationally net zero Remove carbon & pollutants from sewer sludge **£5**
£9

Reliable supply of water to customers, even during a drought **£39**

Continue to deliver clean and safe tap water **£22**

Protect natural resources **£14**

Reduce leakage by 15% **£16**

Maintain current level of supply interruptions **£0**

Reduce contacts on taste, smell and appearance **£16**

350,000 smart meters and water efficiency support **£11**

Replace 20,000 lead pipes **£4**

Operationally net zero **£11**

Removing everyone from water poverty **£14**



Legally required
No say

5 year targets: *customer feedback*

Longer term investments: *your input on how & when*

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

A £1000 bill today would increase by £66/month by 2030.

This breaks down as:

- **£28 to meet the investment required by the regulators (*the blue and grey investments*)**
- **£15 to meet the investments we propose over and above this (*the white investments*)**
- **£23 to meet inflation**

Bournemouth Water's proposal

Boosting water resources & supply resilience
Resilience to climate change & higher population

Maintain top quality drinking water supplies

- Water that looks, tastes & smells great
- Replace all lead pipes

Biodiversity & nature recovery

- Doubling nature on sites
- Net zero operational emissions by 2030

Trusted customer and community experiences
Fair and affordable bills
Excellent and innovative customer service

NHH FOCUS GROUP

Online – part 2

May 2023



Wessex Water's proposal

2050 goals

Effective sewerage system	Halve the impact of sewer flooding on our customers
----------------------------------	---

Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
--	---

Net zero carbon & biodiversity	Be a net zero carbon business by 2040
---	---------------------------------------



Reducing the number of sewage spills in 150 locations	£28
--	------------

Nutrient removal and river water quality monitoring	£56
--	------------

Reducing internal and external sewer flooding	£13
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Reduce pollution incidents to 14 per 10k of sewer pipe	£4
---	-----------

Reducing sewage spills in further 45 locations	£14
---	------------

Operationally net zero	£5
Remove carbon & pollutants from sewer sludge	£9

Reliable supply of water to customers, even during a drought	£39
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Continue to deliver clean and safe tap water	£22
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Reduce leakage by 15%	£16
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Maintain current level of supply interruptions	£0
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Removing everyone from water poverty	£14
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Bournemouth Water's proposal

Boosting water resources & supply resilience	Resilience to climate change & higher population
---	--

Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
---	---

Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
---	--

Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service
---	--

Legally required
No say

5 year targets: *customer feedback*

Longer term investments: *your input on how & when*

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

A £1000 bill today would increase by £66/month by 2030.

This breaks down as:

- **£28 to meet the investment required by the regulators (*the blue and grey investments*)**
- **£15 to meet the investments we propose over and above this (*the white investments*)**
- **£23 to meet inflation**

An effective sewerage system

Legally required
No say

Reducing the
number of sewage
spills in 150
locations

£28 per year



2050 target:

To halve the number of sewer flooding incidents.



Storm overflows

When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea. This helps to reduce the risk of properties being flooded with sewage.

There are around 15,000 storm overflows in England, and 1,300 for Wessex Water.

Each company (in England) has a target set by Government to reduce the use of storm overflows:

- By 2035, water companies will have: improved all overflows discharging into or near every designated bathing water; and improved 75% of overflows discharging to high priority sites
- By 2050, no storm overflows will be permitted to operate outside of unusually heavy rainfall or to cause any adverse ecological harm

Wessex Water will need to spend £758m to meet these requirements for 2025-2030, and this will add £28 per year to the average bill of £1000



2050 target

To restore the quality of rivers and coastal waters

Legally required
No say

**Nutrient removal
and river water
quality monitoring**

£56 per year



The services that water companies provide must comply with environmental laws in England/Wales, as well as UK/Welsh Government policy.

- Excess nitrogen and phosphorus can affect the health of river and coastal waters, negatively impacting plant and wildlife who live there
- A large portion of Wessex Water's region has been designated as requiring additional nutrient removal to allow a further 70,000 homes to be built
- As a result, Wessex Water needs to remove 1,500 tonnes of nitrogen and phosphorus from entering rivers and the sea. This will improve river water quality and help unblock the housing backlog across the country
- Partnership working with farmers and landowners will be vital – and using nature-based solutions where possible, which are often cheaper, create less carbon, and increase biodiversity

Wessex Water will need to spend £830m to meet these requirements for 2025-2030, and this will add £56 per year to the average bill of £1000.

Legally required / *must-do*

**Reliable supply of
water to customers,
even during a
drought**

£25 per year



2050 target: Balancing the water needs of people and the environment

Water companies have to publish a Water Resources Management Plan, which sets out how they plan to balance demand for water with supply, even during an extreme drought.

A mix of solutions is used to both reduce demand (from leakage and from customers) and to increase available supply.

Here we are asking about the must do component of the plan – where this is little opportunity for alternatives. This covers:

- New supplies – such as utilising old quarry pits
- Connecting new customers and making sure there is the infrastructure to supply them
- Connecting resources across geographical areas so that there is flexibility in how people are supplied

Later on we will ask about more flexible options such as leakage reduction and customer metering.

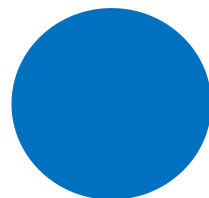
Bournemouth Water (as part of South West Water) will need to spend £126m to meet these requirements for 2025-2030, and this will add £25 per year to the average bill of £1000. Housing developers will also be required to contribute to the costs.

Maintain top quality drinking water supplies

Legally required / *must-do*

Continue to deliver clean and safe tap water

£22 per year



2050 target: High quality drinking water



Continue to deliver clean and safe tap water

Invest £120 million between 2025 and 2030 to continue to meet high standards for water quality and deliver clean and safe drinking water that looks and tastes great. This programme is agreed with the Drinking Water Inspectorate, which regulates water quality on behalf of the water industry

Investing in:

- Catchment management to manage water quality issues at source
- Major upgrades to 13 treatment works

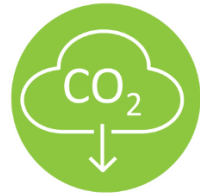
Bournemouth (as part of South West Water) will need to spend £120m to meet these requirements for 2025-2030, and this will add £22 per year to the average bill of £1000

Boost biodiversity, nature recovery and protect the planet

Legally required
No say

**Protect natural
resources**

£13 per year



2050 target:

Doubling nature on South West Water sites

36

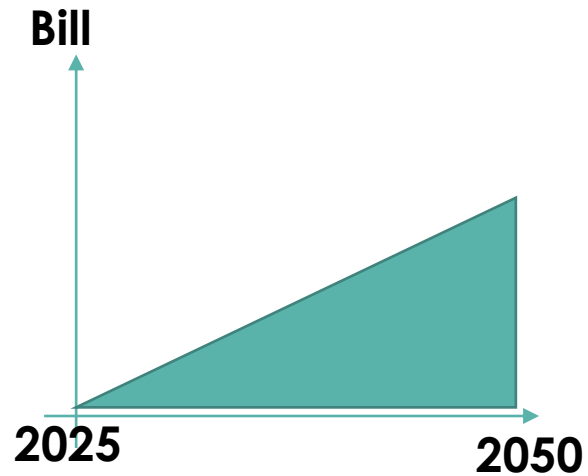


Protecting natural resources

Invest **£72million** to protect and enhance wildlife, for example by:

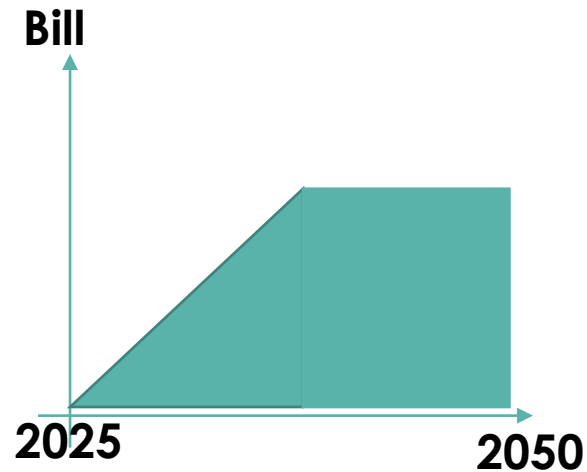
- Working with partners and landowners to remove weirs or include fish and eel pass installations to ensure that fish and eels can reach upstream habitats
- Habitat creation through creating ponds, tree planting and restoration
- Controlling non – native invasive species to ensure that native varieties can thrive
- Investment to protect river flows during times of drought

Bournemouth Water (as part of South West Water) will need to spend £72m to meet these requirements for 2025-2030, and this will add £13 per year to the average bill of £1000



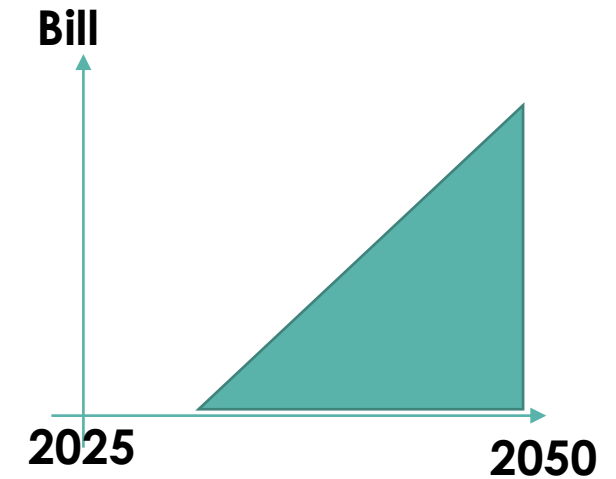
Bills rise steadily over time, and there is an even level of improvement over time

*In this scenario, **today's bill payers and future bill payers** will see a steady increase to their bills*



Bills increase in the next few years, allowing improvements to be made sooner.

*In this scenario, **today's bill payers** will see the biggest increase to bills*



No bill increase now, then the bill increases more sharply so the benefits are delivered later

*In this scenario, **future bill payers** will see the biggest increase to bills*



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

**Making all
operations net zero**

£5

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Increasing the use of renewable electricity
- Finding the best way to reduce emissions from sewage treatment processes
- Using nature-based solutions like wetlands as an alternative to concrete structures
- Where appropriate, purchasing high-quality offsets until Wessex Water can further reduce its own emissions

Wessex Water propose to spend £37m on making all operations net zero, and this would add £5 to a £1,000 water bill.

Net zero carbon and biodiversity

The long term ambition is to be net zero (i.e. 100% carbon offset) by 2040 .

Discretionary investments
You decide

Making all
operations net zero

£5

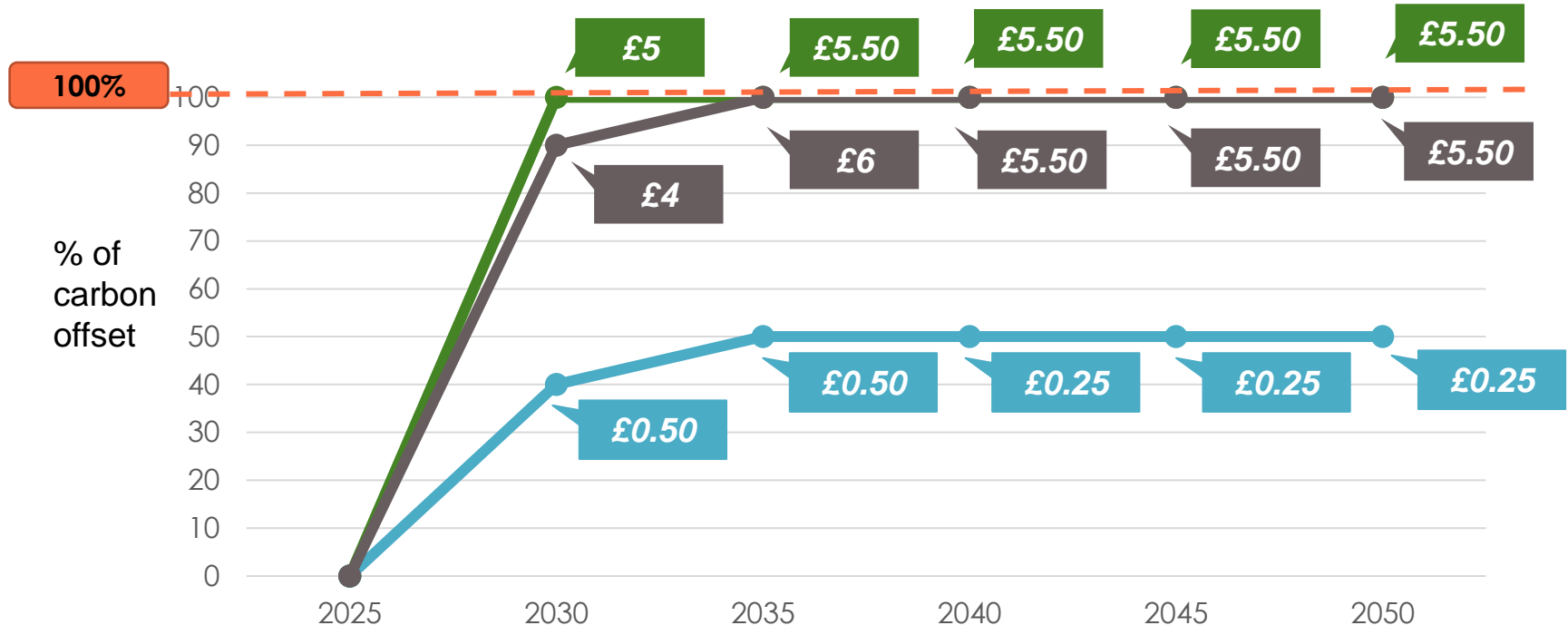
A is the proposed plan.

B is the less ambitious
plan

C delays investment in
the short term

How would you like Wessex Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



- A: Full operational net zero by 2030
- B: Reach 50% operational net zero by 2035 and stay at that level
- C: Delay investment: Operational net zero by 2035



2050 target:

Be a net zero carbon business by 2040

Discretionary investments
You decide

Removing micro
pollutants

£9

Proposal for improving the treatment of sewage sludge to remove micropollutants from being spread to land

- Trialling new technologies that, if they work, have the potential to turn the sludge into a material that does not have any carbon emissions (essentially an ash) which also destroy micropollutants in the sludge so these wouldn't be spread to land.
- If they work Wessex Water will implement these at scale in the future, reducing the carbon emissions and reducing the volume of the waste product we produce.
- Legislation does not currently prevent sludge being spread to land, but may do so in the future. Wessex Water propose to test new technology now and ensure it develops in case this change occurs

Wessex Water propose to spend £150m on removing micropollutants, and this would add £9 to a £1,000 water bill.

Net zero carbon and biodiversity

Discretionary investments
You decide

Removing micro pollutants

£9

A is the proposed plan.

B is the minimum requirement plan

C is a back up plan for option A

The long term ambition is to be a net zero business by 2040.

How would you like Wessex Water to invest?

A Proposed:

Trialling & implementing new technologies to turn the sludge into a material that does not have any carbon emissions & also destroys micropollutants in the sludge such as microplastics so these wouldn't be spread to land.

B: 'Least cost' option:

- Continue to spread sludge to land by building more storage barns to cope with increasing volumes.
 - Test new sludge treatment technologies in the near term in readiness for any future legislation changes, but not roll these out.
- NB This option does not reduce carbon impact nor provide a new way to dispose of sludge.

C - Back up: If proposed plans don't work – and the ability to spread to land is significantly reduced, Wessex Water would have to install (carbon intensive) incinerators and dryers at some sites to burn the sludge. This would remove the micropollutants in the sludge

Bill impact by end of each 5 year period



An effective sewerage system



2050 target:

To halve the number of sewer flooding incidents.

Discretionary investments
You decide

Reducing sewage
spills in a further 45
locations

£13.50

Proposed plan for reducing sewage spills in a further 45 locations - by 2030

- Increase investment in this area from £500 million to £750 million over the five years between 2025 and 2030
- Start with storm overflows that discharge most frequently and those that have any environmental impact
- Work with communities to fit sustainable drainage solutions like soakaways
- Increase environmental and public health monitoring at key locations
- Use artificial intelligence to manage the sewerage network and provide real time bathing water information

Wessex Water propose to spend £250m on reducing sewage spills in a further 45 locations, and this would add £13.50 to a £1,000 water bill.

An effective sewerage system

Discretionary investments
You decide

Reducing sewage spills in further 45 locations

£13.50

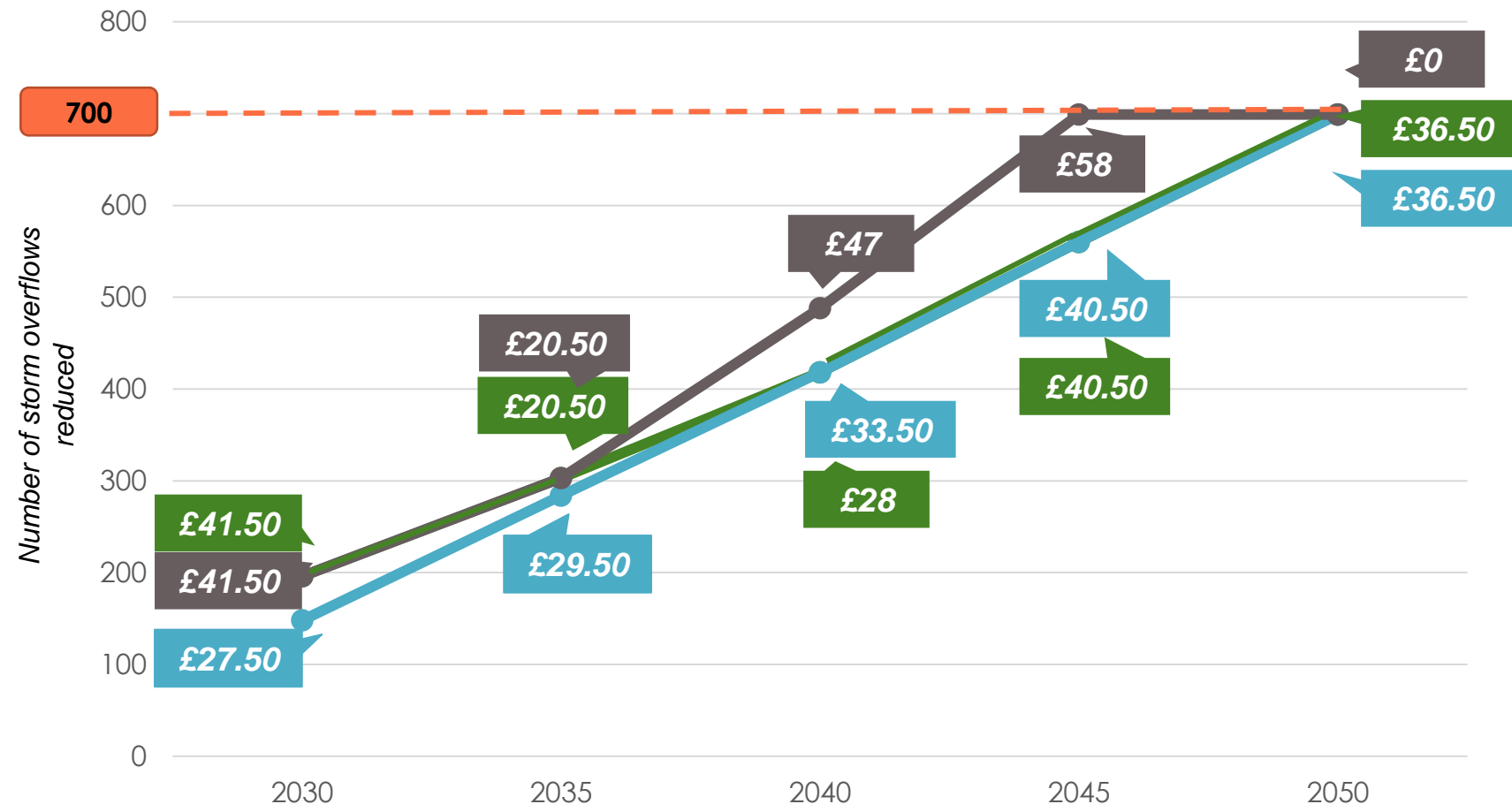
A is the proposed plan.

B is the legally required plan.

C accelerates the delivery to 2045 instead of 2050

The long-term ambition is for the spills from almost 700 overflows to be reduced in line with 2050 legislative targets

How would you like Wessex Water to pace this investment?



- A:** Proposal is to move faster than legal requirement, adding another £13.50 to 2025-30 bill
- B:** Least cost (legally required) plan - this £28 impact already covered earlier
- C:** this plan accelerates meeting the target - almost 700 storm overflows reduced by 2045

Discretionary investments
You decide

**Installing smart
meters**

£11



2035 target:

Installing 1,000,000 smart meters by 2035 so that every customer has a smart meter.

Proposal for installing smart meters

- Install 350,000 smart meters between 2025 and 2030
- Support customers to use less water with water efficiency advice and support – such as free water audits and water saving products

Bournemouth Water (as part of the wider South West Water region) plans to spend £56 million to install 350,000 smart meters by 2030. This would add £11 to the average bill by 2030.

Boosting water resources & supply resilience

Longer term investments
You decide

Installing smart meters

£11 by 2030

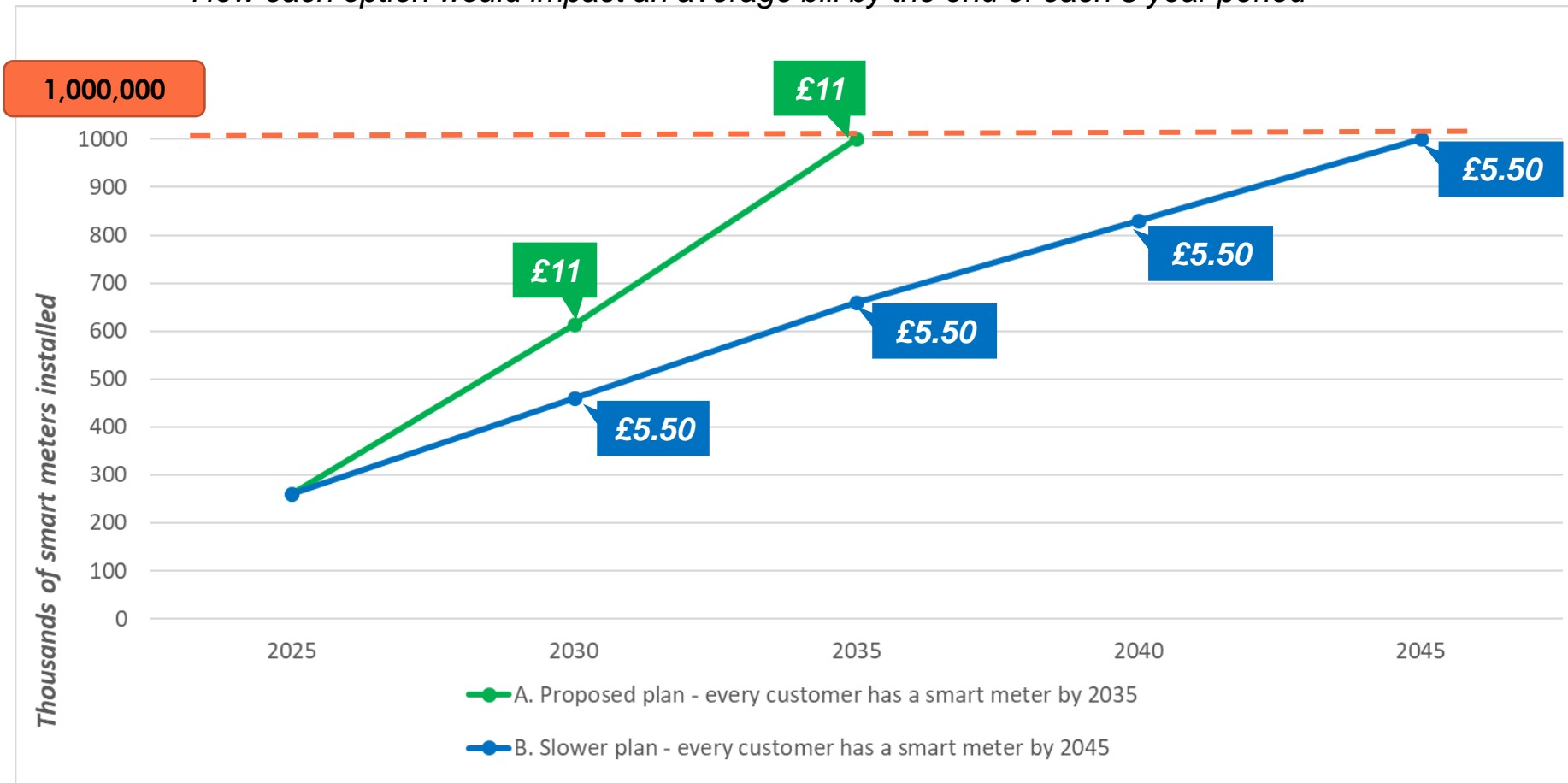
A is the proposed plan

B is the less ambitious plan

The long term ambition is to install 1,000,000 smart meters by 2035 so that every household has a smart meter

How would you like Bournemouth Water to pace this investment?

How each option would impact an average bill by the end of each 5-year period



Longer term investments
You decide

Replacing lead pipes

£3 by 2030



2050 target:

Replace 90,000 lead communication and supply pipes to achieve a lead free network by 2050

Lead pipes are a relic from the past, before people discovered that lead was harmful. They exist in older houses and take water from the water main in the street to the first tap in the house. The risks to health are low, but higher for young children. Water companies dose water supplied through lead pipes with low levels of phosphates to keep customers safe.

Proposal for replacing lead pipes

- Replace 20,000 lead pipes by 2030
- Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
- Ensure that there are no lead pipes supplying nurseries, schools and hospitals.

Bournemouth Water (as part of the wider South West Water region) plans to spend £20 million to replace 20,000 lead pipes by 2030. This would add £3 to the average bill by 2030.

The long term ambition is to replace 90,000 lead pipes by 2050

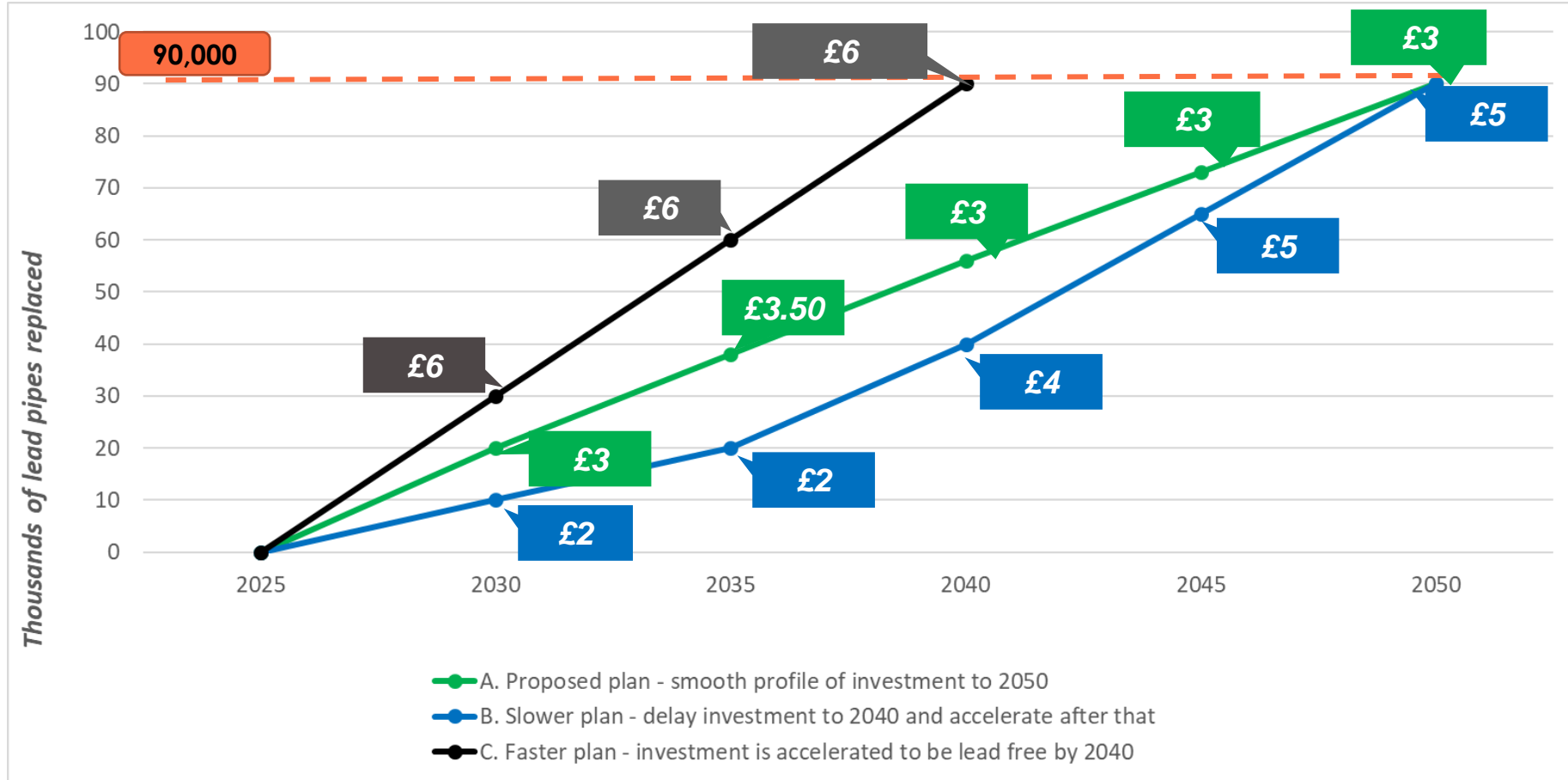
How would you like Bournemouth Water to pace this investment?

Longer term investments
You decide

Replacing lead pipes

£3 by 2030

How each option would impact an average bill by the end of each 5-year period



A is the proposed plan

B delays investment in the short term

C accelerates investment

Longer term investments
You decide

Net zero operational emissions

£11 by 2030



2050 target:

The long term ambition is to reach net zero operational emissions by 2030 and net zero including carbon in materials used by 2045

Proposal for making the company's operations carbon neutral by 2030

- Moving entirely to electric vehicles
- Developing renewable energy at sites owned by south West Water
- Planting trees to remove greenhouse gases from the atmosphere
- Where necessary, purchasing high-quality offsets until South West Water can further reduce its own emissions

Bournemouth Water (as part of the wider South West Water region) proposes to spend £100m on making all operations net zero, and this would add £11 to the average bill by 2030.

Boosting biodiversity and nature recovery and protecting the planet

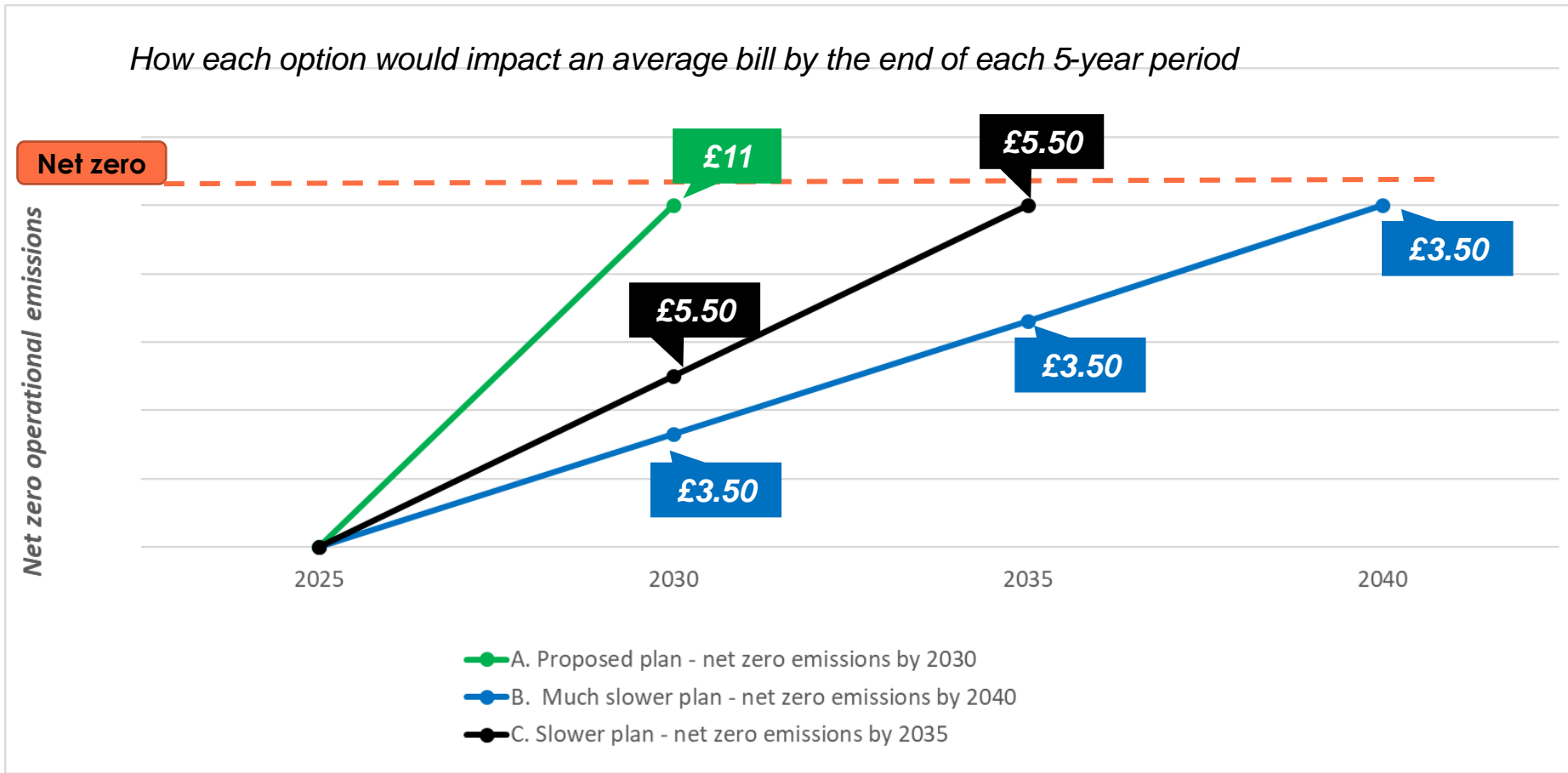
The long term ambition is to reach net zero operational emissions by 2030 (and net zero including carbon in materials used by 2045)

Longer term investments
You decide

Net zero operational emissions

£11 by 2030

How would you like Bournemouth Water to pace this investment?



A is the proposed plan

B is the least ambitious plan

C delays investment



2050 target:

Zero water poverty – no one spending more than 5% of their disposable income on their combined water and sewerage bill

Longer term investments
You decide

Removing everyone
from water poverty

£14 by 2030

The proposal is to remove everyone from water poverty by 2030 – which means assisting around 100,000 additional households

- Doubling the number of households supported by social tariffs

This will increase the average household bill by £14 as a cross subsidy to customers less able to pay.

In additional, Bournemouth Water (as part of the wider South West Water region) will continue to support customers who struggle to pay by:

- Continuing to work with partners such as Citizens Advice and debt advice partners to raise awareness and reach customers who need support
- Helping customers to save water and energy
- Sponsoring community projects

With rising bills, 100,000 additional households will be in water poverty. Bournemouth Water plans to support all these additional households.

Discretionary investments
You decide

Removing everyone from water poverty

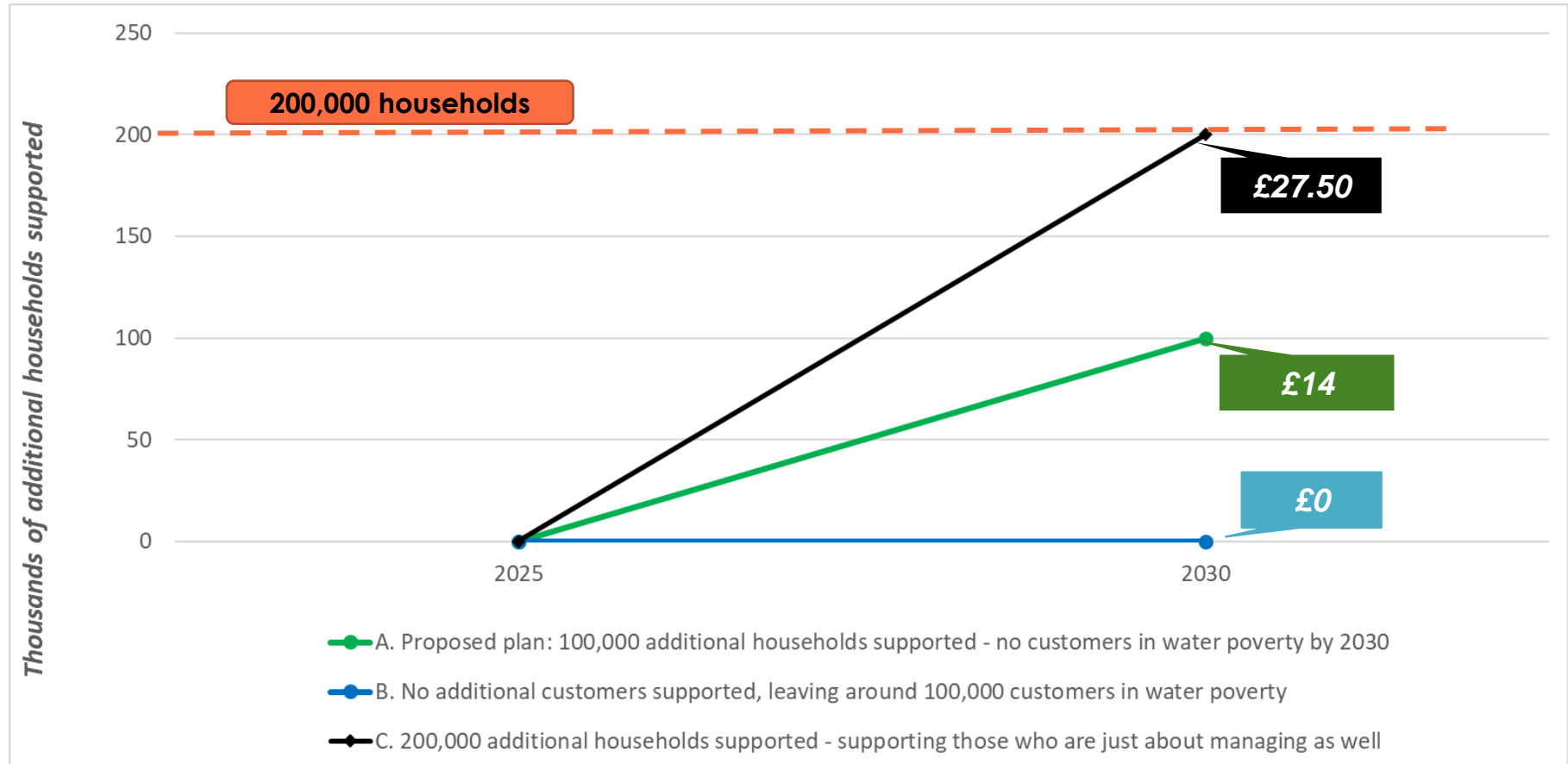
£14 by 2030

A is the proposed plan

B is the slowest plan

C accelerates investment

How would you like Bournemouth Water to pace this investment?

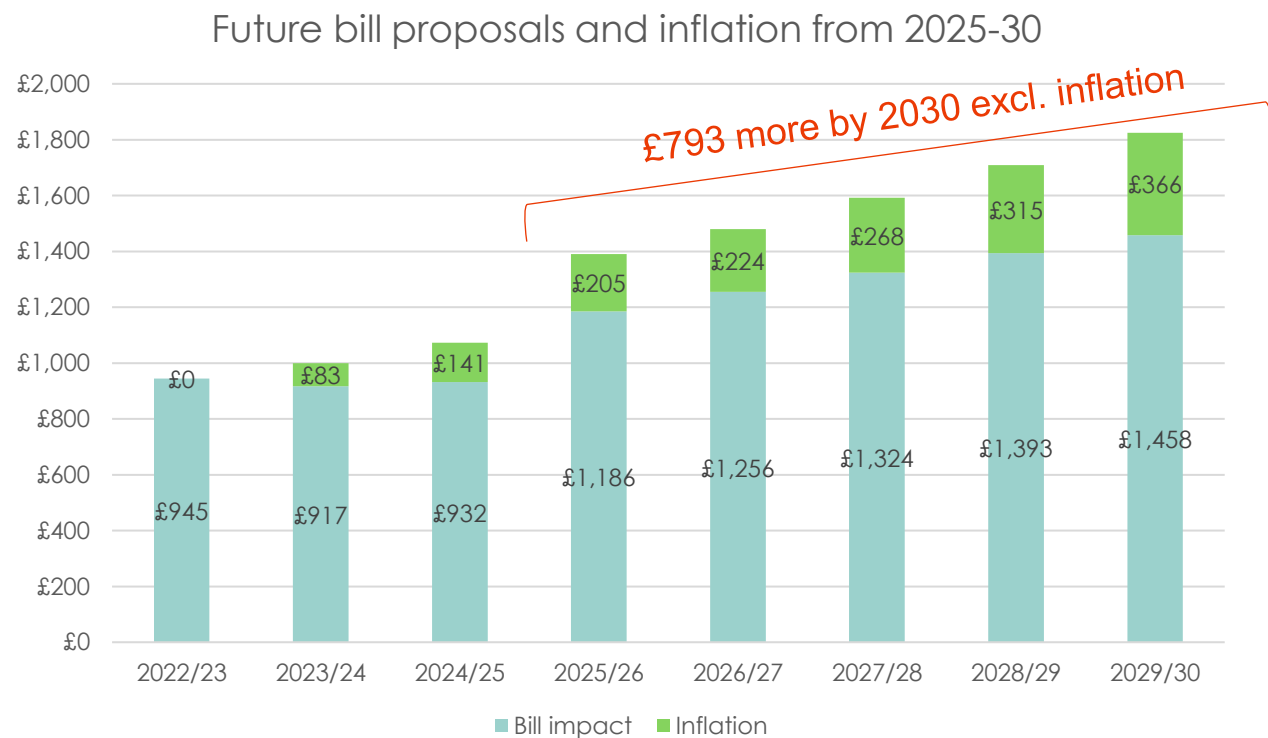


When you add the investment in each area, your bill will **increase** by, on average, **£66 a month (£793 a year)** by 2030. This includes:

- £28 a month of investment that regulators say we must make (statutory investment)
- £15 a month of investment that we want to make to maintain and improve our services to you, and
- £23 a month of inflation.



**What would this
proposed plan
cost?**



NB You will see a personalised bill prediction at the end of the session

Water bills change each in year in line with inflation


Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.


- If your household income keeps up with inflation (increases at the same rate), then you are likely to notice little difference in what you are paying for things.
- If inflation increases by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.

**‘Must do’
business plan**

		2050 goals	<u>Reduction in £</u>		
Wessex Water's proposal	Effective sewerage system	Halve the impact of sewer flooding on our customers	 FOR YOU. FOR LIFE. Wessex Water <small>YTL GROUP</small>	Reducing sewage spills in further 45 locations	£11
	Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents 			
	Great customer experience	Be a top 10 customer service provider in the UK		Removing everyone from water poverty	£18
	Net zero carbon & biodiversity	Be a net zero carbon business by 2040		Operationally net zero	£5
				Remove carbon & pollutants from sewer sludge	£2

Bournemouth Water's proposal	Boosting water resources & supply resilience	Resilience to climate change & higher population	 Bournemouth Water	350,000 smart meters and water efficiency support	£2
	Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes 		Replace 20,000 lead pipes	£0.70
	Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030 		Operationally net zero	£2.70
	Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service		Removing everyone from water poverty	£5

There are 8 areas where Bournemouth Water & Wessex Water can reduce the cost of the plan

Reducing sewage spills in a 150 locations but **not in a further 45 locations.**

Removing everyone from water poverty by 2040 rather than 2030 (adds £6 to bills instead of £24)

Aim for 50% operational net zero and stay at that level (adds £1 to bills instead of £6) & build more storage barns to cope with increasing volumes of sludge, test new sludge treatment tech but not roll these out (adds £6 to bills instead of £8).

Slower roll-out of smart meter, everyone has a smart meter by 2045 instead of 2035 (adds £4 to bills instead of £2)

Delay investment to 2040 and accelerate after that, replacing 10,000 pipes by 2030 (adds £0.70 to bills instead of £1.40)

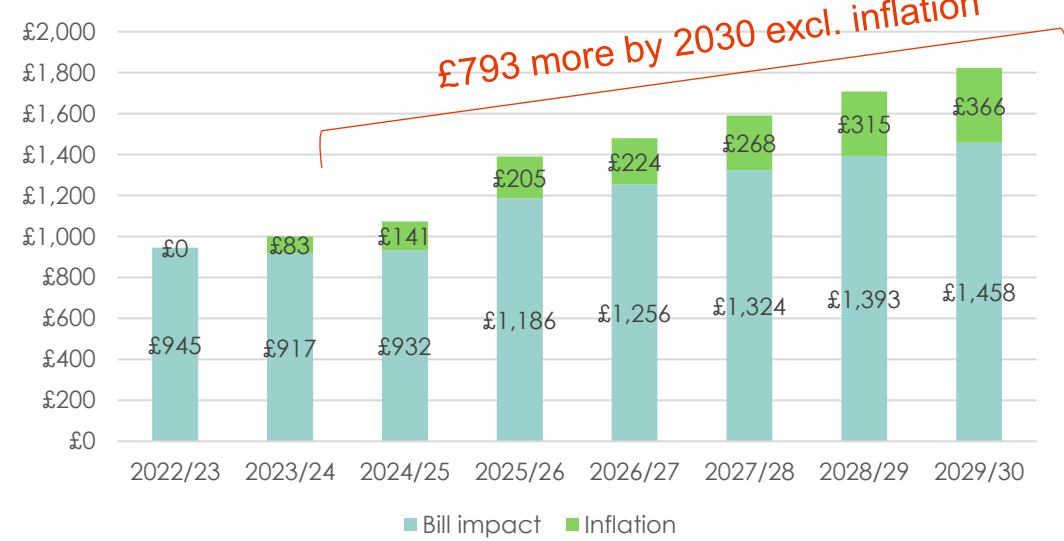
Slowest option, achieve operational net zero status in 2040 instead of 2030 (adds £1.30 to bills instead of £4)

No additional customers supported, leaving around 100,000 in water poverty.

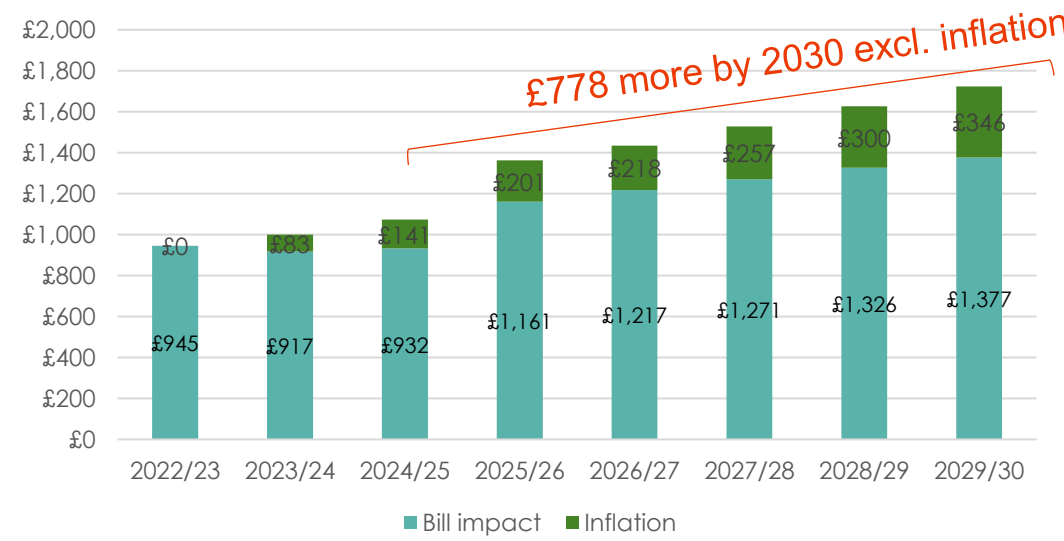
- 1 Proposed plan includes**
- ✓ 350k smart meters by 2035
 - ✓ 20k lead pipes replaced by 2030
 - ✓ 195 sites protected from sewage spills by 2030
 - ✓ Net zero by 2030
 - ✓ Ending water poverty by 2030

- 2 Must do' plan includes**
- ✓ 350k smart meters by 2045
 - ✓ 10k lead pipes replaced by 2030
 - ✓ 150 sites protected from sewage spills by 2030
 - ✓ Net zero by 2040
 - ✓ 100k households remain in water poverty until 2030

Future bill proposals and inflation from 2025-30



Least cost plan and inflation from 2025-30



Wrap-up



BLUE MARBLE

www.bluemarbleresearch.co.uk



PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Bournemouth Water & Wessex Water

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live





South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions

Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol.

It provides sewerage services for the whole region, including the Bournemouth Water region.



water services wastewater services

c. 1.8 million
population served

450 million litres
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset

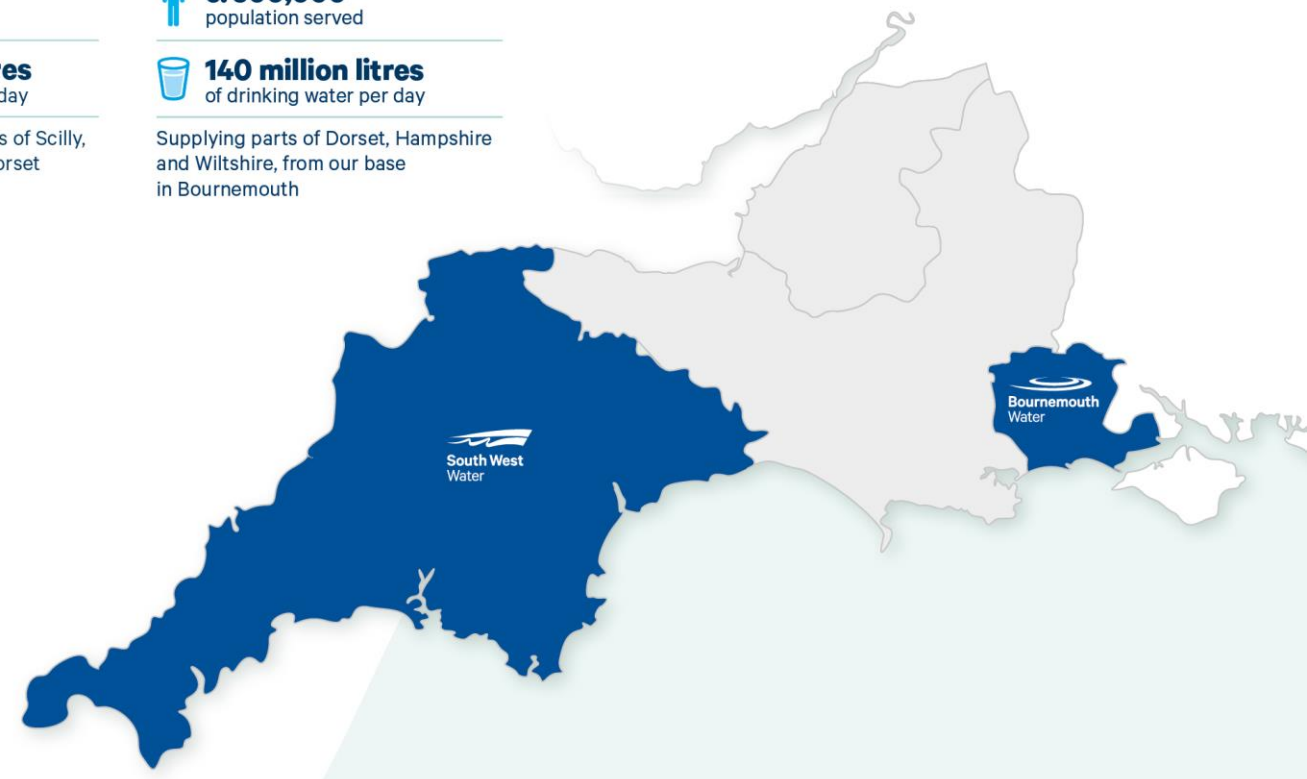


water services

c. 500,000
population served

140 million litres
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth



Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.





1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



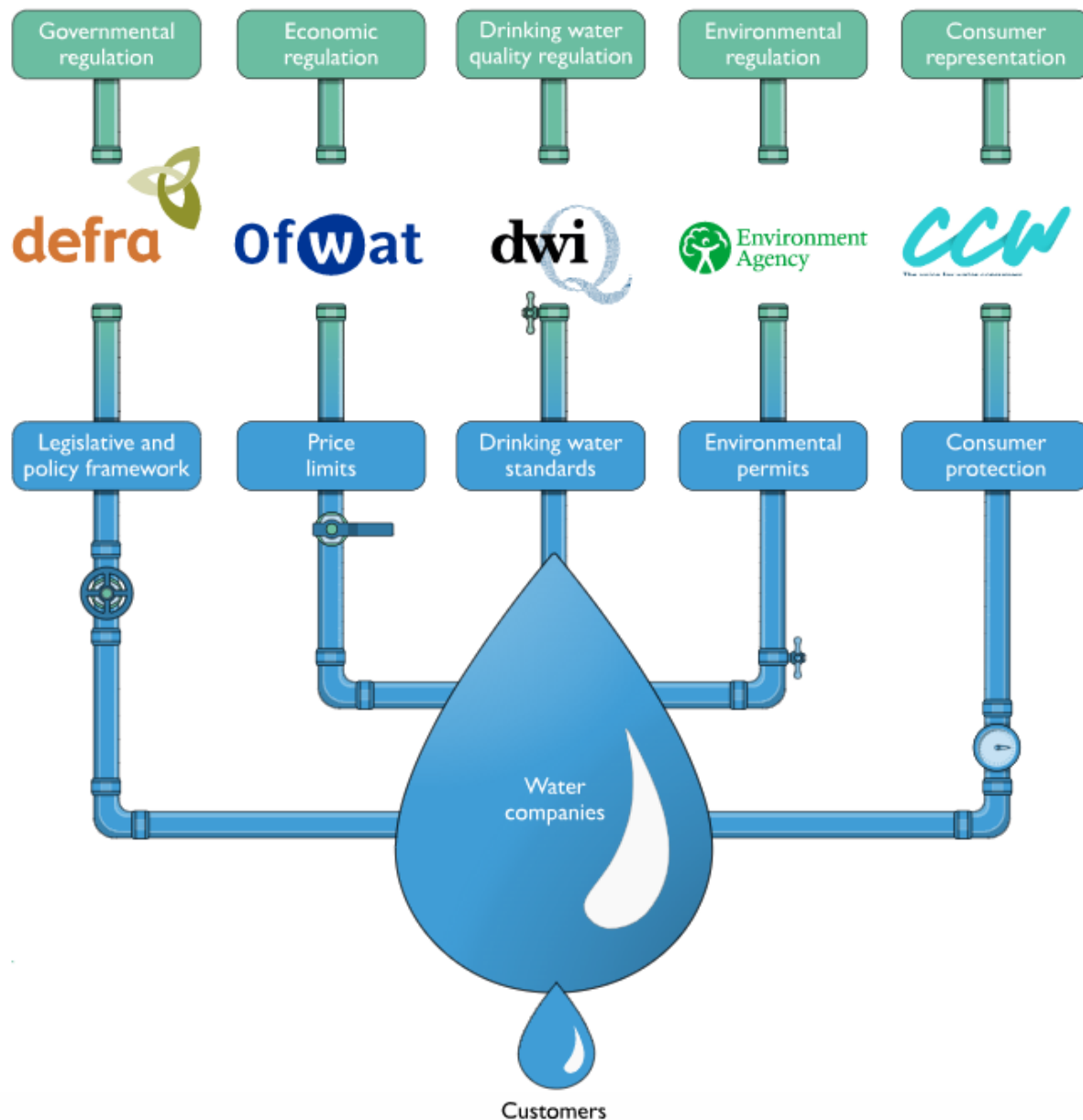
5. Wastewater is collected and piped to sewage pumping stations



6. Wastewater treated at recycling centres & returned to the environment

7. Customer services and billing based locally

Who regulates water companies?



Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England and Wales. These performance commitments are a snapshot of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

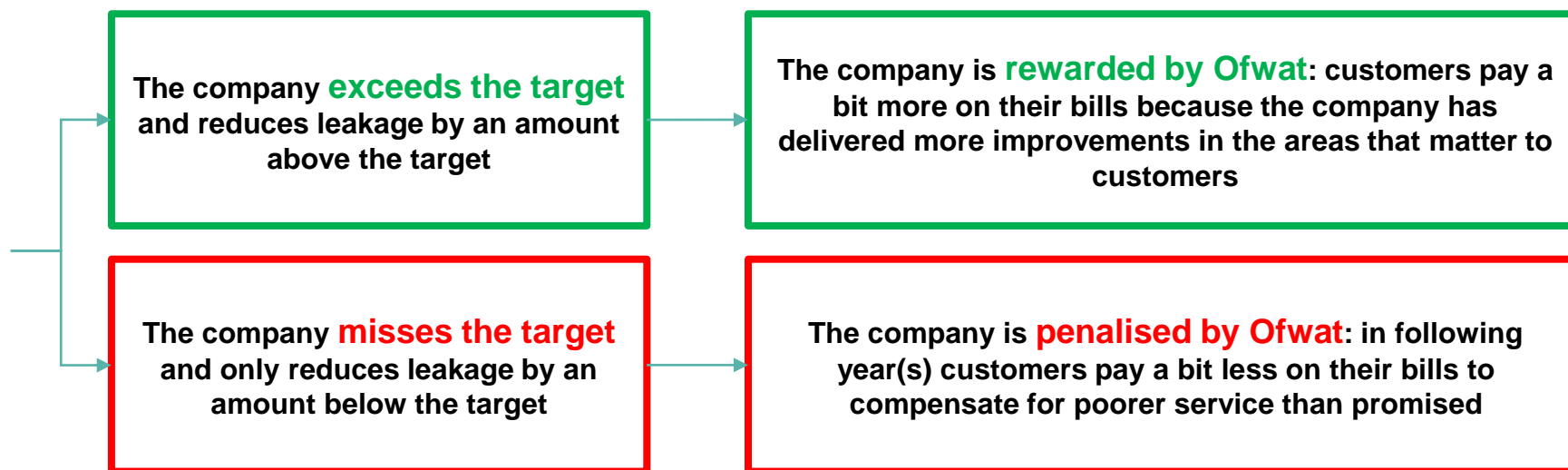
Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets

Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.



- Last year Bournemouth Water **passed 20** and **failed 6** performance commitment targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household)

PART TWO

Next we are showing you how Bournemouth Water & Wessex Water performs in relation to other water companies across England and Wales

- The water industry uses a number of measures to assess performance. Because the water companies are very different in size and number of customers, these measures are often 'normalised' to give a fair comparison
 - E.g. on the next slide you'll see information about the number of minutes households are without water per property per year. This is an average: in reality, most houses don't experience problems but some will be without water for longer periods. But to be able to compare companies, the total interruption time is divided by all households in the region
- Please read the information and consider where you are happy with Bournemouth & Wessex Water's performance – and where you would like to see improvements.

If a water supply is interrupted without warning for between 3 and 6 hours, it would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water.

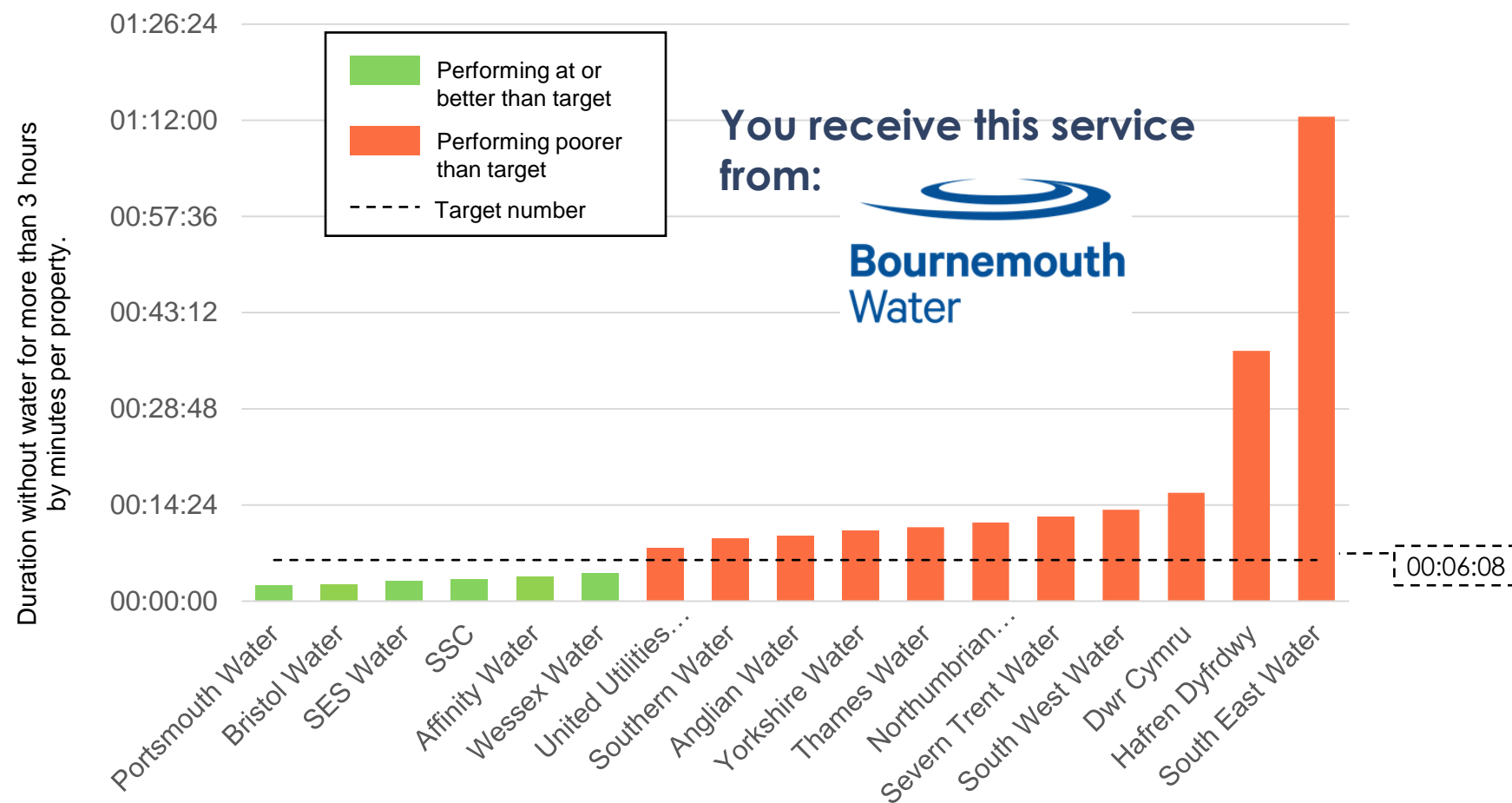
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-62%
Bristol Water	-59%
SES Water	-52%
SSC	-47%
Affinity Water	-39%
Wessex Water	-32%
United Utilities Water	+30%
Southern Water	+53%
Anglian Water	+60%
Yorkshire Water	+73%
Thames Water	+80%
Northumbrian Water	+92%
Severn Trent Water	+106%
South West Water	+123%
Dwr Cymru	+164%
Hafren Dyfrdwy	+511%
South East Water	+1083%

Water companies measured on the length of time properties are without water.



Duration without water for more than 3 hours
by minutes per property.
(A lower bar / number is better.)



The appearance, taste and smell of tap water

Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
Portsmouth Water	-5%
Thames Water	-18%
SES Water	+14%
Affinity Water	+9%
SSC	-32%
Severn Trent Water	-16%
Northumbrian Water	-13%
Anglian Water	+2%
Yorkshire Water	No target
Southern Water	No target
Wessex Water	-4%
South East Water	No target
Bristol Water	+27%
South West Water	-3%
Hafren Dyfrdwy	-4%
United Utilities Water	+12%
Dwr Cymru	No target

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water.

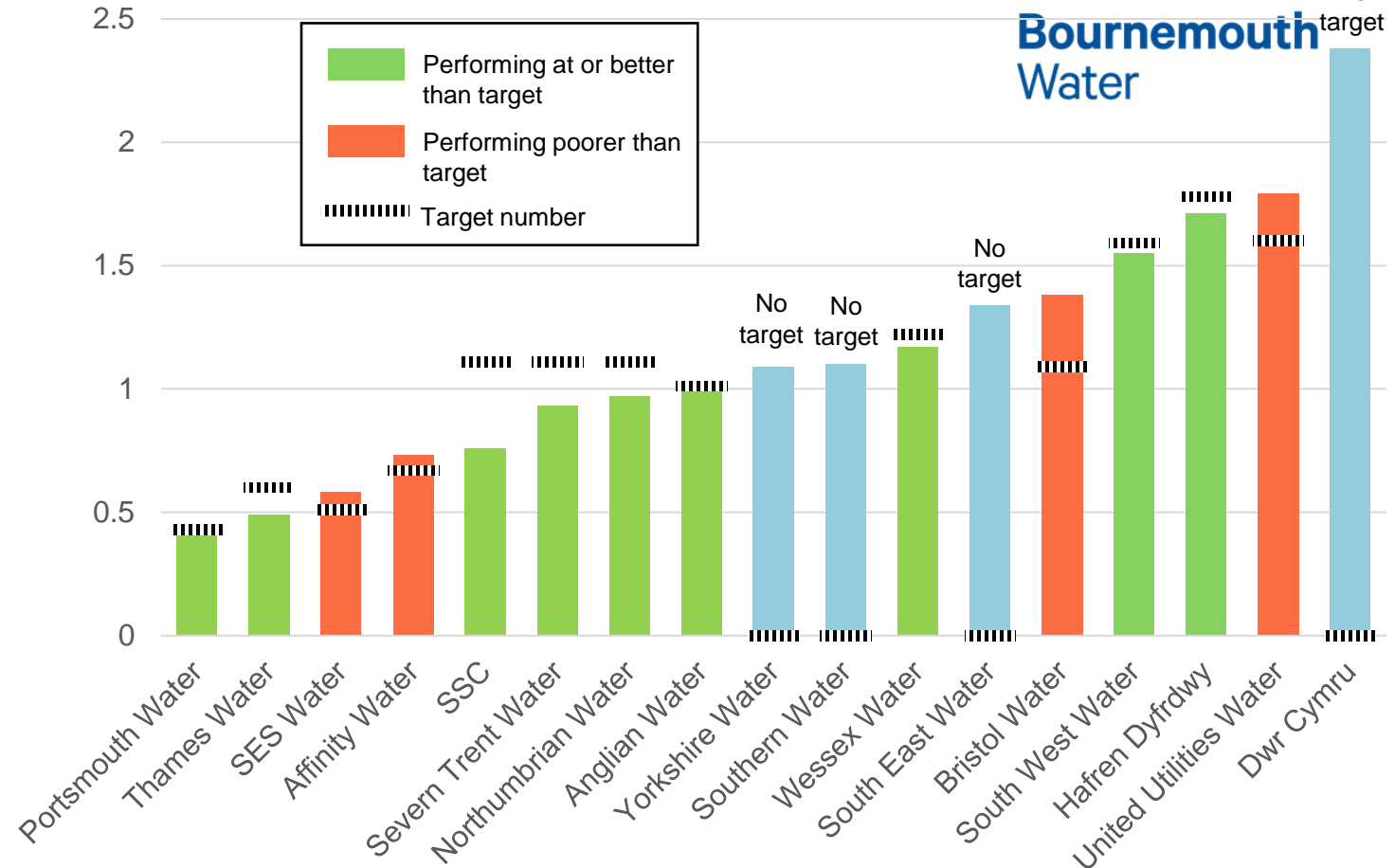


Number of customer contacts received regarding incidents, per 1,000 properties.
(A lower number is better.)

You receive this service from:



Number of customer contacts received regarding incidents, per 1,000 properties.



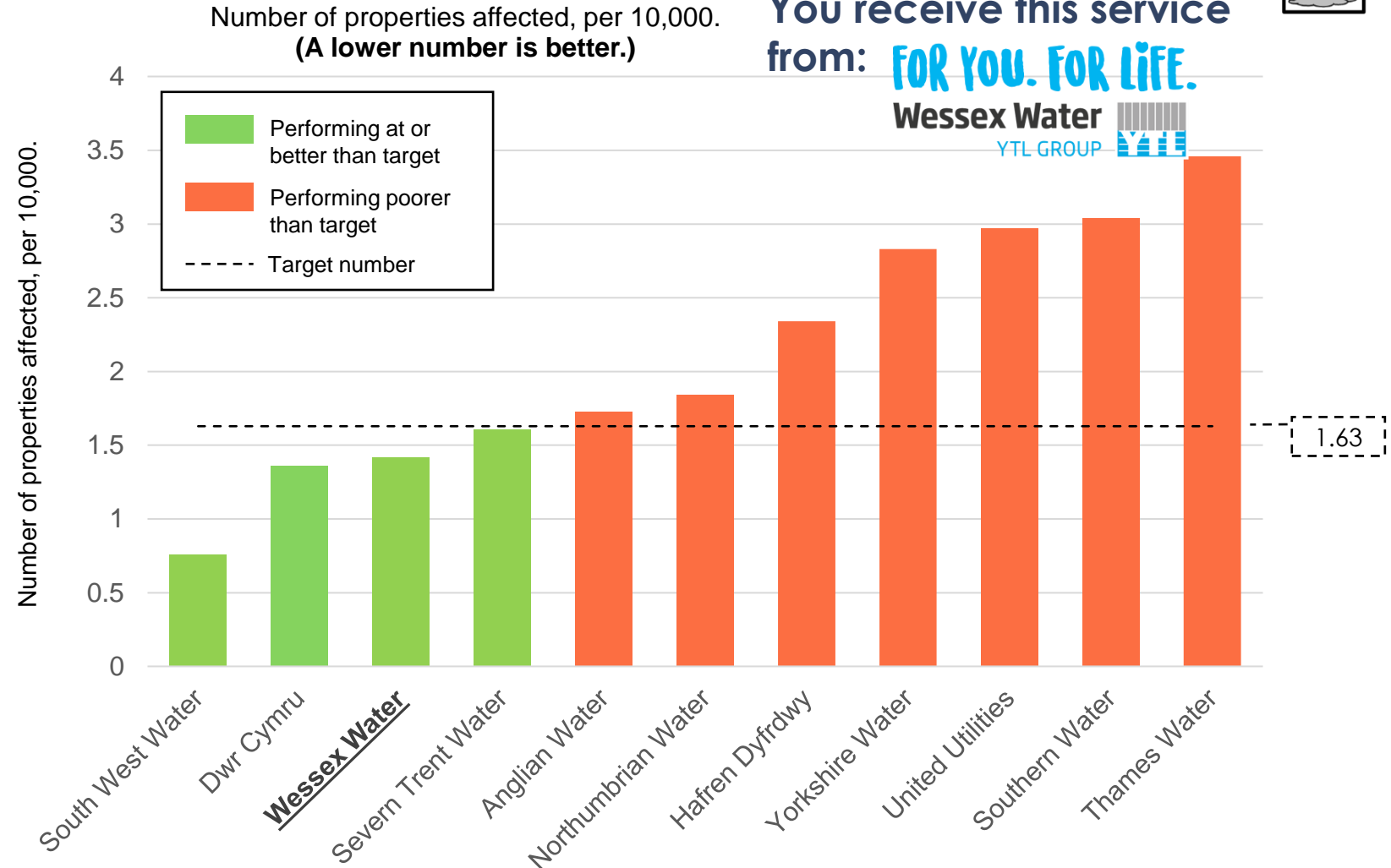
Sewage flooding of properties

An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance Against Target
South West Water	-53%
Dwr Cymru	-17%
Wessex Water	-13%
Severn Trent Water	-1%
Anglian Water	+6%
Northumbrian Water	+13%
Hafren Dyfrdwy	+44%
Yorkshire Water	+74%
United Utilities Water	+82%
Southern Water	+87%
Thames Water	+112%

Water companies measured on the incidents of sewage flooding properties.



Sewage flooding of gardens or outbuildings

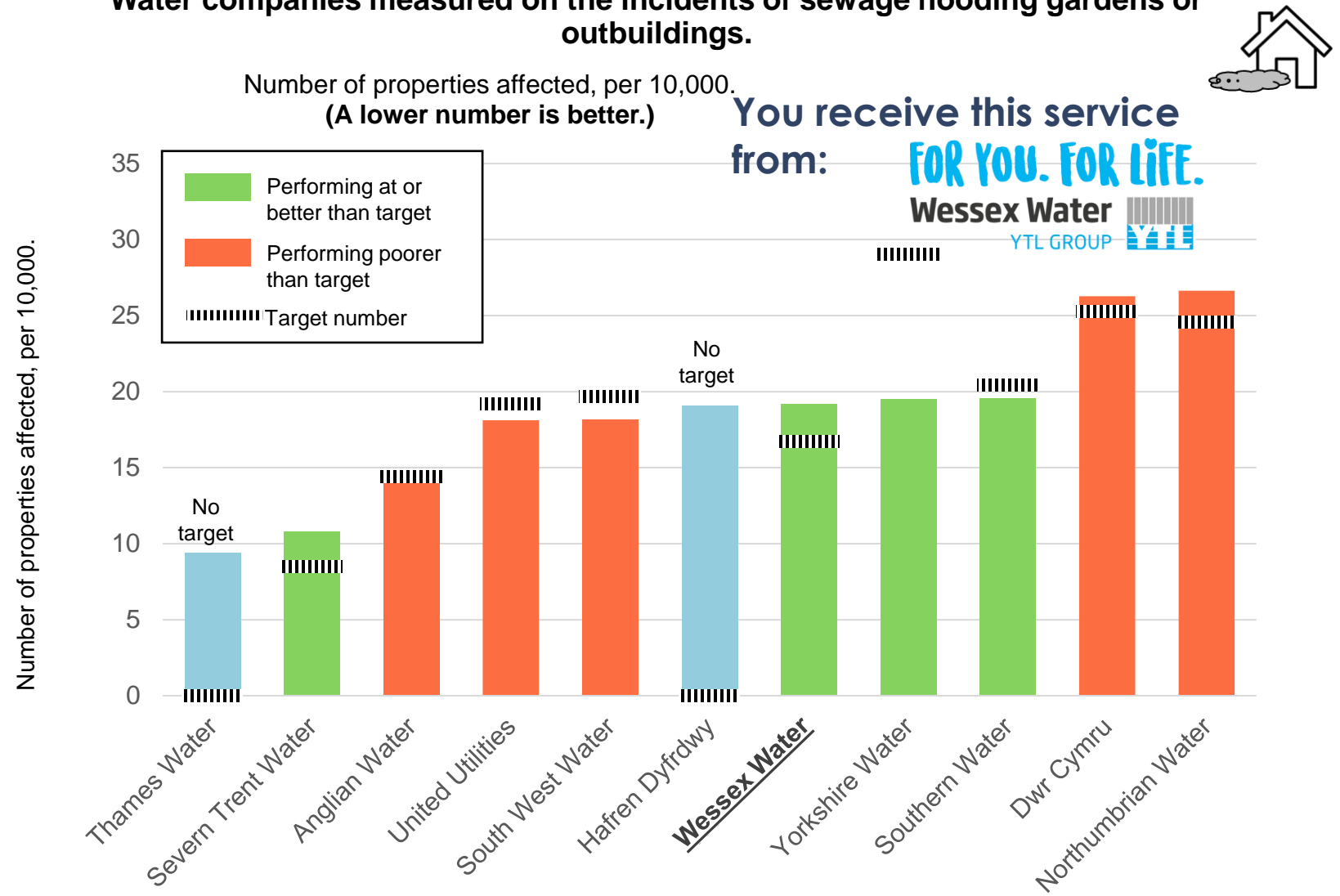
An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Thames Water	No target
Severn Trent Water	+27%
Anglian Water	+1%
United Utilities Water	-6%
South West Water	-8%
Hafren Dyfrdwy	No target
Wessex Water	+15%
Yorkshire Water	-33%
Southern Water	-4%
Dwr Cymru	+4%
Northumbrian Water	+8%

Water companies measured on the incidents of sewage flooding gardens or outbuildings.

Number of properties affected, per 10,000.
(A lower number is better.)



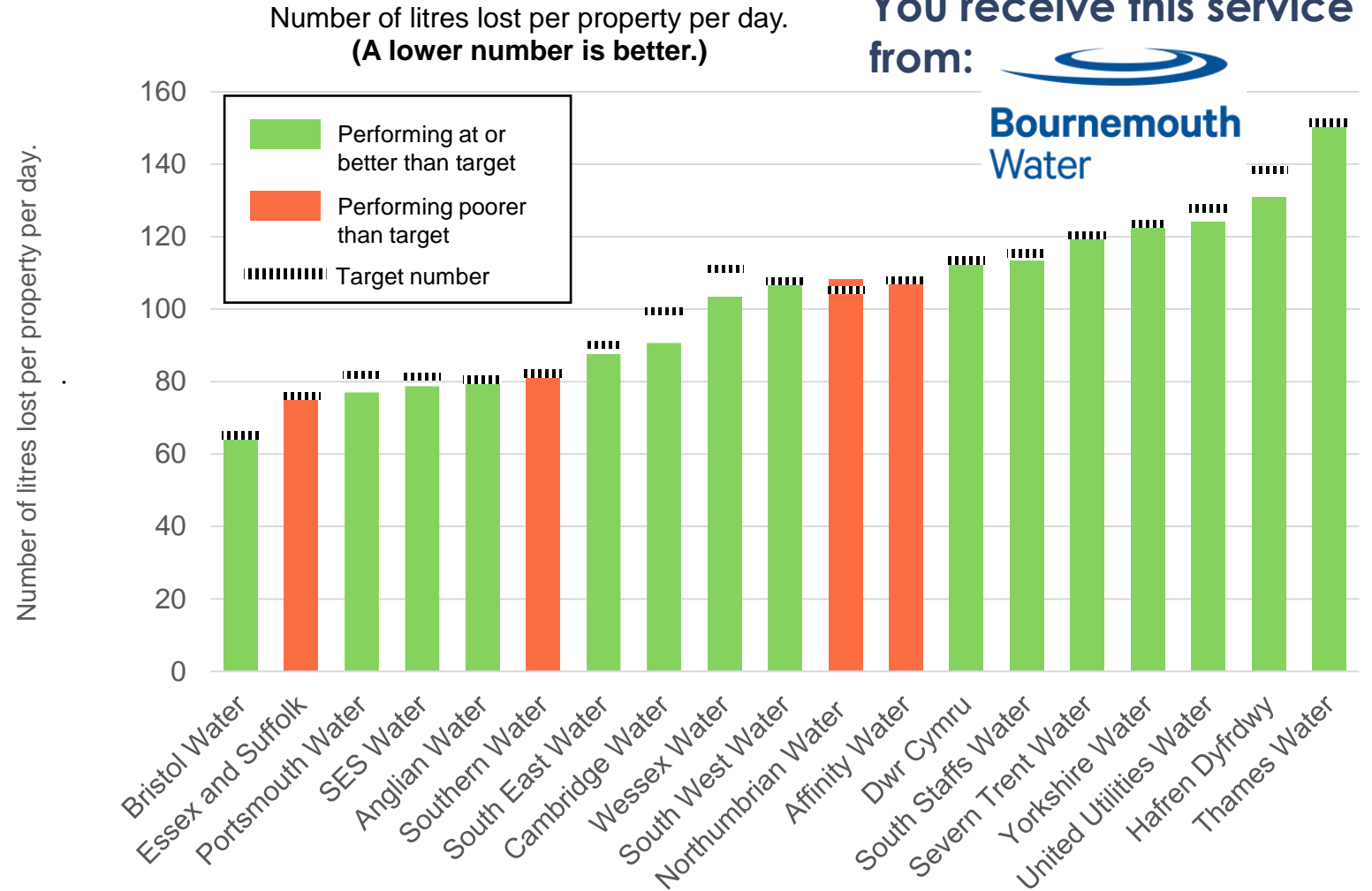
Reducing leaks

Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
Bristol Water	-0.3%
Essex and Suffolk	+0.5%
Portsmouth Water	-6.0%
SES Water	-3.3%
Anglian Water	-0.5%
Southern Water	+1.1%
South East Water	-2.8%
Cambridge Water	-8.8%
Wessex Water	-7.1%
South West Water	0%
Northumbrian Water	+2.9%
Affinity Water	+0.6%
Dwr Cymru	-1.0%
South Staffs Water	-1.7%
Severn Trent Water	-0.6%
Yorkshire Water	-0.5%
United Utilities Water	-2.9%
Hafren Dyfrdwy	-5.3%
Thames Water	0%

Water companies measured on the amount of water lost due to leaks from water mains and pipes.



Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

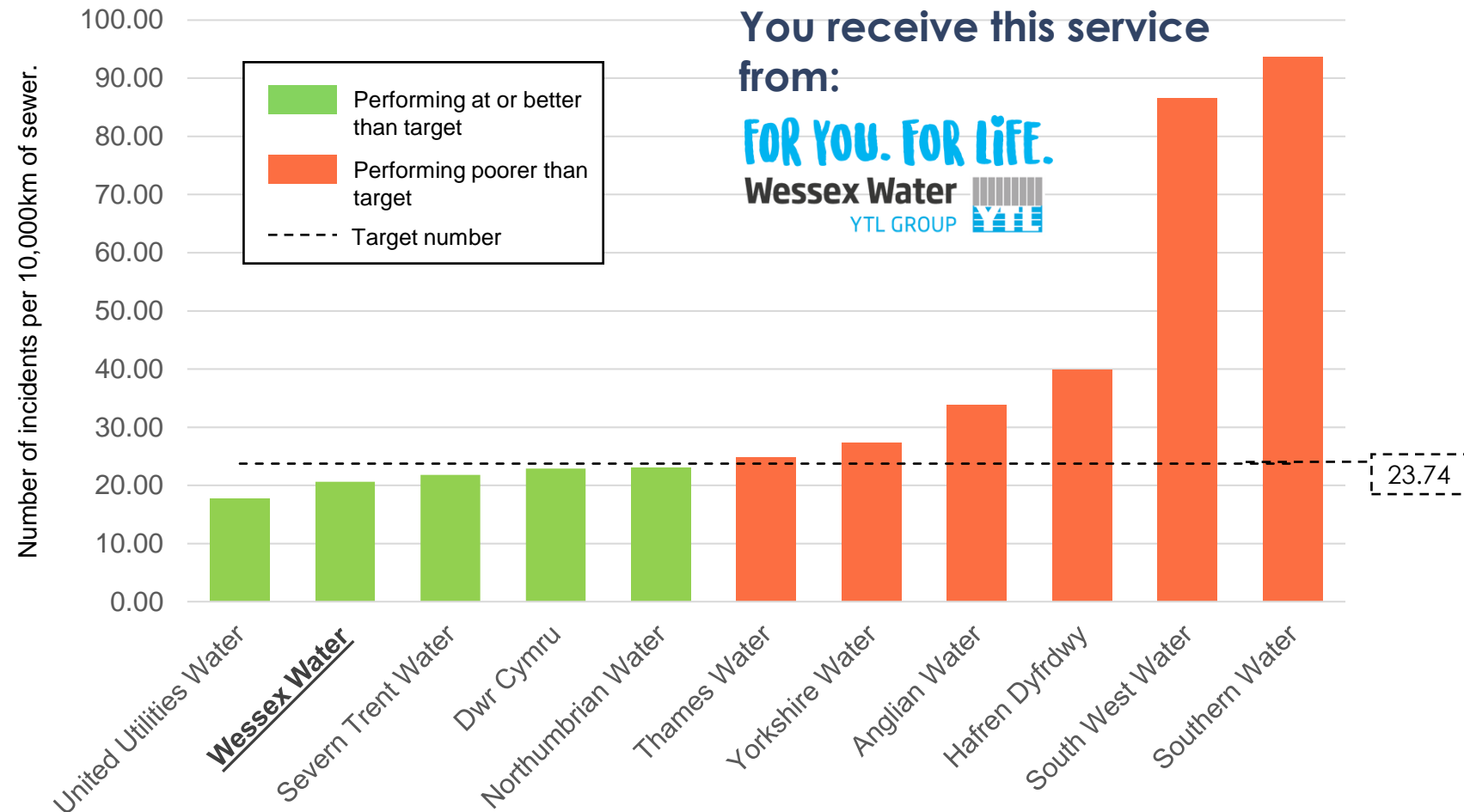
Company performance against target.
(A lower percentage is better.)

Water and Sewerage company	Performance against target
United Utilities Water	-25.3%
Wessex Water	-13.2%
Severn Trent Water	-8.1%
Dwr Cymru	-3.6%
Northumbrian Water	-3.2%
Thames Water	+4.7%
Yorkshire Water	+15.3%
Anglian Water	+42.2%
Hafren Dyfrdwy	-70.9%
South West Water	+264.7%
Southern Water	+294.4%

Water companies measured on the number of incidents of pollution of rivers and streams.

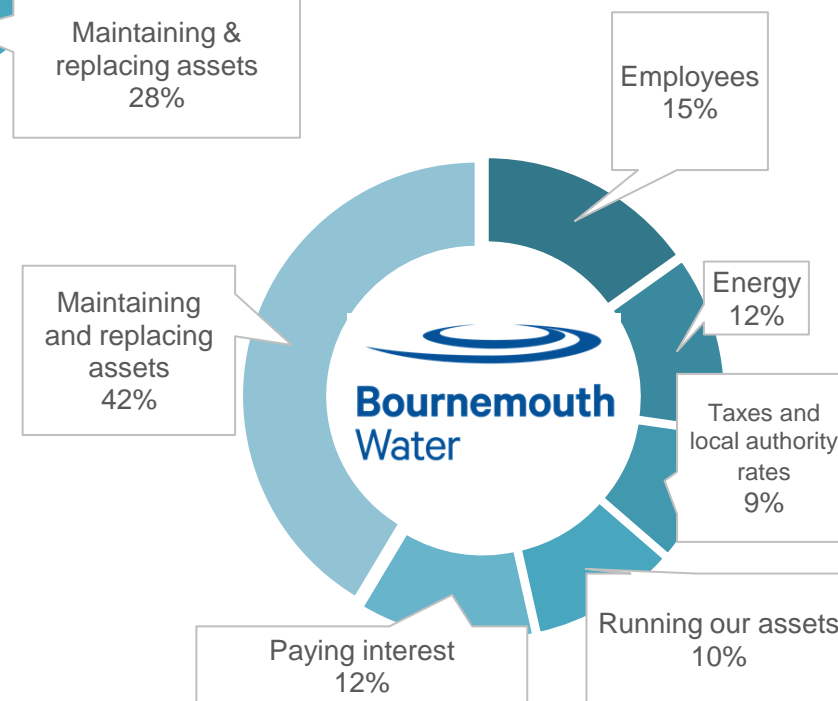
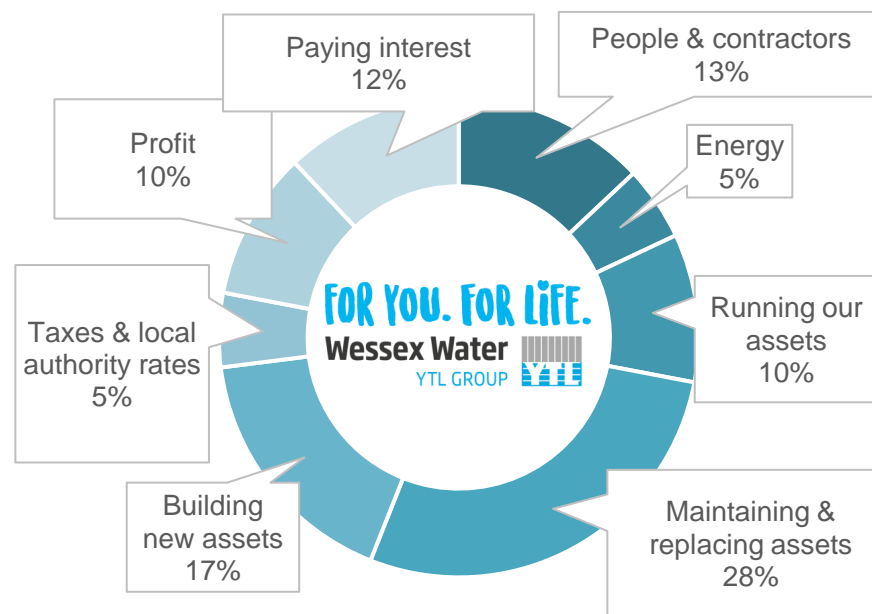
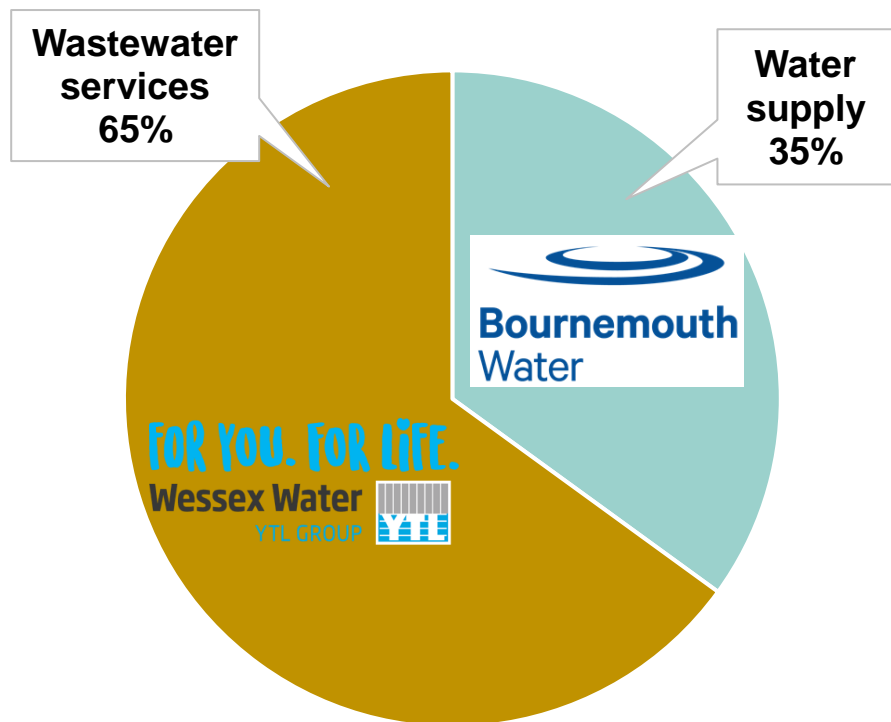


Number of incidents per 10,000km of sewer.
(A lower number is better.)



Household bill breakdown

Split for every £1 spent for an average customer



PART THREE

Finally we are showing you a headline summary of Bournemouth Water & Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bournemouth Water & Wessex Water proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments

No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets

Customer feedback

All water companies are ***stipulated by regulators*** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments

Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
Must do

5 year targets: *customer feedback*

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing the number of sewage spills in 150 locations	£28	Reducing internal and external sewer flooding	£12.50	Reducing sewage spills in further 45 locations	£14
Nutrient removal and river water quality monitoring	£56	Reduce pollution incidents to 14 per 10k of sewer pipe	£3.50	Operationally net zero	£5
				Remove carbon & pollutants from sewer sludge	£9

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

A £1000 bill today would increase by £62/month by 2030.

This breaks down as:

- **£23 to meet the investment required** by the regulators (*the blue and grey investments*)
- **£9 to meet the investments we propose** over and above this (*the white investments*)
- **£30 to meet inflation**

Bristol Water's proposal



















Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

b
BRISTOL WATER

		Reducing leakage by 8%	£9.50	Smart meters and water efficiency support	£4.50
Continue to deliver clean and safe tap water	£4.50	Reduce contacts on taste, smell and appearance	£7	Replace 30,000 lead pipes	£4.50
Protect natural resources	£2.50			Net zero operational emissions	£16.50
				Removing everyone from water poverty	£7

Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				TODAY's performance	Target 2025		Target 2030	What this will add to your bill
Supply interruptions			<i>Average time without water per household</i>	13.7 mins	5 mins		5 mins	£6
Water Quality			<i>Contacts per 1,000 population</i>	1.6	1.33		1	£3
Internal sewer flooding			<i>Incidents per 10,000 connections</i>	1.43	1.63		1.04	} £11
External sewer flooding			<i>Incidents per 10,000 connections</i>	19.27	16.73		14.50	
Leakage			<i>Number of litres lost per property per day</i>	83.6	103.1		78.0	£6
Pollution			<i>Incidents per 10,000km of sewer</i>	22	23.74		17.6	£4

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/5LY8C7kcAj>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.



HEALTH VULNERABLE DEPTH DISCUSSION GUIDE MODERATOR GUIDE

Overview

- 60 minute depth with health vulnerable household customers

Prescribed structure for optional vulnerable in-depth interviews

The interview should cover the following. Numbers 5 and 7 are tailored for vulnerable audiences, the rest use the same approach as set out in the Appendix A (Prescribed process for deliberative discussions for household customers):

1. Welcome and introductions
2. Reactions to the pre-task
3. An introduction to the water company
4. Recap on the pre-task information
5. Explore their service needs and experiences of Priority Services and/or social tariffs
6. Temperature check - household finances/cost of living
7. Focus on the proposals in the proposed business plan for services aimed at people with health and financial vulnerabilities
8. Focus on the shorter-term picture (proposed business plan)
9. Explore views on affordability and acceptability
10. Wrap-up including the post-task

BEFORE INTERVIEW

Moderator to know the individual circumstances/vulnerability of respondent

1. Welcome and introductions (3 mins)

Moderator welcome and introduction

- Thank for participating.
- Introduce Blue Marble and explain that we are an independent research agency
- Explain: Confidentiality, GDPR, recording, how data will be used
- Objective for the discussion: to help your water company make important investment decisions.

Respondent introduction/warm-up

- Tell me a bit about you – where do you live and who lives in household?
- Circumstances: working; not working; retired etc.
- What are the biggest challenges in life at the moment?
- How do you manage these challenges?

2. Reactions to the pre-task (2 mins)

Moderator: have pre-read to hand but do not share slides on screen (just glean what matters, what has struck them)

Response to the pre-read

We provided you with some pre-read information to look through before attending this session. We're going to cover some of the topics in depth in due course, but I want to get your first thoughts:

- What surprised you most out of the things you have read?
- Has any of the information you have seen changed your opinion of your water company in any way? If so, in what ways?
- What would you most like to find out more about?
- Is there anything in the material you read which was difficult to understand?



- Which bits?

3. An introduction to the water company (5 mins)

Moderator: not screen sharing / have pre-read to hand

Introduction to the water company Refer to pre-task slides

- Awareness and experience of the water company
 - How much of this is new information for you?
 - What contact do you have with your water company?
 - What associations do you have with your water company?
- Understanding the role of water companies
 - Were there any surprises in terms of what they do as a business?
 - Check awareness of dual providers if relevant e.g.
 - Were you aware that [as appropriate]:
 - your water company provides both your water services and your sewerage services?
 - You have 2 providers - one for water and one for waste?
 - Are your bills for both services separate or combined?

4. Recap on the pre-task information (5 mins)

Moderator: not screen sharing / have pre-read to hand

- Thinking about all the water and wastewater services that your water company provides for you and thinking about your bills:
 - What do you think of the value for money of the service you receive?
 - If so, in what ways are they providing good value?
 - If not, in what ways are they providing poor value?

5. Temperature check – household finances and the cost of living (5 mins)

We're now going to talk about finances and the cost of living.

- How has the cost of living crisis impacted you and your household?
 - How about other people you know?
- Do you feel that things are worsening/improving/remaining stable?
 - If not improving, when do you anticipate the financial situation will start to improve?
- How are you feeling about the financial situation looking into the future:
 - In the next 5 years?
 - In the next 10 years?

6. Service needs & experience of Priority Services and/or social tariffs (5 mins)

I'd now like to talk a bit about your health condition and the services you receive from your water company. From the information you provided, I understand that you have a health condition. Could you please tell me about this and how it affects your day-to-day life?

- How, if at all, does it affect the way you use water?
- How, if at all, does it affect how you communicate or engage with your water company?
- And do you know whether you are on the Priority Services Register at all?

[IF ON PSR]



- What specific services or assistance, if any, do you receive from your water company as a result of being on the Priority Services Register?

Where appropriate probe whether they receive different priority services:

- Accessible bills or literature (large print, disc, braille communications, read-out bills, text relay, alternative language documents)
- Advanced warnings of supply interruptions;
- Password if water company employee needs to call at individuals property / identity check to ensure person at door is genuine water company employee.
- Nominated contact – relative, friend, or carer to be contacted about bill or water emergency.
- Help with reading water meter.
- Emergency water supply - if have no water and cannot get to a collection point or need it for medical reasons.

[FOR EACH PRIORITY SERVICE THEY RECEIVE]

- What are your impressions of this service?
- How, if at all, are they helpful or unhelpful?
- What, if anything, could be improved about the service you receive?
- What additional specific services or assistance, if any, would you like to receive from your water company?

[IF NOT ON PSR OR UNSURE]

- What support, if any, do you receive when it comes to communicating or engaging with your water company?
- Who provides this support? (probe: family, friends, carer, charities etc.)
- How, if at all, does this help?
- What other support would you like?
- What specific services or assistance, if any, would you like to receive from your **water company** to help with the issues you mentioned related to your health condition?

And do you know if you are on a social tariff at all? (if necessary: this is a specific tariff that reduces customers' water bills. It is offered by water companies to customers that struggle to afford their bills.)

[IF ON SOCIAL TARIFF]

- What are your impressions of your water company's social tariff?
- How, if at all, is it helpful or unhelpful?
- What additional financial support, if any, would you like to receive from your water company?

[IF NOT ON SOCIAL TARIFF OR NOT SURE]

- What financial support, if any, would you like to see from your water company?
- Why?

7. Focus on the proposals in the proposed business plan for services aimed at people with health and financial vulnerabilities (15 mins)

I'd like to talk a bit more about the Priority Services Register and what your water company is planning as part of its plans

SHOW PSR SLIDES FROM PRE-READ

- What do you think about the work they are doing relating to supporting customers on the PSR register?
- Identify whether, and if so how this part of their service could be improved
- Overall, how acceptable do you find their proposed activities?
- How do you feel about their performance in this area (show performance slide)

SHOW ST and AFFORDABILITY SLIDES FROM PRE-READ

ST slide

- What do you think about the work they are doing relating to supporting customers who are struggling financially?
- Identify whether, and if so how this part of their service could be improved

Affordability slide

- How do you feel about the proposed plans to expand affordability services
 - Do they feel too ambitious/not ambitious enough/about right?
- Generally, do you challenge this part of the plan, or do you accept it?
 - If challenge: what would you like to see changed?
- Overall, how acceptable do you find their proposed activities and performance?

SHOW VULNERABILITY STRATEGY SLIDES FROM PRE-READ

- What do you think about the work they are doing relating to supporting customers who are living in vulnerable circumstances?
- Identify whether, and if so how this part of their service could be improved
- Overall, how acceptable do you find their proposed activities to improve customer service between now and 2030?

8. Response to 1-page business plan (5 mins)

Moderator: share screen – plan on a page

*NB Moderators to have the deliberative event pack to hand to answer any specific questions
If necessary explain that we are particularly interested on their views on the particular aspects of the plan covered already and we haven't got the time to talk about everything they are proposing.*

I'd now like to talk a bit about the overall plan that was in the pre-read pack. These are just proposals at this stage – but they show all the different investments the water company needs or wants to make.

Recap that some elements are required by law; some elements have performance targets attached to them; other parts have greater discretion where customer preferences will impact what the final plan is.

- Tell me what you thought of the overall plan overall?

We will talk about the cost of the plan in a little while...but for now what are your thoughts on the types of investments they've headlined here?

- Did any investments interest you particularly? Why?



BLUE MARBLE

- Do any of these areas of investment have particular relevance to you and your household? Why is that?
- Are there any that you are unhappy about – or find unacceptable? Why is that?

Affordability and Acceptability – 5 minutes

Moderator: keep sharing screen – plan on a page. Highlighting the green panel (overall bill impact)

- Overall, how affordable do you think the proposed plans are?
- Response to the individual investment bill impacts over the 2025-30 period – any that are surprising or confusing?
- How are you feeling about the plan?
- How are you feeling about your water company?

Wrap up and post-task – 10 minutes

Thank you very much for all of your input so far. We really appreciate your time and engagement. To round things up, we'd like you to complete a short questionnaire about some of the things we have discussed today – and specifically about how the proposed business plan could affect your bill.

Assist with survey as appropriate.

PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Wessex Water & Bournemouth Water.

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live



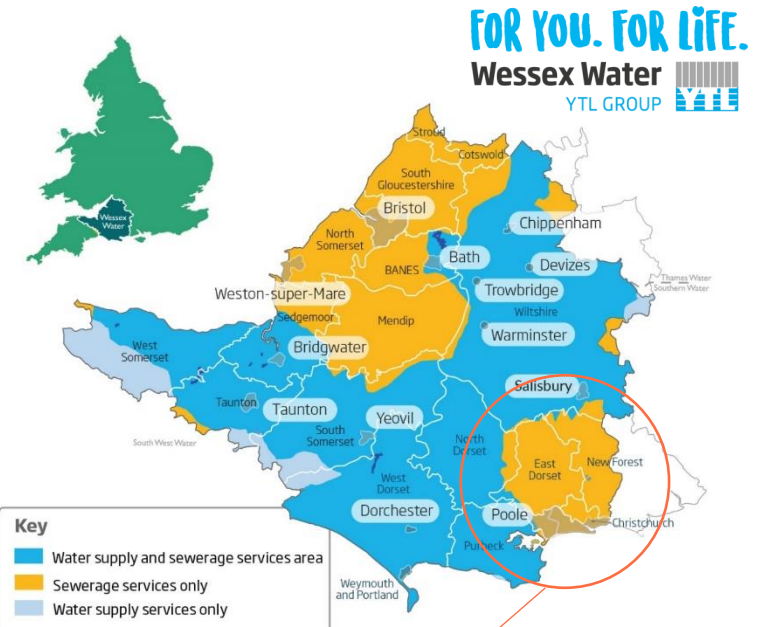
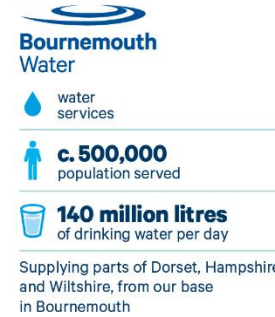
South West Water provides essential water services across the South West and in the Bournemouth region.

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3. Customers receive a safe supply of water



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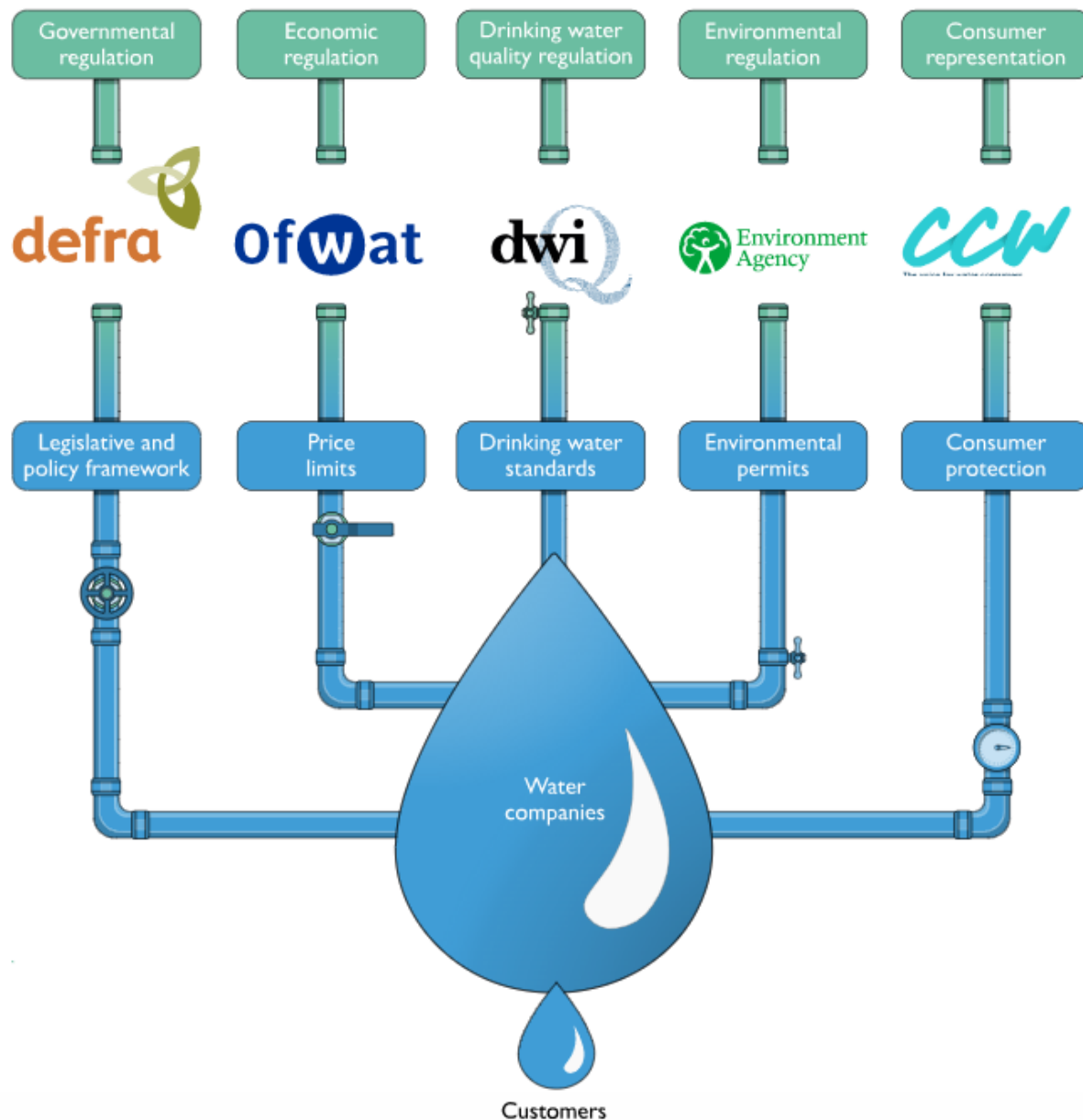
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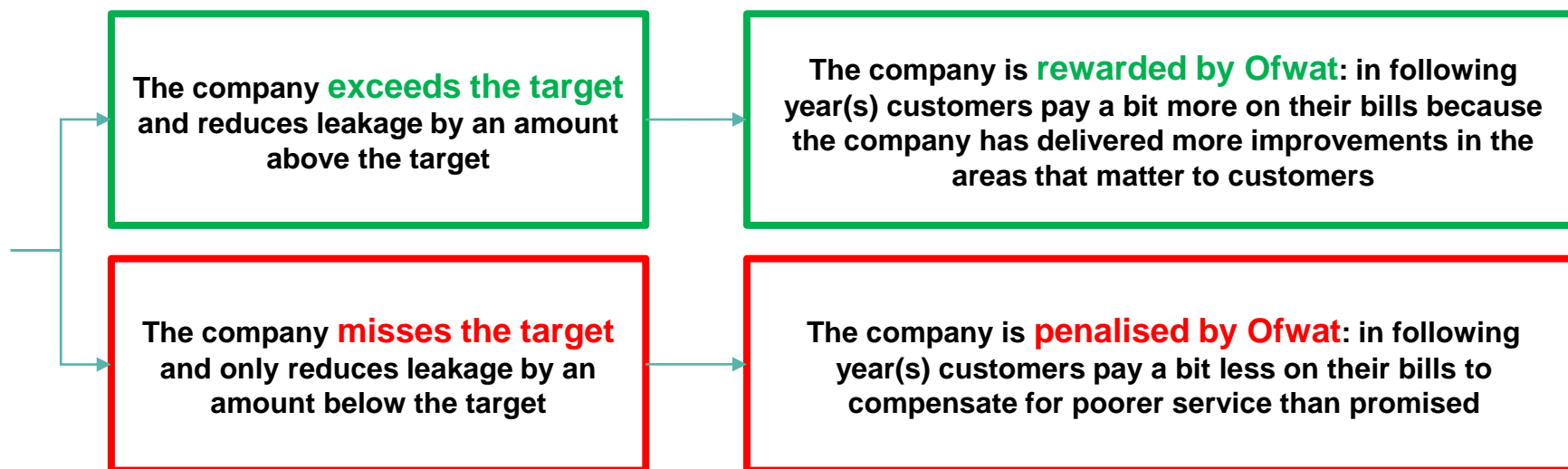
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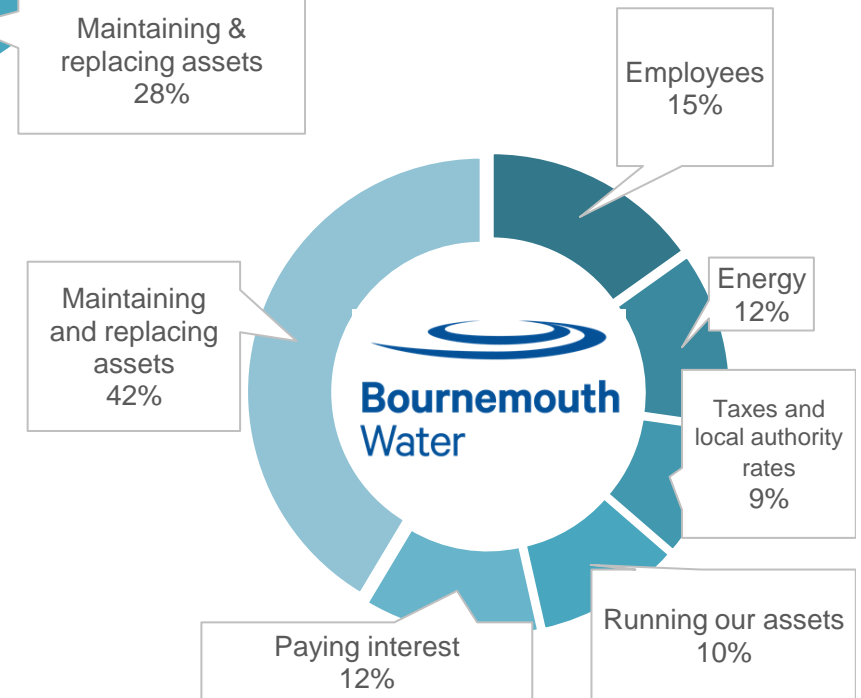
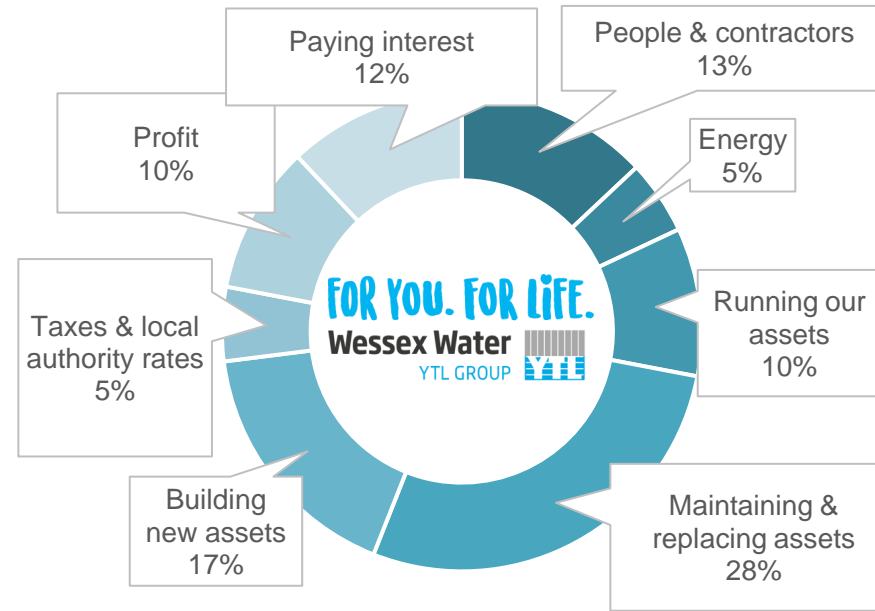
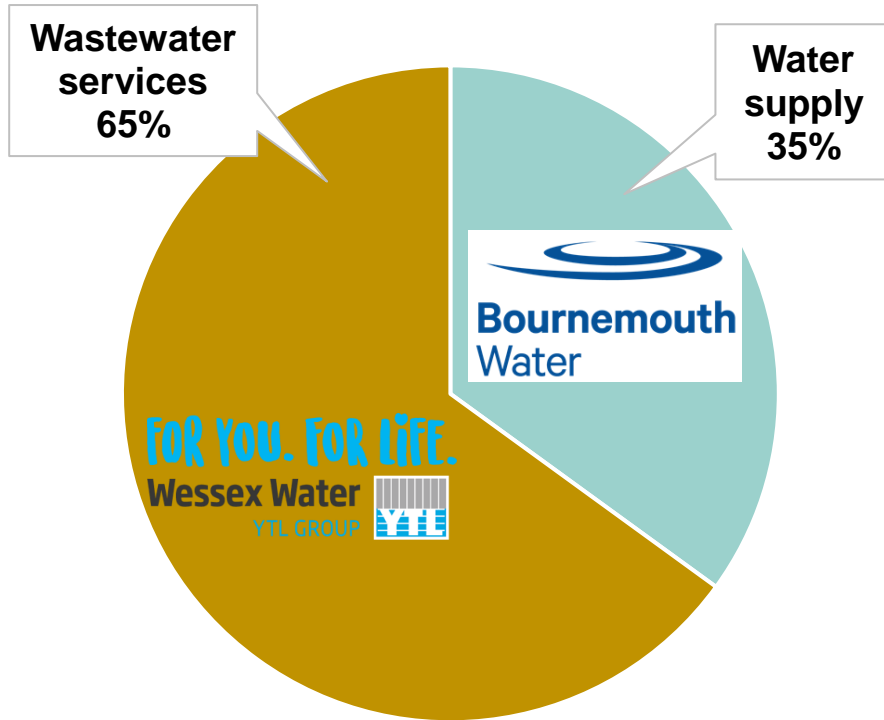
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Household bill breakdown

Split for every £1 spent for an average customer



PART TWO

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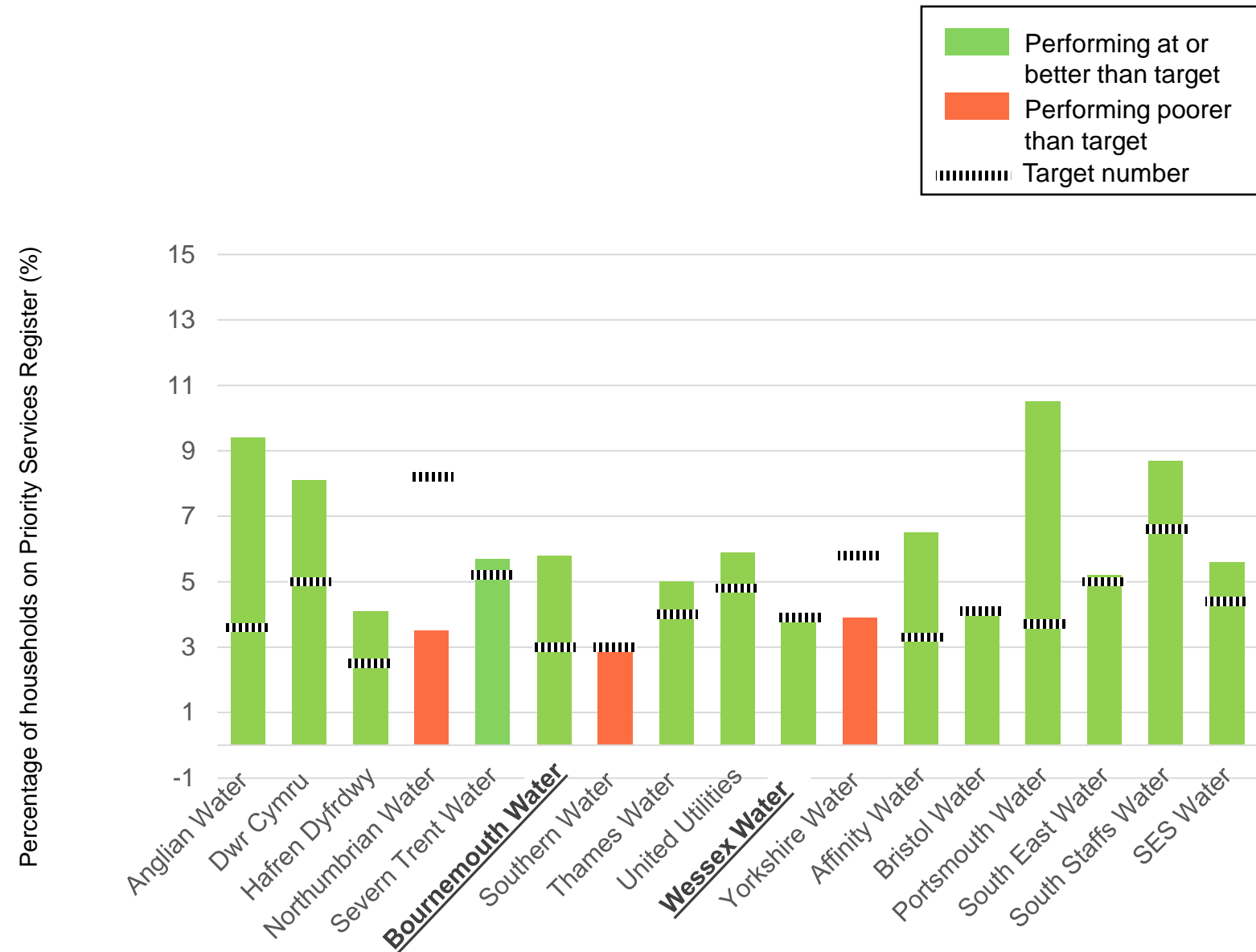
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Priority services register performance in 2021-22

The table shows the percentage of households on each company's register and categorises the companies' performance on whether they have achieved all elements of the performance commitment.

Company performance against target.
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<u>Wessex Water</u>	<u>+3%</u>
Yorkshire Water	-33%
Affinity Water	+97%
Bristol Water	0%
Portsmouth Water	+184%
South East Water	+4%
South Staffs Water	+32%
SES Water	+27%



Social Tariff – what is it?

All major water companies in England and Wales have schemes to give lower bills to some customers who might otherwise struggle to pay. These are called **social tariff schemes**.

- In line with Government rules these schemes are mostly funded by charging other households a bit more on their bills. This is what's also known as a **cross-subsidy**. There are a number of examples of cross subsidies in day-to-day life. For example, concessionary tickets for children or pensioners to attractions (e.g. the cinema, theme parks etc.).

Some examples of Social Tariffs that Bournemouth Water & Wessex Water offer include:

Flexible Payment Plans

A range of flexible payment plans to suit individual circumstances, and help spread the cost of the bill.

Bill cap scheme: WaterSure

WaterSure helps reduce water bills for households who use a lot of water for reasons beyond their control e.g. a medical condition

Discount for low income pensioners

For customers who are in receipt of Pension Credit, or where the state pension is the only source of income for all adults in the household.

Discounted tariff: WaterCare

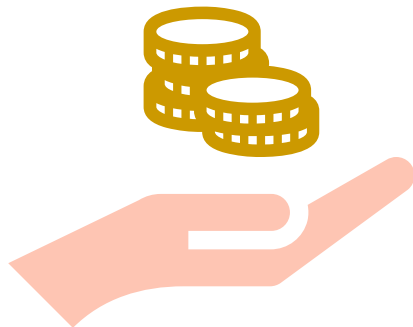
For customers with a meter (or unable to have a meter) and whose water bill is greater than 5% of their income.

Wessex Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Increase the **number of households on their range of affordability schemes** to at least **100,000** by 2030 for **Wessex Water**.
- Continue to **work with a wide range of partners** across the Wessex region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Continue to **fund their debt advice partners** so they can increase the number of clients they can advise about their bills and debt.
- Make it as **easy and quick as possible to apply for the support they offer** and use data to automatically apply bill reductions to customers where they can without the need to complete an application.
- Help customers, particularly those on water meters, to **save water and energy**.
- Continue to **fund a number of local community projects** across the region through the **Wessex Water Foundation** aimed at improving access to services and building financial capability.

Bournemouth Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Continue to eliminate water poverty by increasing the number of households on their range of affordability schemes by 2030
- Increasing the use of metering to reduce bills for household customers by saving water, and energy
- Continue to work with a wide range of stakeholders across the region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Increase use of data share to automatically provide help with bills for those who need it.
- Continue with the Neighbour Fund, helping develop our local communities.
- As part of the same group Bournemouth Water and South West Water has given customers £40million back through our Watershare+ schemes, giving customers the chance to either receive shares in Pennon Group, or a credit against their bills; customers struggling to pay their bills will have therefore benefitted from £13 off their bills in 2023.

Wessex Water will continue to follow their ethos: every customer matters



In future, Wessex Water will continue to develop their goals across these 4 key themes:

Using data wisely

This helps Wessex Water to assess the effectiveness and uptake of their support and identify and target activity proactively and effectively

Growing partnerships

This area is designed to increase the number and variety of Wessex Water's partners and to work with them in a way that suits them to best engage with their clients, i.e. you – the customer

Community engagement

To extend their reach and engagement across communities, break down barriers to engagement and reach those who might otherwise not have been heard

Improving the customer journey

To make it as easy as possible for customers to know about and access support through the channel of their choice and to have an excellent customer experience

Wessex Water propose to invest in the following areas in 2025-2030 to improve customer service



Improve their customer service offer by:

- **Fixing problems faster** by using rapidly developing technology to upskill their teams.
- **Giving customers more options to contact them** and, if they want to, allowing them to book an appointment online for Wessex Water to visit them.
- **Improving communications with customers** during an event e.g. when working on a road affecting traffic.
- Continuing to **improve their online offering**, including their e-billing service
- Extending their **priority services register**



Develop their work in the community:

- Wessex Water are running two pilot projects to understand how they can **work more effectively with local communities** to deliver shared environmental and social goals
- Continuing their education programme, reaching over 20,000 students and children a year.
- Continuing to engage with customers beyond their water and sewerage bills – at community shows, through recreational access to their sites, or through the support they provide local organisations each year, financially or through their volunteering programme.

Bournemouth Water propose to invest in the following areas in 2025-2030 to improve customer services



Build trust with customers and communities through transparency



Protect the environment and help customers do their part



Meet customer needs efficiently through agile operations

- Making **customer journeys effortless, automated and seamless** across channels.
- Making it **easier to pay clear and fair bills**.
- Proactively **supporting any customer who needs help to pay** and avoid or escape debt.
- Setting up new **easy to use payment routes** such as an improved self-service portal.
- Extending their **priority services register**.
- **Supporting the local community**; and building trust by showing who they are and what they do.
- **Stop the Drop**. Caring for the environment by reducing water usage and leakage both now & in the future.

PART THREE

Finally we are showing you a headline summary of Bournemouth Water's and Wessex Water's proposed business plan for 2025-30.

- We will be discussing in more detail all the different elements of this plan when we meet you at the research event
- Once you've read it, please use the short (2 question) survey to note down your comments and questions
- Do remember that this research is about customers having their say on the plans before they are submitted to the regulator.

The following slide outlines Bournemouth Water's and Wessex Water's proposed investment plan for 2025-30

There are 3 different types of investments in the plan:

Legally required investments
No say

All water companies are required to invest in new improvements **to comply with laws including new environmental legislation.**

Customers do not have a say in whether these investments go ahead.

Investments to meet 5 year performance targets
Customer feedback

All water companies are **stipulated by regulators** to set ambitious performance targets.

Customers do have some say in determining whether the targets are ambitious enough – or too ambitious – or too costly.

Longer term investments
Customer input on how and when

All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

Customers have a large say and can give a view on what they think is the appropriate scale and pace of any additional investments.

2050 goals

Legally required
No say

5 year targets: *customer feedback*

Longer term investments:
your input on how & when

Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing the number of sewage spills in 150 locations	£23	Reducing internal and external sewer flooding	£11	Reducing sewage spills in further 45 locations	£11
Nutrient removal and river water quality monitoring	£47	Reduce pollution incidents to 14 per 10k of sewer pipe	£4	Removing everyone from water poverty	£24
				Operationally net zero	£6
				Remove carbon & pollutants from sewer sludge	£8

What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £24/month by 2030.

This breaks down as:

- **£10 to meet the investment required by the regulators (*the blue and grey investments*)**
- **£5 to meet the investments we propose over and above this (*the white investments*)**
- **£8 to meet inflation**

Bournemouth Water's proposal



















Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

Bournemouth Water

Reliable supply of water to customers, even during a drought	£14	Reduce leakage by 15%	£6	350,000 smart meters and water efficiency support	£6
		Maintain current level of supply interruptions	£0		
Continue to deliver clean and safe tap water	£8	Reduce contacts on taste, smell and appearance	£6	Replace 20,000 lead pipes	£1
Protect natural resources	£5			Operationally net zero	£4
				Removing everyone from water poverty	£5

Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	13.7 mins	5 mins		5 mins	£6
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
External sewer flooding			Incidents per 10,000 connections	19.27	16.73		14.50	
Leakage			Number of litres lost per property per day	83.6	103.1		78.0	£6
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£4

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
SUBMIT THEM BEFORE COMING TO THE RESEARCH:

<https://forms.office.com/e/Y6gt8UCyF3>

This will only take around 5 minutes to complete.

(NB: if you require a paper copy please request one from BEAM)

Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.

PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Wessex Water & Bournemouth Water.

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recapped during the research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.

Water companies in England and Wales

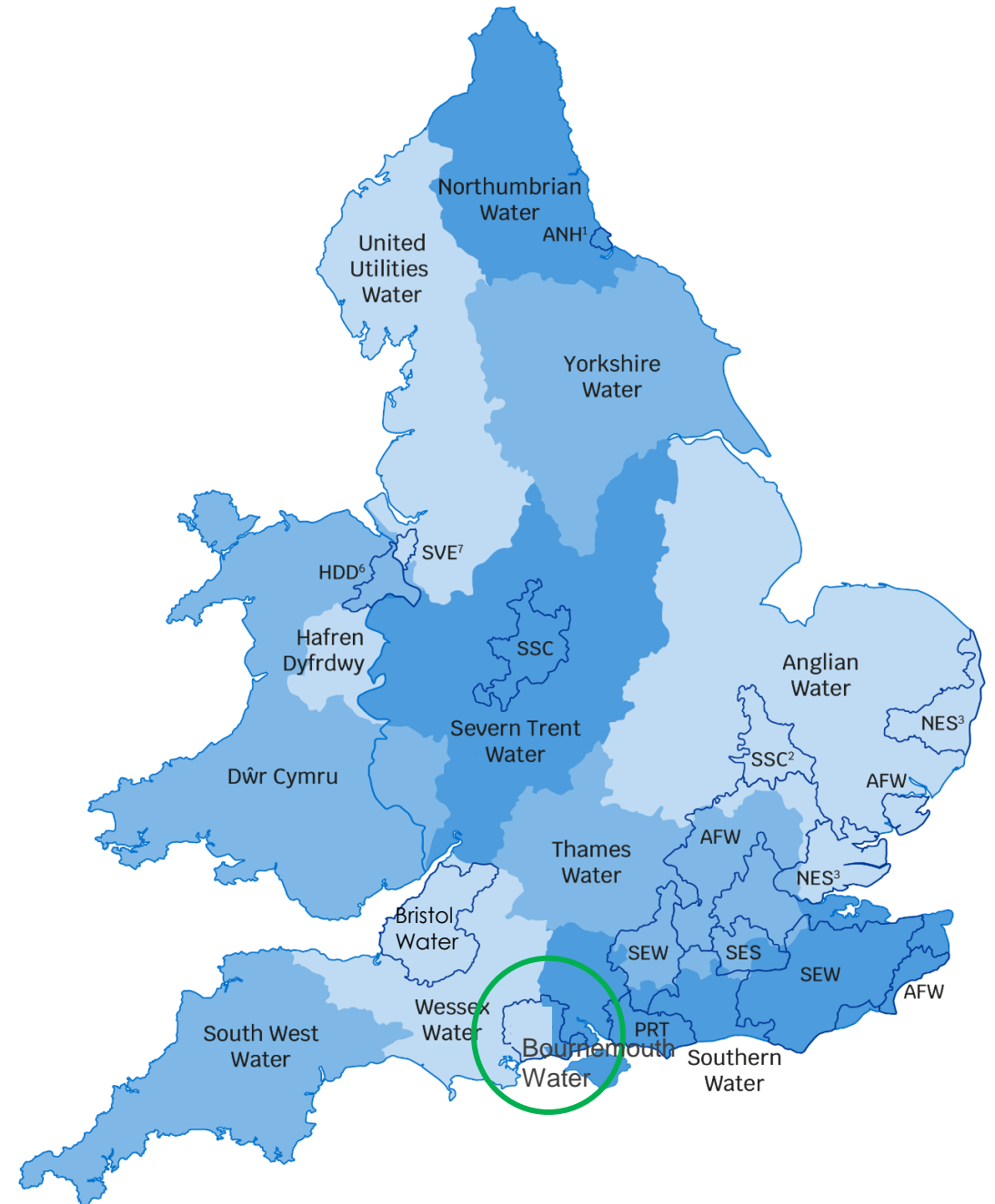
There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live



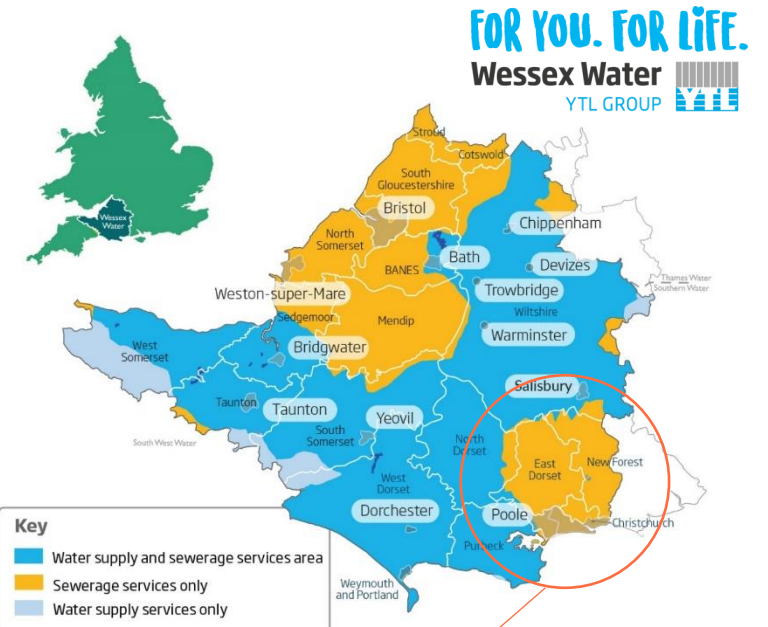
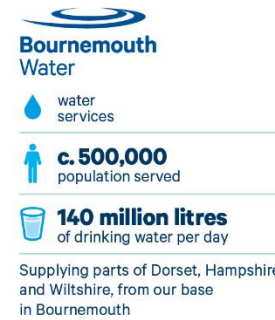
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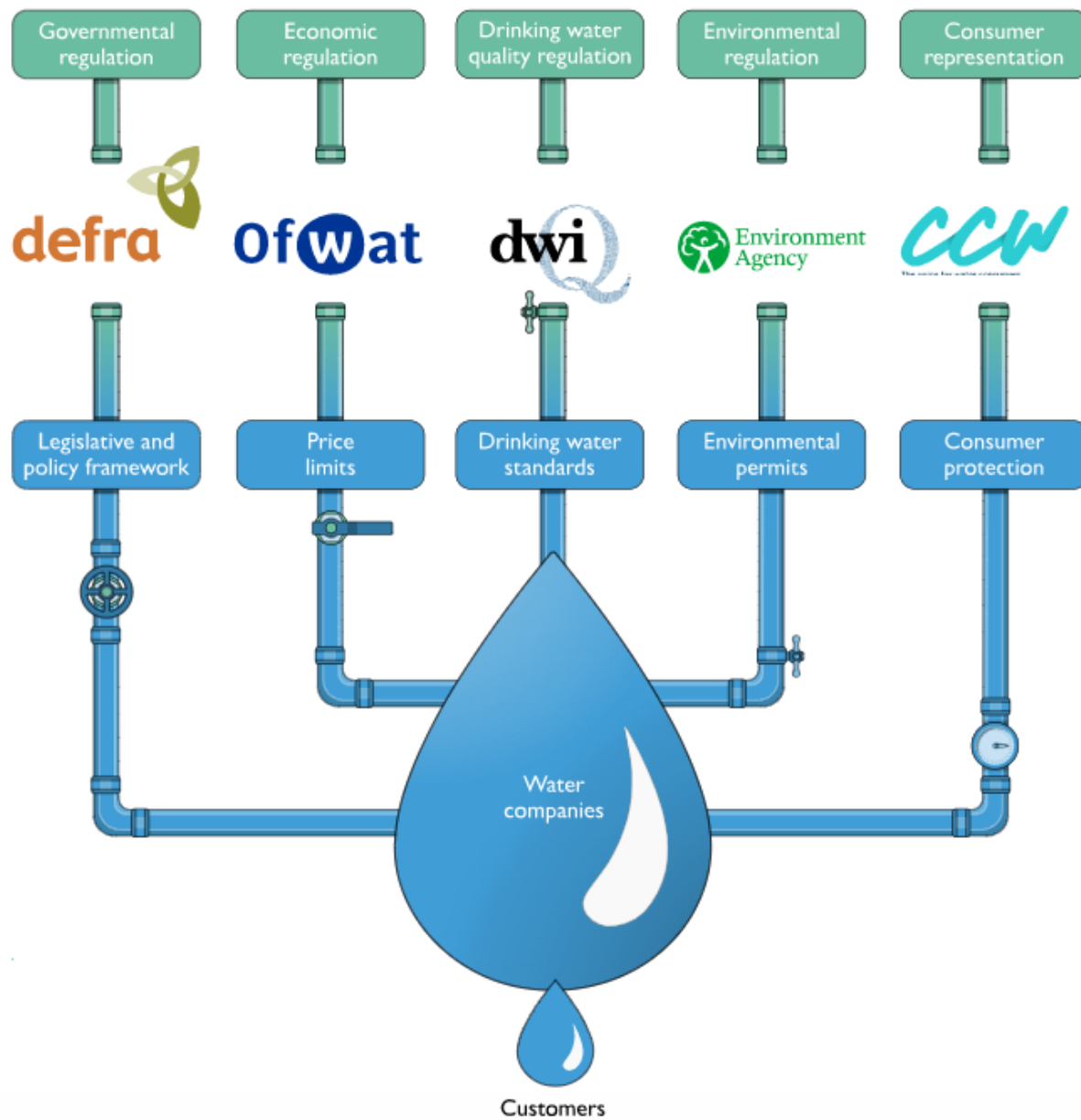
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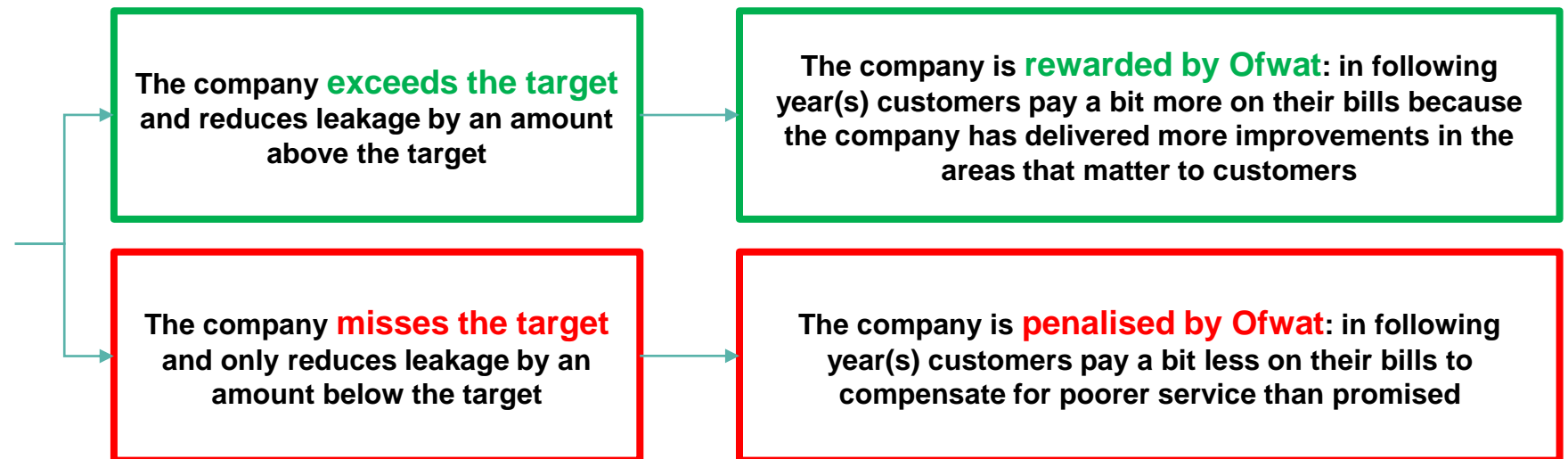
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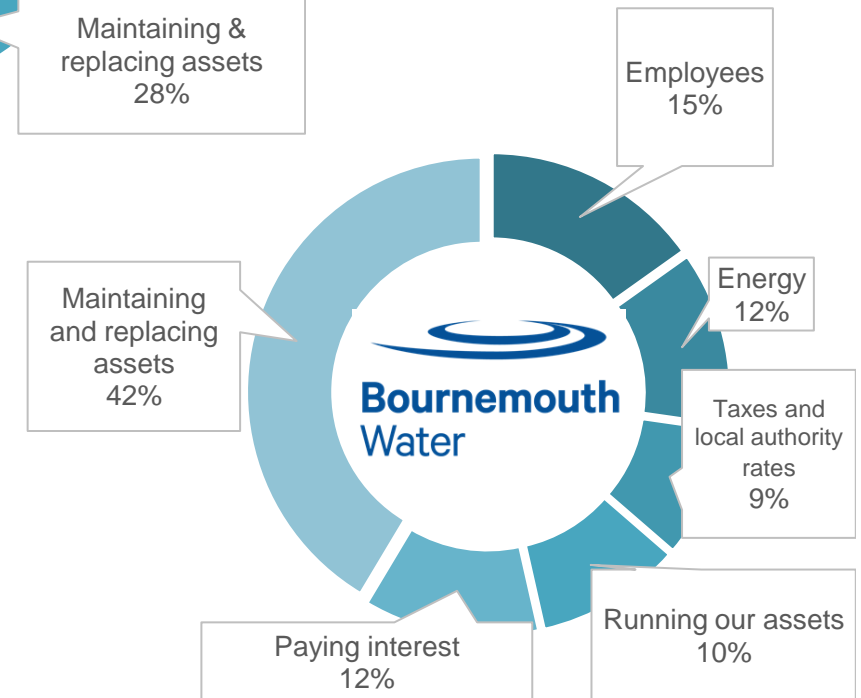
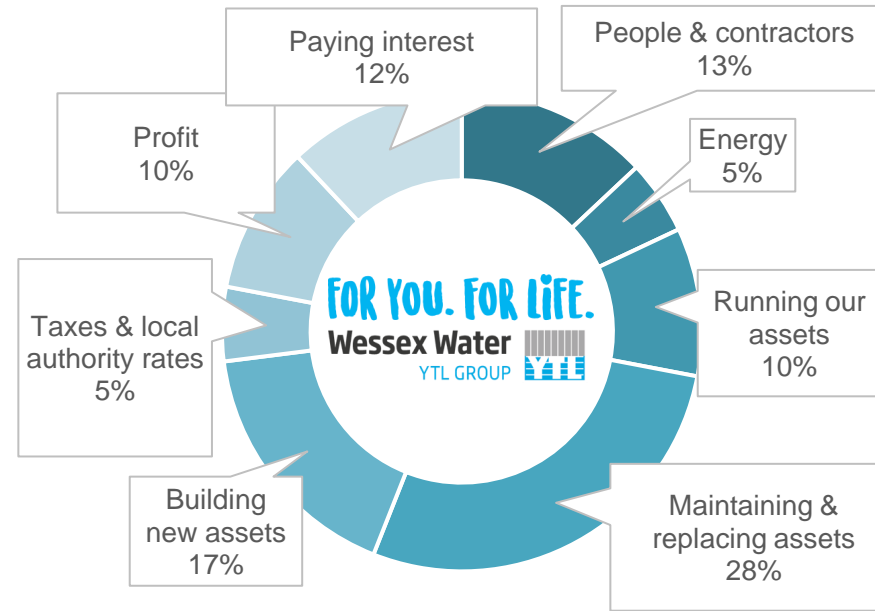
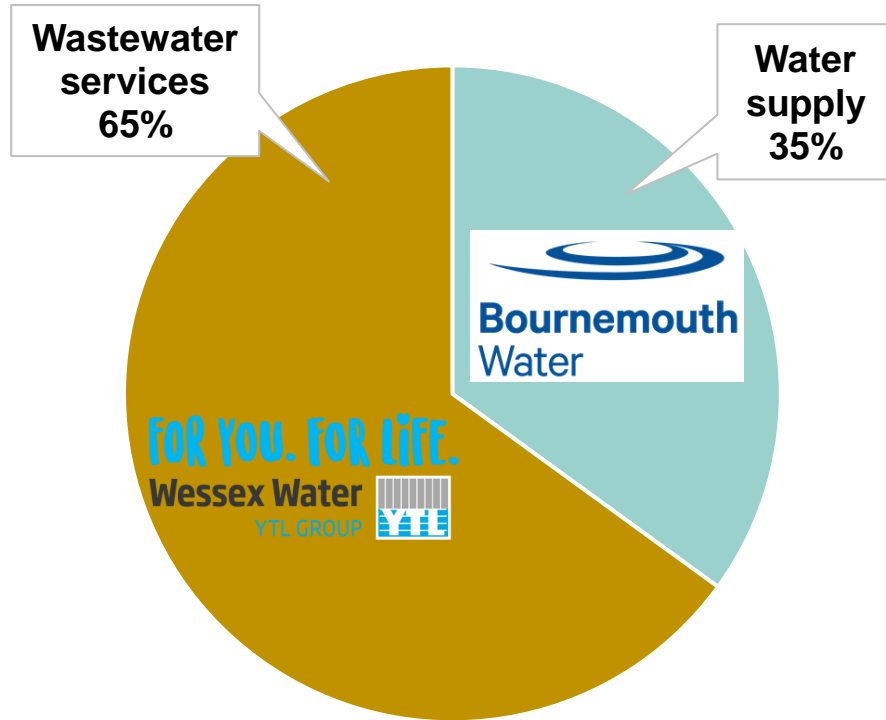
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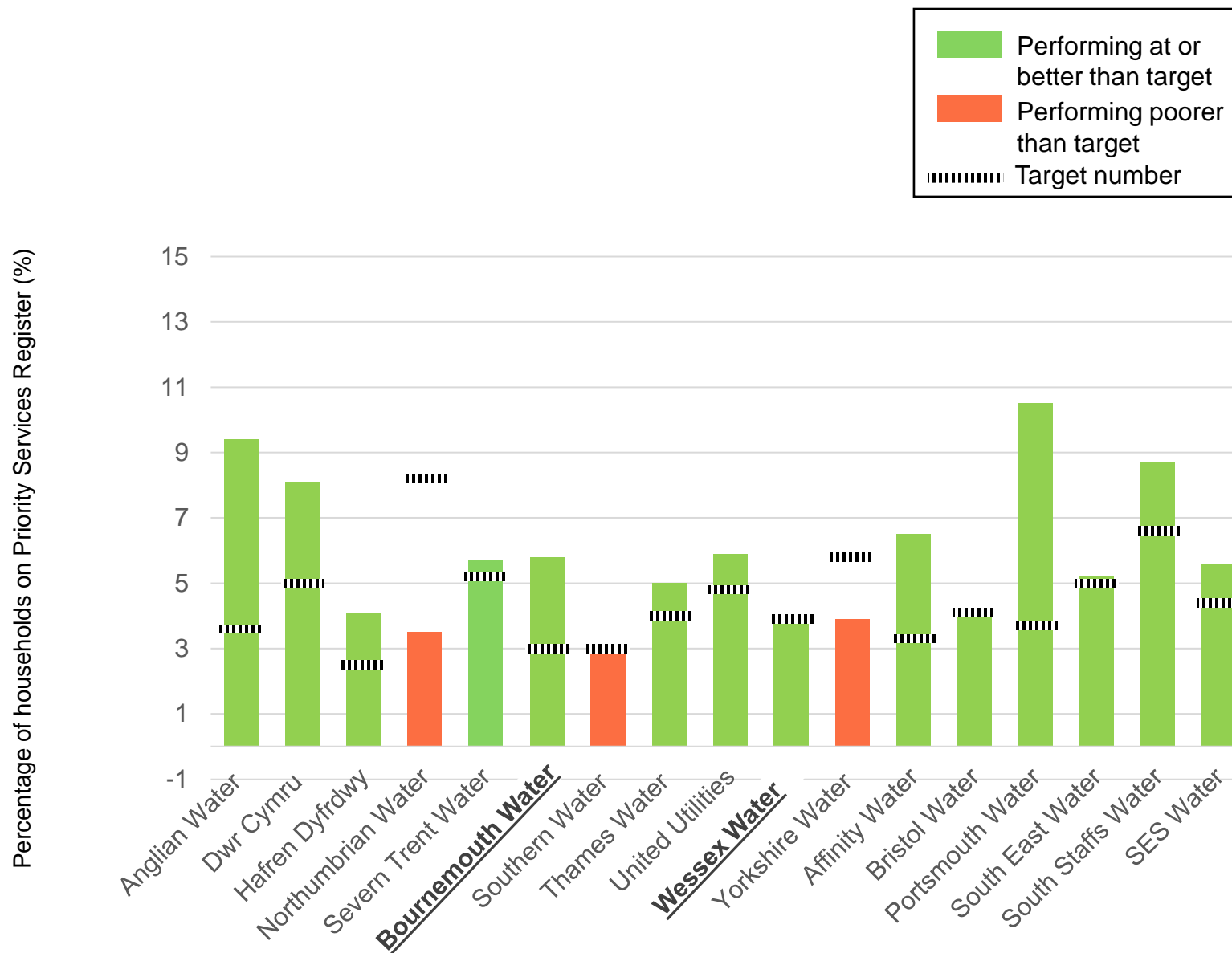
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- In line with Government rules these schemes are mostly funded by charging other households a bit more on their bills. This is what's also known as a **cross-subsidy**. There are a number of examples of cross subsidies in day-to-day life. For example, concessionary tickets for children or pensioners to attractions (e.g. the cinema, theme parks etc.).

Some examples of Social Tariffs that Bournemouth Water & Wessex Water offer include:

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A range of flexible payment plans to suit individual circumstances, and help spread the cost of the bill.

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WaterSure helps reduce water bills for households who use a lot of water for reasons beyond their control e.g. a medical condition

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For customers who are in receipt of Pension Credit, or where the state pension is the only source of income for all adults in the household.

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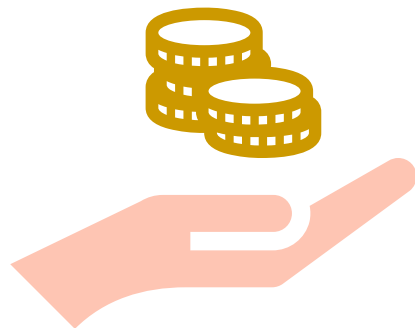
For customers with a meter (or unable to have a meter) and whose water bill is greater than 5% of their income.

Wessex Water propose to invest in the following areas in 2025-2030 to ensure bills are affordable



- Increase the **number of households on their range of affordability schemes** to at least **100,000** by 2030 for **Wessex Water**.
- Continue to **work with a wide range of partners** across the Wessex region, such as Citizens Advice and local charities, to raise awareness of the support they can offer and reach customers who need them most.
- Continue to **fund their debt advice partners** so they can increase the number of clients they can advise about their bills and debt.
- Make it as **easy and quick as possible to apply for the support they offer** and use data to automatically apply bill reductions to customers where they can without the need to complete an application.
- Help customers, particularly those on water meters, to **save water and energy**.
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Wessex Water will continue to follow their ethos: every customer matters



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This helps Wessex Water to assess the effectiveness and uptake of their support and identify and target activity proactively and effectively

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This area is designed to increase the number and variety of Wessex Water's partners and to work with them in a way that suits them to best engage with their clients, i.e. you – the customer

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To extend their reach and engagement across communities, break down barriers to engagement and reach those who might otherwise not have been heard

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To make it as easy as possible for customers to know about and access support through the channel of their choice and to have an excellent customer experience

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Improve their customer service offer by:

- **Fixing problems faster** by using rapidly developing technology to upskill their teams.
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- Wessex Water are running two pilot projects to understand how they can **work more effectively with local communities** to deliver shared environmental and social goals
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Build trust with customers and communities through transparency



Protect the environment and help customers do their part



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- Making **customer journeys effortless, automated and seamless** across channels.
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All water companies are **stipulated by regulators** to set ambitious performance targets.

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All water companies can propose investments in addition to the minimum requirements **to help meet longer term goals.**

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2050 goals

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5 year targets: *customer feedback*

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Wessex Water's proposal

Effective sewerage system	Halve the impact of sewer flooding on our customers
Great river & coastal water	<ul style="list-style-type: none"> To restore the quality of rivers and coastal waters Zero pollution incidents
Great customer experience	Be a top 10 customer service provider in the UK
Net zero carbon & biodiversity	Be a net zero carbon business by 2040

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

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What will it mean for bills?

This proposed plan will have an impact on customers' bills.

The average bill will increase by £24/month by 2030.

This breaks down as:

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Bournemouth Water's proposal



















Boosting water resources & supply resilience	Resilience to climate change & higher population
Maintain top quality drinking water supplies	<ul style="list-style-type: none"> Water that looks, tastes & smells great Replace all lead pipes
Biodiversity & nature recovery	<ul style="list-style-type: none"> Doubling nature on sites Net zero operational emissions by 2030
Trusted customer and community experiences	Fair and affordable bills Excellent and innovative customer service

Bournemouth Water

Reliable supply of water to customers, even during a drought	£14	Reduce leakage by 15%	£6	350,000 smart meters and water efficiency support	£6
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Wessex Water & Bournemouth Water propose an investment plan for 2025-30 to start to meet its long term goals.

The proposed commitments to improve on the key performance areas

				<u>TODAY's</u> performance	Target <u>2025</u>		Target <u>2030</u>	What this will add to your bill
Supply interruptions			Average time without water per household	13.7 mins	5 mins		5 mins	£6
Water Quality			Contacts per 1,000 population	1.6	1.33		1	£3
Internal sewer flooding			Incidents per 10,000 connections	1.43	1.63		1.04	} £11
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Leakage			Number of litres lost per property per day	83.6	103.1		78.0	£6
Pollution			Incidents per 10,000km of sewer	22	23.74		17.6	£4

THANK YOU FOR READING THIS INFORMATION.

PLEASE NOW ANSWER THE QUESTIONS IN THE LINK AND
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Please have this document somewhere to hand during your research session

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PART ONE

Thank you for agreeing to participate in this important project.

The research event will involve discussing future investment plans for Wessex Water & Bournemouth Water.

- Please read the following information before coming to the research event. This is designed to give you some background information to the topics we will be discussing.
- This exercise should take no longer than 20 minutes
- There are 3 sections to read: this is Part One
- **Please don't worry if you don't understand or remember the information** – it will all be recorded for research – and there will be time for questions.
- Please complete the short survey at the end of the document at least the day before the event.



Water companies in England and Wales

There are 11 water companies that provide **both water and sewerage services**

There are also 5 companies that provide **water services only**

Some households have 2 separate suppliers:

e.g. people in Bournemouth receive **water services from Bournemouth Water** and **sewerage services from Wessex Water**

Water companies are regional: people have to receive water services from the company that covers where they live



South West Water provides essential water services across the South West and in the Bournemouth region.

It provides water and sewerage services for the South West region and a water only service to the Bournemouth region

The investment figures stated in this research cover both regions

Wessex Water provides essential services across Somerset, Wiltshire, Dorset, Bath & Bristol.

It provides sewerage services for the whole region, including the Bournemouth Water region.



South West Water
water services wastewater services
c. 1.8 million population served
450 million litres of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



Bournemouth Water
water services
c. 500,000 population served
140 million litres of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth



FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Every five years, **water companies develop a 'business plan'** that sets out how they want to develop their services, and the proposed cost to customers.

As customers are not able to choose their water company, water companies must give them a say about **what they want from their services and the price they pay.**

Talking to customers also helps water companies **prioritise what to do first or what to do most of** – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.





The business plan and prices are then **finalised by Ofwat** in a process known as the Price Review. There is more information about this here: 'All about the price review'.

Available at:

<https://www.youtube.com/watch?v=OWmivC93AF8>

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are **'acceptable'** to you and whether you can **afford** the proposed bills from 2025-2030.

Companies also have to show to Ofwat that their **plans reflect what their customers want** – that means refining the plans based on what customers tell them.



Credit: Centre for Ageing Better



1. Water is collected groundwater, reservoirs or rivers and treated



2. Clean water supplied to customers



3. Customers receive a safe supply of water



4. Customers flush waste water



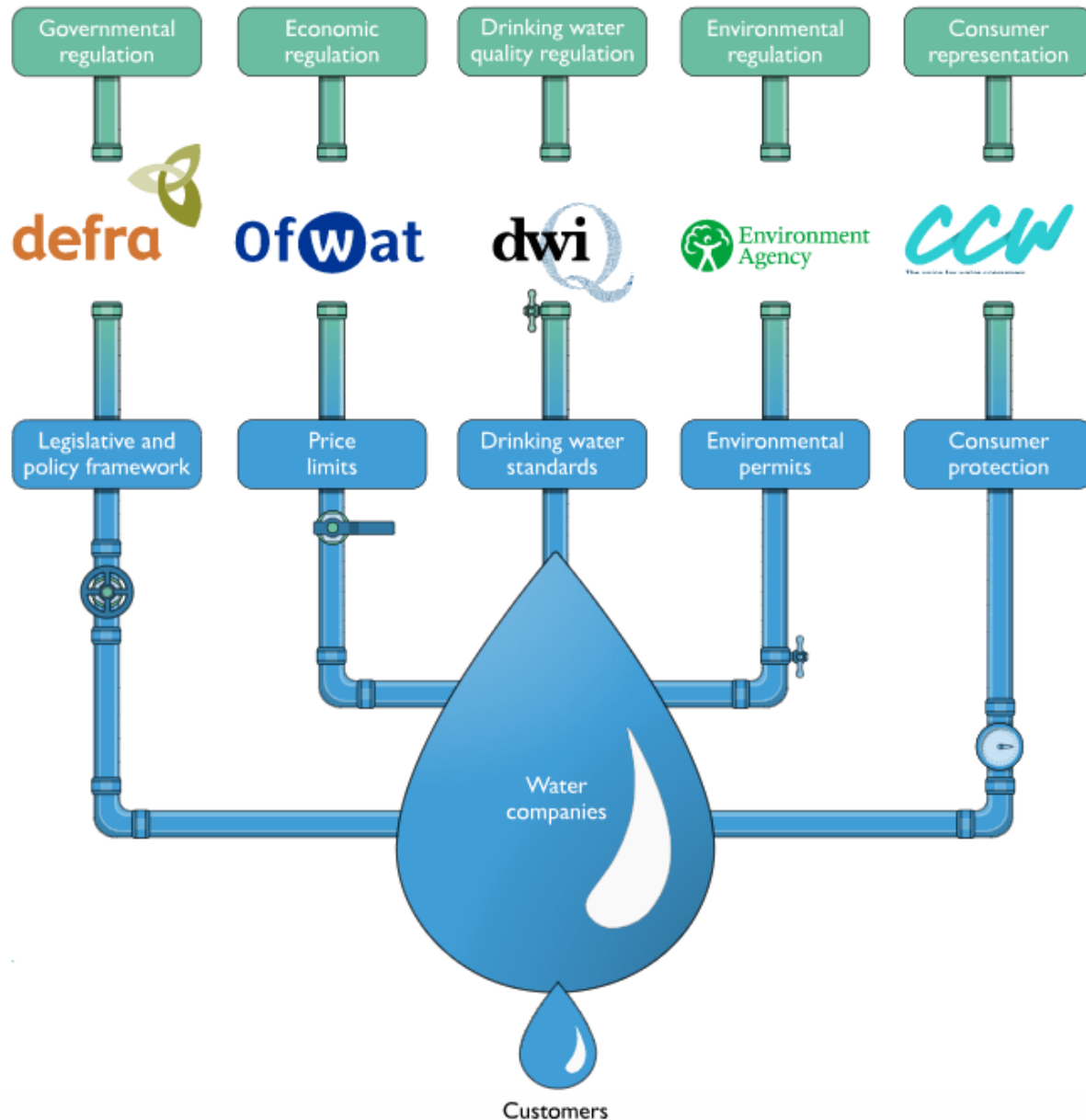
5. Wastewater is collected and piped to sewage pumping stations



6. Wastewater treated at recycling centres & returned to the environment

7. Customer services and billing based locally





Water companies are heavily regulated.

There are tough consequences if companies fail to meet their legal requirements, or their commitments for customers and the environment.

Defra: Department for Environment, Food and Rural Affairs

DWI: Drinking Water Inspectorate

CCW: Consumer Council for Water



Water companies are currently part way through their five-year business plan for 2020 to 2025. They have **service level targets, called 'performance commitments'**, in every five-year business plan.

These **targets are based on what customers have previously told companies they would like them to do**, and on Ofwat's assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan.

We are now going to show you how well your water and/or sewerage company is doing on some performance commitments, compared to other water companies in England and Wales. These commitments are a snapshot of the wide range of services companies provide. We are showing examples as customers have told us they are particularly important to them.



Water companies have to provide **reliable services**, and plan for their services to be **resilient** to changing weather patterns and demand from consumers.

Companies can **miss** or **exceed** performance commitment targets for a number of reasons.

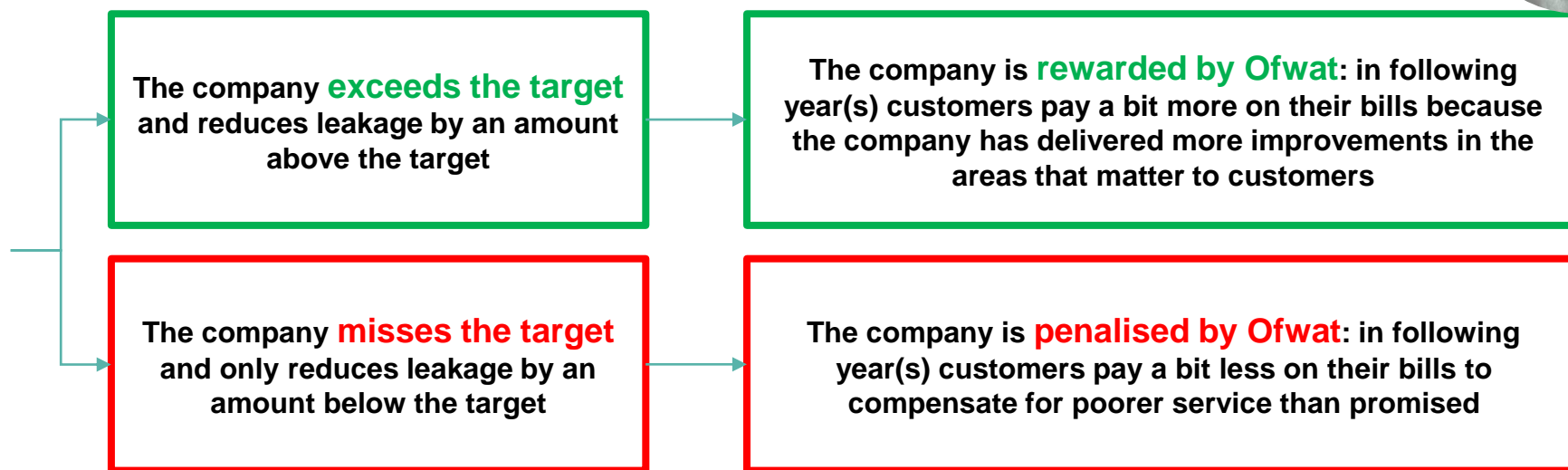
For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets



Example:

Water company sets a performance commitment based on customer priorities:

To reduce leakage from water mains and pipes





How has my bill been affected by Ofwat's penalties and incentives?



- Last year Wessex Water **passed 31** and **failed 11** performance commitment targets (with 2 neither passing or failing) earning them an overall reward of **£5.2m** that they could receive via customer bills (which would equate to £12 to an average household bill)
- However with bills already increasing it has deferred this reward so customer bills have not increased to pay for it.

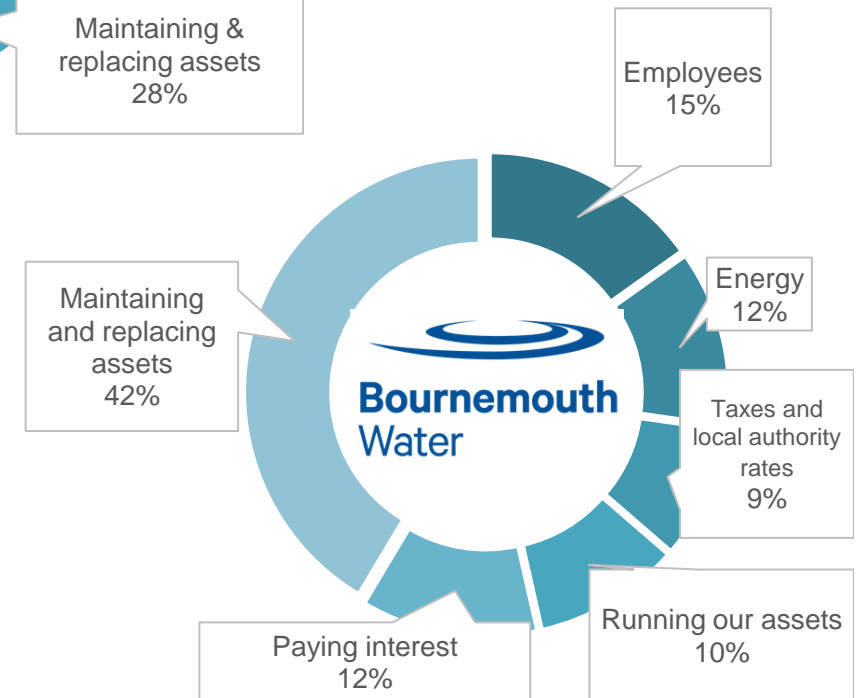
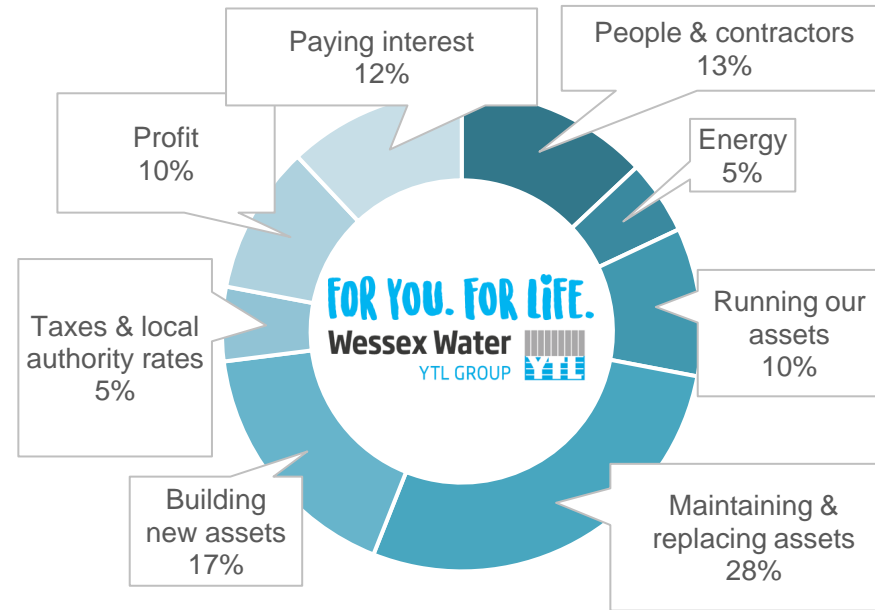
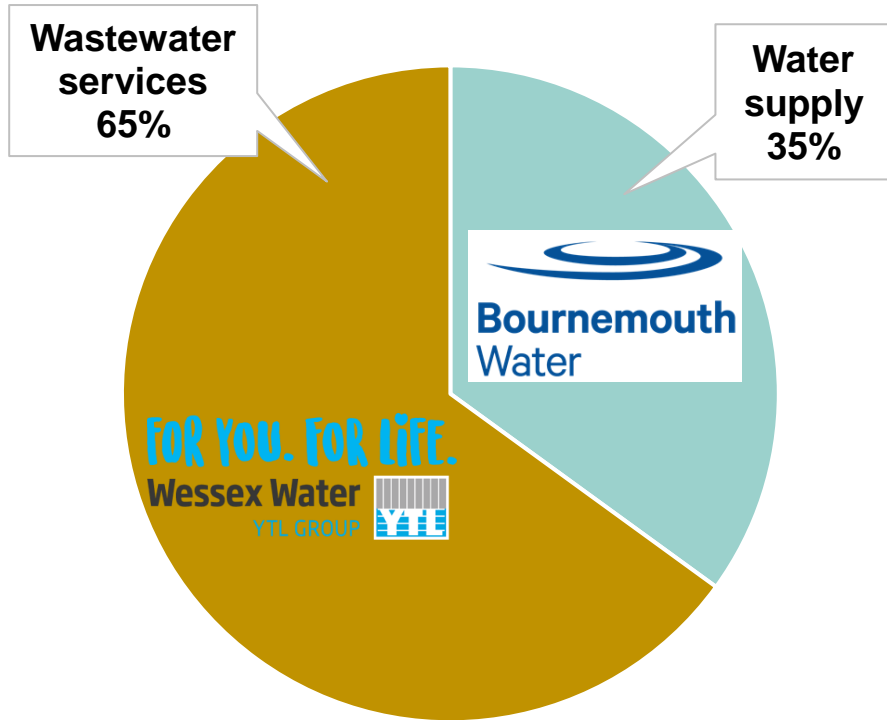


- Last year Bournemouth Water **passed 20** and **failed 6** performance commitment targets earning them a reward of £5m that they could retrieve through customer bills (which would equate to £1 per household)



Household bill breakdown

Split for every £1 spent for an average customer



PART TWO

Next we are showing you how Bournemouth Water & Wessex Water perform in relation to specific services for customers

- Please read the information and consider where you are happy with Bournemouth Water's & Wessex Water's performance – and where you would like to see improvements.



Priority Services is designed for customers with additional needs who may need extra help due to age, ill health, disability, mental health or a temporary change in personal situation.

Each water company, including Bournemouth Water and Wessex Water, keeps a Priority Services Register and it includes customers' specific requirement(s), for example:

- People who are particularly vulnerable **during supply interruptions**.
 - *People with health issues who could be at risk when there is no water e.g. dialysis , or people with mobility problems who may not be able to reach water tanks. These customers would be supplied with bottled water in the event of an interruption to supply.*
- People who need **information in a different format** than the company usually uses, for instance people who are deaf, vocally impaired, partially sighted or blind, or people with mental health problems or learning difficulties; or
- People who may need **help to read their meter, to understand their bills, or to make arrangements to pay** their bills



As we saw earlier, water companies have service level targets, called ‘performance commitments’ for which they can receive penalties (when they do not achieve the target) or rewards (when they do).

The **Priority Services Performance Commitment** is one that has no financial penalties or rewards for companies, but companies are scored on how well they do just like they are on other performance commitments.

For Priority Services, the regulator tells water companies to:

- Keep accurate and up-to-date information on consumers who need specific help or service
- Make sure all consumers are told about the specialised priority services that are available
- Make sure the application process is easy to access, to understand, and to complete
- Make sure consumers can find all the information they need in a form they can use and understand
- Make sure that bill payers who need special assistance know how much they need to pay and when they need to pay by
- Operate a password scheme to make sure that consumers can identify company staff from potential bogus callers
- Make sure all metered bill payers can check their water usage regularly
- Make sure that disabled consumers know which of the company’s public buildings and recreational facilities are equipped to cope with their needs
- Make sure that all staff are fully aware of the needs of, and services available for, disabled, chronically ill or elderly consumers

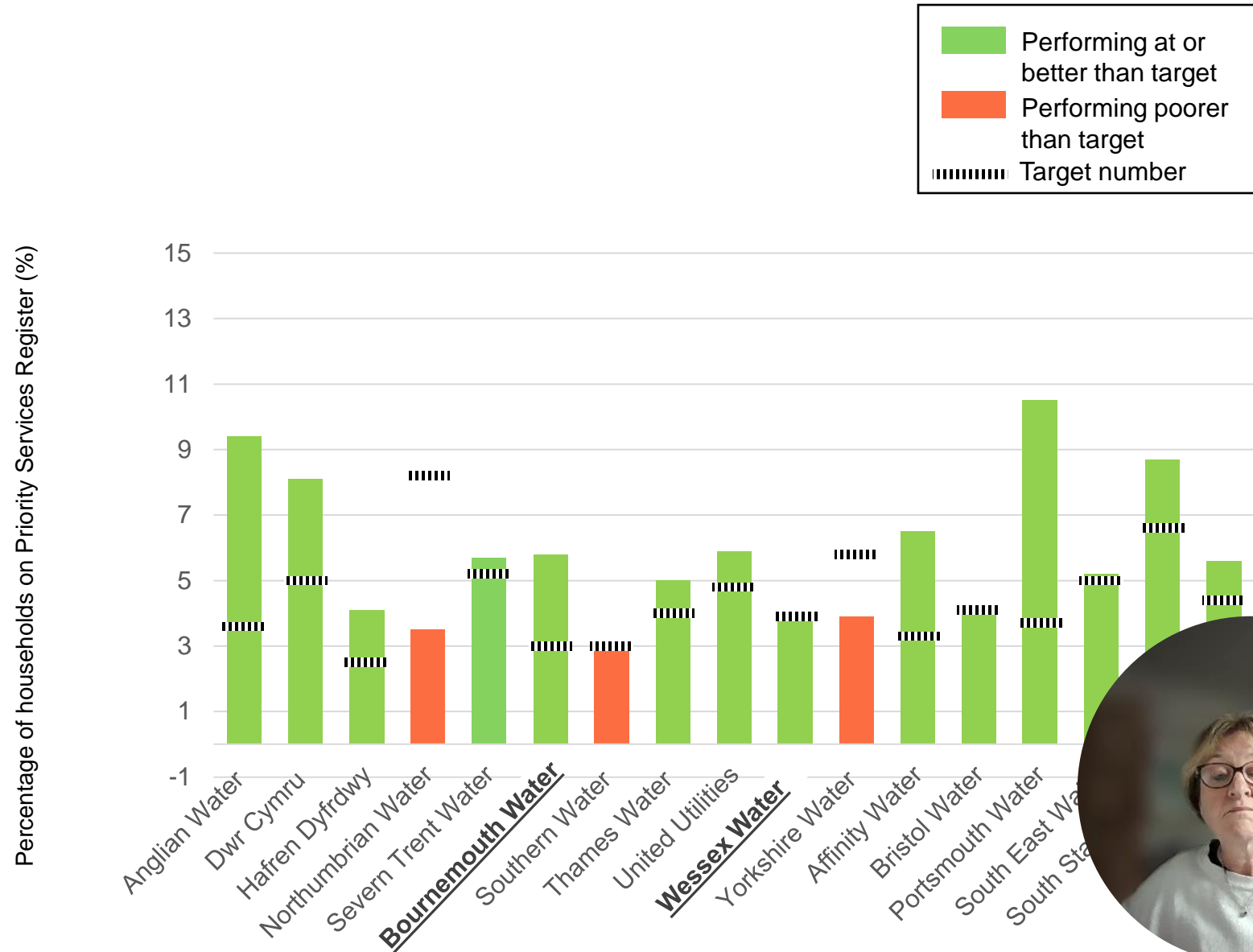


Priority services register performance in 2021-22

The table shows the percentage of households on each company's register and categorises the companies' performance on whether they have achieved all elements of the performance commitment.

Company performance against target.
(A higher percentage is better.)

Water and Sewerage company	Performance Against Target
Anglian Water	+161%
Dwr Cymru	+62%
Hafren Dyfrdwy	+64%
Northumbrian Water	-57%
Severn Trent Water	+10%
<u>Bournemouth Water</u>	<u>+93%</u>
Southern Water	-3%
Thames Water	+25%
United Utilities	+23%
<u>Wessex Water</u>	<u>+3%</u>
Yorkshire Water	-33%
Affinity Water	+97%
Bristol Water	0%
Portsmouth Water	+184%
South East Water	+4%
South Staffs Water	+32%
SES Water	+27%



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Please have this document somewhere to hand during your research session

WE LOOK FORWARD TO CHATTING WITH YOU IN THE RESEARCH SESSIONS.



As prescribed by the Ofwat CCW Guidance for water companies: testing customers' views of the acceptability and affordability of PR24 business plans Version 1.1
 Revised 08 03 23

Draft Questionnaire V3.0 FOR Pennon 27062023.

NOTES:

- **THIS QUESTIONNAIRE WAS REWORKED FOR EASIER READING AND UNDERSTANDING OF HOW THE SURVEY WORKS. WE CAN SUPPLY A TEST LINK TO THE FINAL, SCRIPTED SURVEY IN DUE COURSE. THIS DOCUMENT, HOWEVER, REFLECTS THE QUESTIONS AS CONTAINED IN CCW/OFWAT GUIDANCE.**
- **PLEASE READ THIS DOCUMENT IN CONJUNCTION WITH SEPARATE POWERPOINT FILES CONTAINING THE STIMULI**

Clean version with labelling

QUESTIONS THAT ARE PRESCRIBED BY OFWAT GUIDANCE LABELLED IN **RED**
 QUESTIONS WHICH ARE NOT PRESCRIBED, BUT FOLLOW GUIDANCE LABELLED IN **ORANGE**
 BESPOKE QUESTIONS OR ADDITIONS IN **YELLOW**

D1. WATER COMPANY

1	WESSEX WATER, WESSEX WATER	
2	BRISTOL WATER, WESSEX WATER	
3	BOURNEMOUTH WATER, WESSEX WATER	
4	SOUTH WEST WATER	

D2. HOUSEHOLD/NON-HOUSEHOLD

1	HOUSEHOLD	
2	NON-HOUSEHOLD	

D3. HOUSEHOLD NOT ON SOCIAL TARIFF / ON SOCIAL TARIFF

1	HOUSEHOLD NOT ON SOCIAL TARIFF	FROM SAMPLE
2	HOUSEHOLD ON SOCIAL TARIFF	FROM SAMPLE

INTRODUCTION BELOW IS NOT SPECIFIED BY OFWAT - ADDED BY BLUE MARBLE

PROC. INTRODUCTION

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

Thank you for taking part in this survey. The answers you give us will be used only for analysis purposes and to send your voucher to you. Your answers will be handled according to GDPR data protection rules and no personally identifiable information will be passed on to your water company unless you explicitly give permission.

<FOR D2=1 HOUSEHOLDS, INCLUDE: As part of this project we ask questions about profession, disability (if applicable), ethnicity and income band. You have the right to refuse to answer these questions. To receive a £5 voucher you will need to enter your email address or postal address at the end of the survey, so we can send it to you.>

To view the Blue Marble privacy policy, [click here.](#)

To view the QRS privacy policy, [click here.](#)

Please confirm if you agree to the above and would like to continue.

1	Yes, continue	
---	---------------	--

2	No, do not continue	CLOSE GO TO SCREENOUT_PII
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SCREENOUT BELOW IS NOT SPECIFIED BY OFWAT - ADDED BY BLUE MARBLE

SCREENOUT PII

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF PROC=2

We're sorry you do not wish to continue, and thank you for your interest in this research.

<IF ONLINE VERSION PIPE IN: You may now close this browser window.>

Screener: Household

QUESTION PRESCRIBED BY OFWAT

S1. AGE

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE

How old are you?

1	Please specify	OPEN, NUMERIC, 0-150
96	Prefer not to say	

DUMMY VARIABLE PRESCRIBED BY OFWAT

D4. DUMMY_AGE

RECORD FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

HIDDEN VARIABLE

1	Under 18	CLOSE GO TO SCREENOUT_AGE
2	18-24	
3	25-34	
4	35-44	
5	45-54	
6	55-64	
7	65-74	
8	75+	

QUESTION BELOW IS NOT SPECIFIED BY OFWAT - ADDED BY BLUE MARBLE AS WE DO NOT AGREE WITH THE GUIDANCE THAT CUSTOMERS SHOULD BE SCREENED OUT IF THEY PREFER NOT TO STATE THEIR AGE. WE ARE AWAITING CONFIRMATION FROM OFWAT IF THIS CHANGE IS ACCEPTABLE.

S1b. AGE

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 AND S1= 96 (HH AND PREFER NOT TO SAY)

SINGLE CODE

Before we continue, can we check if you are 18 years old or above?

1	Yes – I am 18 years old or above	
2	No, I am under 18 years old	CLOSE GO TO SCREENOUT_AGE
3	Prefer not to answer	CLOSE GO TO SCREENOUT_AGE

SCREENOUT BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED

SCREENOUT_AGE

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF D4=1 OR S1b= 2 OR 3 (UNDER 18 or PREFER NOT TO SAY)

'We're sorry but for this research we can only include those who are 18 years old or above. Thank you for your interest and we hope that you will take part in our surveys in future. <IF ONLINE VERSION PIPE IN: You may now close this browser window.>

QUESTION PRESCRIBED BY OFWAT

S2. BILL-PAYER STATUS

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE

Are you solely or jointly responsible for paying your household's water and sewerage bill?

Please select one answer only

1	Yes	
2	No, I am not responsible for paying the bill	CLOSE GO TO SCREENOUT_BILLPAYER
97	Don't know	CLOSE GO TO SCREENOUT_BILLPAYER

SCREENOUT BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED

SCREENOUT_BILLPAYER

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF S2=2,97 (Not responsible for bill)

'We're sorry but for this research we can only include those who are responsible for paying their household's water and sewerage bill. Thank you for your time and we are sorry for any inconvenience.

<IF ONLINE VERSION PIPE IN: You may now close this browser window.>

QUESTION PRESCRIBED BY OFWAT

S3. WATER METER STATUS

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE

Are you currently charged for water through a water meter?

Please select one answer only

1	Yes	
2	No	
97	Don't know	

D5. DUMMY_COMPANY

HIDDEN VARIABLE. FOR HH CUSTOMERS THIS IS DEFINED BY SAMPLE LIST. FOR NHH THIS IS DEFINED BY POSTCODE

	D5_1	D5_2	
D1=1	Wessex Water		
D1=2	Bristol Water	Wessex Water	
D1=3	Bournemouth Water	Wessex Water	
D1=4	South West Water		

QUESTION PRESCRIBED BY OFWAT

S4. WATER COMPANY

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE

[PIPE IN D5_1 Wessex Water / Bristol Water / Bournemouth Water / South West Water] is your water company and <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA PIPE IN: D5_2 Wessex Water> is responsible for your sewerage services. Does this sound right?

Please select one answer only

1	Yes	
2	No	CLOSE GO TO SCREENOUT_SUPPLIER
97	Don't know	

SCREENOUT BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED

SCREENOUT_SUPPLIER

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF S4=2 (Not correct water company)

'We're sorry but for this survey we can only include customers supplied by <PIPE IN: D5_1 Wessex Water / Bristol Water / Bournemouth Water/South West Water> for water supply and <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA [PIPE IN: D5_2 Wessex Water]> for sewerage services. Thank you for your time and we are sorry for any inconvenience. <IF ONLINE VERSION PIPE IN: You may now close this browser window.>

Screener: Non-Household

QUESTION PRESCRIBED BY OFWAT

S5. BILL PAYER STATUS

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

Are you solely or jointly responsible as the decision maker for your organisation's water and sewerage service at any of its premises?

Please select one answer only

1	Yes	
2	No	CLOSE GO TO SCREENOUT_NHHBILLPAYER

SCREENOUT BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED

SCREENOUT_NHHBILLPAYER

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF S5=2 (Not responsible for decisions)

'We're sorry but for this survey we can only include those who are responsible for making decisions about their organisation's water and sewerage bill. Thank you for your time and we are sorry for any inconvenience.

<IF ONLINE VERSION PIPE IN: You may now close this browser window.>

QUESTION BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED

S6. WATER COMPANY

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

How many of these premises where you are a decision maker for water and sewerage services, are supplied by [PIPE IN: D5_1 Wessex Water / Bristol Water / Bournemouth Water/South West Water for water and] <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA [PIPE IN: D5_2 Wessex Water]> for sewerage services? (Please remember that you may have a different retailer who you pay for these services).

Please select one answer only

1	0	CLOSE GO TO SCREENOUT_NHHSUPPLIER
2	1	
3	2	

4	3-5	
5	6 or more	
6	Don't know - but at least 1	
7	Don't know – may not be any	CLOSE GO TO SCREENOUT_NHHSUPPLIER

SCREENOUT BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED
SCREENOUT_NHHSUPPLIER

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF S6=1,7 (No premises supplied by correct water company)

'We're sorry but for this survey we can only include decision makers for premises supplied by <PIPE IN: D5_1 Wessex Water / Bristol Water / Bournemouth Water / South West Water > for water supply and] <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA [PIPE IN: D5_2 Wessex Water]> for sewerage services. Thank you for your time and we are sorry for any inconvenience.

<IF ONLINE VERSION PIPE IN: You may now close this browser window.>

QUESTION BELOW IS NOT SPECIFIED BY OFWAT - ADDED BY BLUE MARBLE AS AN EXTRA SCREENER FOR NON-HOUSEHOLD
S7_NHH HOME PREMISES

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

Can you confirm that at least one premises supplied by [PIPE IN: D5_1 Wessex Water / Bristol Water / Bournemouth Water/ South West Water] <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA [PIPE IN: and D5_2 Wessex Water]> where you are a decision maker for water and sewerage services are a business premises? By this we mean premises that are not primarily someone's home.

Please select one answer only

1	Yes – one or more is primarily a business premises	
2	No – none are primarily a business premises	CLOSE GO TO SCREENOUT_HOMEPREMISES
3	Don't know	CLOSE GO TO SCREENOUT_HOMEPREMISES

SCREENOUT BELOW IS NOT SPECIFIED BY OFWAT - ADDED BY BLUE MARBLE
SCREENOUT_HOMEPREMISES

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF S7=2,3 (Premises are primarily domestic)

'We're sorry but for this survey we can only include decision makers for business premises supplied by [PIPE IN: Wessex Water / Bristol Water / Bournemouth Water/South West Water] for water supply and [PIPE IN: Wessex Water] for sewerage services that are not primarily someone's home. Thank you for your time and we are sorry for any inconvenience.

<IF ONLINE VERSION PIPE IN: You may now close this browser window.>

QUESTION BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED
S8_NHH PERSPECTIVE

ASK FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

For the rest of this survey, we will be asking you to answer from the perspective of someone who is responsible for business premises supplied by [PIPE IN: Wessex Water / Bristol Water / Bournemouth Water / South West Water for water supply] and [PIPE IN: Wessex Water] for

sewerage services. Can you confirm that you will only answer relating to these premises in your company / organisation?

Please select one answer only

1	Yes	
2	No	CLOSE GO TO SCREENOUT_NHHPERSPECTIVE
3	Don't know	CLOSE GO TO SCREENOUT_NHHPERSPECTIVE

SCREENOUT BELOW REQUIRED BY OFWAT, BUT WORDING NOT PRESCRIBED

SCREENOUT_NHHPERSPECTIVE

FOR FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW IF S8=2,3 (Does not confirm will answer from NHH perspective)

'We're sorry but in this case we cannot proceed with the survey. Thank you for your time and we are sorry for any inconvenience. <IF ONLINE VERSION PIPE IN: You may now close this browser window.>

Affordability

D6. DUMMY_CUSTOMERTYPE

HIDDEN VARIABLE

1	household	D2=1
2	organisation	D2=2

TEXT PRESCRIBED BY OFWAT

INFO1.

SHOW ALL

Thank you. We are now going to ask you some questions about your <PIPE IN: D6 household / organisation>'s financial situation.

QUESTION PRESCRIBED BY OFWAT

Q1. ABILITY TO PAY BILLS

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

Thinking about your household's finances over the last year, how often, if at all, have you struggled to pay at least one of your household bills?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF

Thinking about your organisation's finances over the last year, how often, if at all, has your organisation struggled to pay at least one of its bills?

Please select one answer only

1	All of the time	
2	Most of the time	
3	Sometimes	
4	Rarely	
5	Never	
96	Prefer not to say	ANCHOR IN LAST POSITION

QUESTION PRESCRIBED BY OFWAT

Q2. FINANCIAL CIRCUMSTANCE

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

Overall, how well would you say you are managing financially now?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF

Overall, how well would you say your organisation is managing financially now?

Please select one answer only

1	Living comfortably	SHOW IF D2=1 (HH)
2	Doing well	SHOW IF D2=2 (NHH)
3	Doing alright	
4	Just about getting by	
5	Finding it quite difficult	
6	Finding it very difficult	
96	Prefer not to say	ANCHOR IN LAST POSITION

QUESTION PRESCRIBED BY OFWAT**Q3. FUTURE FINANCIAL CIRCUMSTANCE**

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Thinking about your <PIPE IN D6 household / organisation>'s financial situation over the next few years up to 2030, do you expect it to get:

Please select one answer only

1	A lot worse	
2	A bit worse	
3	Stay the same	
4	A bit better	
5	A lot better	
96	Prefer not to say	ANCHOR IN LAST POSITION

QUESTION PRESCRIBED BY OFWAT**Q4. CURRENT BILL AFFORDABILITY**

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult is it for you to afford to pay your current water and sewerage bill?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult is it for your company/organisation to afford to pay its current water and sewerage bill:

Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR IN LAST POSITION

TEXT PRESCRIBED BY OFWAT**INFO2. BILL PROFILE AFFORDABILITY_1**

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW ALL

The next set of questions are about proposed changes to your water and sewerage

bill for the years 2025-2030. The chart shown in the next question shows these changes. It also shows how inflation may impact on your bill, based on the Bank of England's inflation forecasts.

<IF D1=3; PIPE IN: [(Please note this is the total combined bills from Bournemouth Water for your water supply and Wessex Water for your sewerage service)]>.

TEXT PRESCRIBED BY OFWAT

INFO3. BILL PROFILE AFFORDABILITY_2

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW ALL

Water bills change each in year in line with inflation. Inflation is the increase in prices paid for goods and services over time. Household incomes also change over time.

- If your household income keeps up with inflation (increases at the same rate), then you are likely to notice little difference in what you are paying for things.
- If inflation increases by a faster rate than your household income, then you are likely to have less money to go around.
- If your household income increases by a faster rate than inflation, then you are likely to have more money to go around.

The Bank of England aims to keep inflation at 2%, but it has recently been much higher than this. As well as changing by inflation each year, bills change by an amount set by Ofwat as part of their price review process every five years.

The proposed bills you will see from 2025 to 2030 include the Bank of England forecasts for inflation from 2025 to 2030, and proposed amounts to cover the investment in water and sewerage services needed over the next few years.

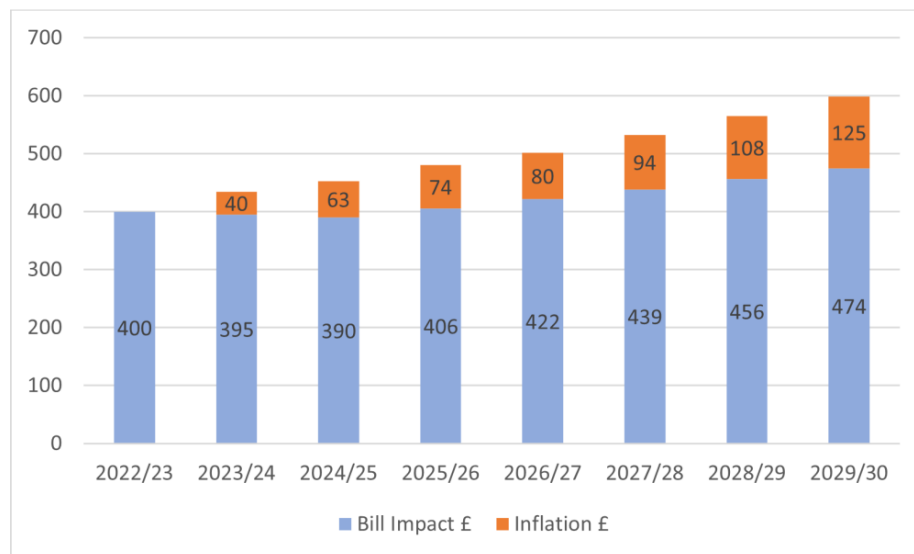
TEXT AND CHART PRESCRIBED BY OFWAT

Q5. BILL PROFILE AFFORDABILITY

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL, SHOW STIM (DYNAMIC BILL PROFILE CHART)

NOTE TO SCRIPTER: SEE SEPARATE SPEC FOR THE DYNAMIC BILL PROFILE CHART



SHOW UNDER STIM IF D2=1 AND D3=2 (HH CUSTOMERS ON SOCIAL TARIFF)

This bill profile is based on the financial support scheme you are currently on.

SHOW UNDER STIM IF D2=2 (NHH)

This bill profile is based on **an example bill** that a company would pay to the retailer for water and sewerage, starting at £1,000 for 2022-23.

SHOW UNDER STIM IF D2=1 (HH) AND BILL AMOUNT IS '0', '-1' OR 'NULL IN THE SOURCE SPREADSHEET FOR THE CHART CALCULATION (I.E. WE HAVE USED AN AVERAGE BILL FOR THE CHART CALCULATION)

These bill amounts are based on the average household customer bill.

QUESTION PRESCRIBED BY OFWAT

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult do you think it would be for you to afford these water and sewerage bills?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF,

How easy or difficult do you think it would be for your organisation to afford its water/water and sewerage/sewerage bills if they went up at the same rate?

Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR

QUESTION PRESCRIBED BY OFWAT

Q6. COPING STRATEGIES FOR BILL INCREASES

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 AND Q5=3,4,5 (HH AND NEUTRAL OR DIFFICULT TO AFFORD BILLS)

MULTICODE, RANDOMISE

Which of the following do you think you would need to do to pay for the increase in your water bills between 2025 and 2030?

Please select all that apply

1	Shopping around more	
2	Spending less on food shopping and essentials	
3	Spending less on non-essentials	
4	Cutting back on non-essential journeys in my vehicle	
5	Eat out less	
6	Using less fuel such as gas or electricity in my home	
7	Using less water	
8	Using my savings	
9	Using credit more than usual, for example, credit cards, loans, or overdrafts	
10	Ask family and friends for financial support	
11	Other (Please specify)	OPEN END, ANCHOR
97	Don't know	ANCHOR, EXCLUSIVE

Acceptability

TEXT PRESCRIBED BY OFWAT

INFO4.

SHOW IF D1=1 or 4 WESSEX OR SOUTH WEST WATER SUPPLY AREA

Thank you. We are now going to ask you some questions about your views on your water company's business plan. Water companies are required to put together business plans for each five-year period. The plan we are showing you is for 2025-2030.

SHOW IF D1=2,3 BRISTOL OR BOURNEMOUTH WATER SUPPLY AREA

Thank you. We are now going to ask you some questions about your views on your water companies' business plans. Water companies are required to put together business plans for each five-year period. The plans we are showing you are for 2025-2030.

TEXT BELOW IS NOT PRESCRIBED BY OFWAT, BUT CLOSELY REFLECTS TEXT IN THE QUALITATIVE GUIDANCE THAT OFWAT INSTRUCT US 'SHOULD BE USED AS A STARTING POINT'

INFO5.

SHOW IF D1=1,4 WESSEX OR SOUTH WEST WATER SUPPLY AREA

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have service level targets, called 'performance commitments', in every five year business plan. These targets are based on what customers have previously told companies they would like them to do, and an assessment by Ofwat (the water industry regulator) of what companies should deliver.

Ofwat monitors water companies against these performance commitments every year to see if they have met the service level target.

Some parts of the plan we will show you are related to performance commitments. For these parts of the plan we will show you how well your water and/or sewerage company is doing compared to other water companies in England and Wales.

We will now show you <12> parts of the business plan for <PIPE IN D5_1 Wessex Water South West Water>, one at a time. This includes performance commitments that customers have told us are particularly important to them. These are a snapshot of the full range of services companies provide. In addition to what you will see, there are other costs that your bills will need to pay for.

On the next page you'll see the first part of <PIPE IN D5_1 Wessex Water / South West Water>'s plan. Please read it carefully, and then click the next button to see the next part of the plan. After each set of 3 parts we'll ask you a question.

NOTE TO QRS: FOR THE PAPER SURVEY WE WILL NEED A DIFFERENT INSTRUCTION HERE REFERRING TO THE SEPARATE SET OF STIMULI INCLUDED.

SHOW IF D1=2,3, BRISTOL OR BOURNEMOUTH SUPPLY AREA, RANDOMISE PIPE IN ORDER

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have service level targets, called 'performance commitments', in every five year business plan. These targets are based on what customers have previously told companies they would like them to do, and an assessment by Ofwat (the water industry regulator) of what companies should deliver.

Ofwat monitors water companies against these performance commitments every year to see if they have met the service level target.

Some parts of the plan we will show you are related to performance commitments. For these parts of the plan we will show you how well your water and/or sewerage company is doing compared to other water companies in England and Wales.

We will now show you 6 parts of the business plan for <PIPE IN D5_1 Bristol Water / Bournemouth Water >, one part at a time, and then 6 parts of <PIPE IN D5_2 Wessex Water >'s plan. This includes performance commitments that customers have told us are particularly important to them. These are a snapshot of the full range of services companies provide. In addition to what you will see, there are other costs that your bills will need to pay for.

On the next page you'll see the first part of <D5_1 Bristol Water / Bournemouth Water >'s plan. Once you've read it, scroll to the bottom of the page, and click the arrow to see the next part. Please read the descriptions carefully. After each set of 3 parts we'll ask you a question.

NOTE TO QRS: FOR THE PAPER SURVEY WE WILL NEED A DIFFERENT INSTRUCTION HERE REFERRING TO THE SEPARATE SET OF STIMULI INCLUDED. TO DISCUSS.

NOTES ON THE FOLLOWING SECTION – DESCRIBING THE BUSINESS PLAN:

- OFWAT PRESCRIBE WHICH SIX PERFORMANCE COMMITMENTS WE MUST SHOW.
- UP TO 6 OTHER COMPONENTS CAN BE SHOWN, AND THERE IS FREE CHOICE AS TO WHAT THESE ARE.
- THE GUIDANCE PARTLY PRESCRIBES WORDING IN THE STIM FOR THE 6 PERFORMANCE COMMITMENTS.
- THE COMPARATIVE PERFORMANCE CHARTS ARE PRESCRIBED BUT BASED ON
- FOR THE ADDITIONAL 6 PLAN COMPONENTS THERE IS NO PRESCRIBED TEXT, BUT THERE ARE GUIDELINES FOR WHAT OFWAT WANT TO SEE INCLUDED.
- PLEASE SEE THE ACCOMPANYING POWERPOINT SLIDE PACKS FOR THE STIM AND MORE DETAIL ABOUT WHAT TEXT IS PRESCRIBED.

Block of business plan	Title	Main stim	Info screen
Block 1: xxx Water Common PCs (must include)	'Water supply interruptions, lasting longer than 3 hours'	STIM1A_xx_ (1 page)	STIM1B_xx (1 page)
	'Reducing leaks'	STIM2A_xx_ (1 page)	STIM2B_xx (1 page)
	'The appearance, taste and smell of tap water'	STIM3A_xx_ (1 page)	STIM3B_xx (1 page)
Block 2: xxx Water Additional components (relating to water supply)	Varies e.g. 'Replacing lead pipes'	STIM4_xx	-
	Varies e.g. 'Removing everyone from water poverty'	STIM5_xx_	-
	Varies e.g. 'Installing smart water meters'	STIM6_xx_	-
Block 3: xxx Water Common PCs (must include)	'Sewage flooding of properties – inside properties'	STIM7A_xx_ (1 page)	STIM7B_xx (1 page)
	'Sewage flooding of gardens, outbuildings or access points'	STIM8A_xx_ (1 page)	STIM8B_xx (1 page)
	'Pollution of rivers or bathing waters'	STIM9A_xx_ (1 page)	STIM9B_xx (1 page)
Block 4: xxx Water Additional components (relating to sewerage)	Varies e.g. 'Becoming operationally net zero'	STIM10_xx_	-
	Varies e.g. 'Removing excess nitrogen and phosphorus from rivers and sea'	STIM11_xx_	-
	Varies e.g. 'Reducing sewage spills'	STIM12_xx_	-

BLOCK 1 (WATER SUPPLY PCs)

PARTLY PRESCRIBED. THIS INCLUDES NEW COMPARATIVE PERFORMANCE CHART BASED RECENT OFWAT NOTE

STIM1A_XX_HH AND STIM1B_XX_HH

'Water supply interruptions, lasting longer than 3 hours'

PARTLY PRESCRIBED. THIS INCLUDES NEW COMPARATIVE PERFORMANCE CHART BASED RECENT OFWAT NOTE

STIM2A_XX AND STIM2B_XX

'Reducing leaks'

PARTLY PRESCRIBED. THIS INCLUDES NEW COMPARATIVE PERFORMANCE CHART BASED RECENT OFWAT NOTE

STIM3A_XX AND STIM3B_XX

'The appearance, taste and smell of tap water'

FOR BLOCK 1:

QUESTION PRESCRIBED BY OFWAT

Q7a. MOST IMPORTANT COMPONENT

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	PIPE IN COMPONENT 1 TITLE <'Water supply interruptions, lasting longer than 3 hours'>	
2	PIPE IN COMPONENT 2 TITLE <'Reducing leaks'>	
3	PIPE IN COMPONENT 3 TITLE <'The appearance, taste and smell of tap water'>	
97	Don't know/Can't say	ANCHOR

BLOCK 2 (ADDITIONAL COMPONENTS RELATING TO WATER SUPPLY)

NOT PRESCRIBED – BUT OFWAT PROVIDE BROAD GUIDANCE ON COVERAGE

STIM4_XX

Varies e.g. 'Replacing lead pipes'

NOT PRESCRIBED – BUT OFWAT PROVIDE BROAD GUIDANCE ON COVERAGE

STIM5_XX

Varies e.g. 'Removing everyone from water poverty'

NOT PRESCRIBED – BUT OFWAT PROVIDE BROAD GUIDANCE ON COVERAGE

STIM6_XX

Varies e.g. 'Installing smart water meters'

FOR BLOCK 2:

QUESTION PRESCRIBED BY OFWAT

Q7b. MOST IMPORTANT COMPONENT

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	PIPE IN COMPONENT 4 TITLE	
2	PIPE IN COMPONENT 5 TITLE	
3	PIPE IN COMPONENT 6 TITLE	

97	Don't know/Can't say	ANCHOR
----	----------------------	--------

BLOCK 3 (SEWERAGE PCs)

PARTLY PRESCRIBED. THIS INCLUDES NEW COMPARATIVE PERFORMANCE CHART BASED RECENT OFWAT NOTE

STIM7A_XX AND STIM7B_XX

'Sewage flooding of properties – internal'

PARTLY PRESCRIBED. THIS INCLUDES NEW COMPARATIVE PERFORMANCE CHART BASED RECENT OFWAT NOTE

STIM8A_XX AND STIM8B

'Sewage flooding of properties - external'

PARTLY PRESCRIBED. THIS INCLUDES NEW COMPARATIVE PERFORMANCE CHART BASED RECENT OFWAT NOTE

STIM9A_XX AND STIM9B_XX

'Pollution of rivers and bathing waters'

QUESTION PRESCRIBED BY OFWAT

FOR BLOCK 3:

Q7c. MOST IMPORTANT COMPONENT

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	PIPE IN COMPONENT 7 TITLE < Sewage flooding of properties – internal>	
2	PIPE IN COMPONENT 8 TITLE <Sewage flooding of properties – external>	
3	PIPE IN COMPONENT 9 TITLE < Pollution of rivers and bathing waters >	
97	Don't know/Can't say	ANCHOR

BLOCK 4 (ADDITIONAL COMPONENTS RELATING TO SEWERAGE SERVICES)

NOT PRESCRIBED – BUT OFWAT PROVIDE BROAD GUIDANCE ON COVERAGE

STIM10_XX

Varies e.g. 'Becoming operationally net zero'

NOT PRESCRIBED – BUT OFWAT PROVIDE BROAD GUIDANCE ON COVERAGE

STIM11_XX

Varies e.g. 'Preventing excess nitrogen and phosphorous from entering rivers and sea'

NOT PRESCRIBED – BUT OFWAT PROVIDE BROAD GUIDANCE ON COVERAGE

STIM12_XX

Varies e.g. 'Reducing sewage spills'

QUESTION PRESCRIBED BY OFWAT

FOR BLOCK 4:

Q7d. MOST IMPORTANT COMPONENT

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on what you have just read, which of these three parts of the business plan is the most important to you?

Please select one answer only

1	PIPE IN COMPONENT 10 TITLE	
2	PIPE IN COMPONENT 11 TITLE	
3	PIPE IN COMPONENT 12 TITLE	
97	Don't know/Can't say	ANCHOR

NOT PRESCRIBED – BUT IN GUIDANCE Q&A A SIMPLE ON A PAGE SUMMARY IS MENTIONED

INFO5b.

SHOW ALL

Here is a quick reminder of what's included in the proposed business plans for [PIPE IN: D5_1 Wessex Water / Bristol Water / Bournemouth Water South West Water] <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA [PIPE IN: and D5_2 Wessex Water]> for 2025-30:

STIM13_XX_HH

QUESTION PRESCRIBED BY OFWAT

Q8. ACCEPTABILITY OF OVERALL PLAN

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D1=1,4 WESSEX OR SOUTH WEST WATER SUPPLY AREA

SINGLE CODE, FLIP SCALE FOR HALF

Based on everything you have seen and read about <PIPE IN D5_1 Wessex Water/ South West Water>'s proposed business plan, how acceptable or unacceptable is it to you?

Please select one answer only

ASK IF D1=2,3 BRISTOL OR BOURNEMOUTH WATER SUPPLY AREA

SINGLE CODE, FLIP SCALE FOR HALF

Based on everything you have seen and read about [PIPE IN D5_1 Bristol Water / Bournemouth Water] and [PIPE IN: D5_2 Wessex Water]'s proposed business plans, how acceptable or unacceptable are they to you? *(Please give one answer, thinking about everything in the two companies' plans' overall; you will have a chance later on to give your answer for each individual company's plan.)*

Please select one answer only

1	Completely acceptable	
2	Acceptable	
3	Unacceptable	
4	Completely unacceptable	
97	Don't know/Can't say	ANCHOR

QUESTION PRESCRIBED BY OFWAT

A8a. REASONS WHY OVERALL PLAN NOT ACCEPTABLE

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF Q8=3/4 (SINGLE COMPANY AND NOT ACCEPTABLE)
 MULTICODE UP TO 2, RANDOMISE

What are the two main reasons that you feel the proposals for your water services are unacceptable?

Please choose up to two answers only

1	The bill increases are too expensive	SHOW ALL
2	Company profits are too high	SHOW ALL
3	Companies should pay for service improvements	SHOW ALL
4	I expect better service improvements	SHOW ALL
5	The plan is poor value for money	SHOW ALL
6	Compared to energy prices it is more expensive	SHOW ALL
7	I am dissatisfied with current services	SHOW ALL
8	The plans don't focus on the right services	SHOW ALL
9	I won't be able to afford this	SHOW ALL
10	I don't trust them to make these service improvements	SHOW ALL
45	Other 1 (Please specify)	ANCHOR, OPEN END
46	Other 2 (Please specify)	ANCHOR, OPEN END
97	Don't know/Can't say	ANCHOR, EXCLUSIVE

ASK IF D1=2,4,7,8,10 (BRISTOL OR BOURNEMOUTH SUPPLY) WHERE 2,4,7,8,10 IS CODED
 If you think this particularly applies to just one company, please write in which (OPEN)

QUESTION PRESCRIBED BY OFWAT

Q8b. REASONS WHY OVERALL PLAN IS ACCEPTABLE

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF Q8=1/2 (ACCEPTABLE)
 MULTICODE UP TO 2, RANDOMISE

What are the two main reasons that you feel the proposals for your water services are acceptable?

Please choose up to two answers only

1	The plan is good value for money	SHOW ALL
2	The plan is affordable	SHOW ALL
3	Compared to energy prices it's cheaper	SHOW ALL
4	Their plans seem to focus on the right services	SHOW ALL
5	The company provides a good service now	SHOW ALL
6	I support what they are trying to do in the long term	SHOW ALL
7	The change to my bill is small	SHOW ALL
8	I trust them to do what's best for customers	SHOW ALL
9	I have been dissatisfied with the service recently but am pleased that they are making improvements	SHOW ALL
45	Other 1 (Please specify)	ANCHOR, OPEN END
46	Other 2 (Please specify)	ANCHOR, OPEN END
97	Don't know/Can't say	ANCHOR, EXCLUSIVE

ASK IF D1=2,3 (BRISTOL OR BOURNEMOUTH SUPPLY) WHERE 4,5,8,9 IS CODED
 If you think this particularly applies to just one company, please write in which (OPEN)

QUESTION PRESCRIBED BY OFWAT

Q9. PREFERRED PHASING

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK ALL
 SINGLECODE, DO NOT RANDOMISE

Long term investment by [PIPE IN D5_1] Wessex Water / Bristol Water / Bournemouth Water/
 South West Water <FOR D1=2,3 BRISTOL OR BOURNEMOUTH SUPPLY AREA PIPE IN: and D5_2

Wessex Water> will require an increase in customer bills. Bills could increase in different ways over time. For example, there could be increases now for current bill payers, or bigger increases in the long term for future generations. Which one of the following options would you prefer?

Please select one answer only

1	An increase in bills starting sooner, spreading increases across different generations of bill-payers	
2	An increase in bills starting later, putting more of the increases onto younger and future bill-payers	
3	I don't know enough at the moment to give an answer	

Optional additional section for combined company research

NOTE TO SCRIPTER: PLEASE CAN WE ROTATE ORDER OF Q5b AND Q5c

THIS IS OPTIONAL. WE UNDERSTAND THAT PENNON ARE HAPPY TO NOT INCLUDE. IF WE DO INCLUDE (WHICH WE WOULD NOT RECOMMEND, ON THE GROUNDS OF SURVEY LENGTH AND DOUBTS OVER IT BEING MEANINGFUL) IT NEEDS TO FOLLOW PRESCRIBED WORDING AS FOR Q5.

Q5b. BILL PROFILE AFFORDABILITY – WATER SUPPLY COMPANY BILL PROFILE ONLY

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

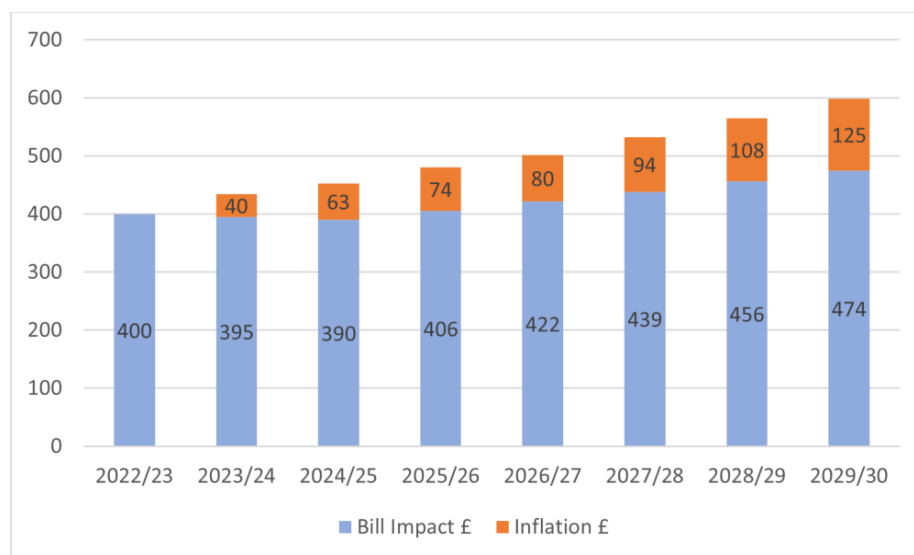
ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

This question is about proposed changes to your **water supply bill** (what you pay for <PIPE IN: **D5_1 Bristol Water / Bournemouth Water** >'s service) for the years 2025-2030.

ASK ALL, SHOW STIM (DYNAMIC BILL PROFILE CHART)

NOTE TO SCRIPTER: SEE SEPARATE SPEC FOR THE DYNAMIC BILL PROFILE CHART



SHOW UNDER STIM IF D2=1 (HH) AND BILL AMOUNT IS '0', '-' OR 'NULL IN THE SOURCE SPREADSHEET FOR THE CHART CALCULATION (I.E. WE HAVE USED AN AVERAGE BILL FOR THE CHART CALCULATION)

These bill amounts are based on the average household customer bill.

SHOW UNDER STIM IF D2=1 AND D3=2 (HH CUSTOMERS ON SOCIAL TARIFF)

This bill profile is based on the financial support scheme you are currently on.

SHOW UNDER STIM IF D2=2 (NHH)

This bill profile is based on **an example bill** that a company would pay to the retailer for water, starting at £500 for 2022-23.

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult do you think it would be for you to afford these water bills for the **water services** provided by <PIPE IN: **D5_1 Bristol Water / Bournemouth Water** >?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF,

How easy or difficult do you think it would be for your organisation to afford its water bills for the **water supply** provided by <PIPE IN: **D5_1 Bristol Water / Bournemouth Water** > if they went up at the same rate?

Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR

THIS IS OPTIONAL. WE UNDERSTAND THAT PENNON ARE HAPPY TO NOT INCLUDE. IF WE DO INCLUDE (WHICH WE WOULD NOT RECOMMEND, ON THE GROUNDS OF SURVEY LENGTH AND DOUBTS OVER IT BEING MEANINGFUL) IT NEEDS TO FOLLOW PRESCRIBED WORDING AS FOR Q5.

Q5c. BILL PROFILE AFFORDABILITY – SEWERAGE COMPANY BILL PROFILE ONLY

FOR BRISTOL AND BOURNEMOUTH SUPPLY AREAS ONLY

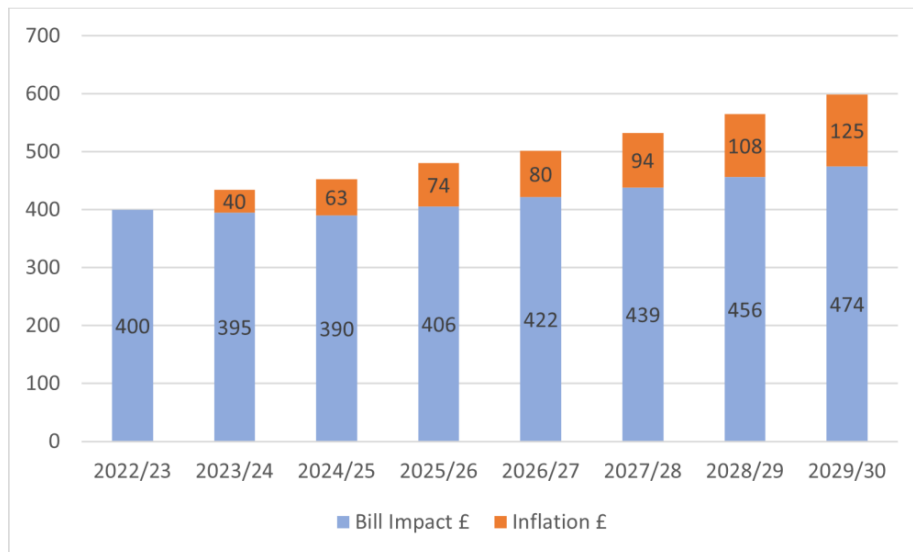
ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

This question is about proposed changes to your **sewerage bill** (what you pay for <PIPE IN: **D5_2 Wessex Water** >'s service) for the years 2025-2030,

ASK ALL, SHOW STIM (DYNAMIC BILL PROFILE CHART)

NOTE TO SCRIPTER: SEE SEPARATE SPEC FOR THE DYNAMIC BILL PROFILE CHART



SHOW UNDER STIM IF D2=1 (HH) AND BILL AMOUNT IS '0', '-' OR 'NULL IN THE SOURCE SPREADSHEET FOR THE CHART CALCULATION (I.E. WE HAVE USED AN AVERAGE BILL FOR THE CHART CALCULATION)

These bill amounts are based on the average household customer bill.

SHOW UNDER STIM IF D2=1 AND D3=2 (HH CUSTOMERS ON SOCIAL TARIFF)

This bill profile is based on the financial support scheme you are currently on.

SHOW UNDER STIM IF D2=2 (NHH)

This bill profile is based on **an example bill** that a company would pay to the retailer for water, starting at £500 for 2022-23.

ASK IF D2=1 (HH)

SINGLE CODE, FLIP SCALE FOR HALF

How easy or difficult do you think it would be for you to afford these water bills for the **sewerage services** provided by <PIPE IN: **D5_2 Wessex Water** >?

Please select one answer only

ASK IF D2=2 (NHH)

SINGLE CODE, FLIP SCALE FOR HALF,

How easy or difficult do you think it would be for your organisation to afford its water bills for the **sewerage services** provided by <PIPE IN: **D5_2 Wessex Water**> if they went up at the same rate?

Please select one answer only

1	Very easy	
2	Fairly easy	
3	Neither easy nor difficult	
4	Fairly difficult	
5	Very difficult	
97	Don't know	ANCHOR

NOTE TO SCRIPTER: PLEASE CAN WE ROTATE ORDER OF Q10a AND Q10b, MATCHING ORDER OF Q5b AND Q5c (I.E. WATER SYPPLY COMPANY IS FIRST IN BOTH ROTATIONS OR SEWERAGE COMPANY IS FIRST IN BOTH ROTATIONS)

THIS IS OPTIONAL. IF WE DO INCLUDE IT NEEDS TO FOLLOW PRESCRIBED WORDING. WE UNDERSTAND PENNON ARE HAPPY TO NOT INCLUDE

Q10a. ACCEPTABILITY OF OVERALL PLAN – WATER COMPANY

FOR BRISTOL AND BOURNEMOUTH SUPPLY AREAS ONLY

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on everything you have seen and read about [PIPE IN **D5_1 Bristol Water / Bournemouth Water**]'s proposed business plan, how acceptable or unacceptable is it to you?

SHOW ONE PAGE SUMMARY OF WHAT WAS INCLUDED - STIM14_BW_HH / STIM14_BRL_HH

STIM IS NOT PRESCRIBED – GUIDANCE Q&A MENTIONS SIMPLE ONE PAGE PLAN SUMMARY

Please select one answer only

1	Completely acceptable	
2	Acceptable	
3	Unacceptable	
4	Completely unacceptable	
97	Don't know/Can't say	ANCHOR

THIS IS OPTIONAL. IF WE DO INCLUDE IT NEEDS TO FOLLOW PRESCRIBED WORDING. WE UNDERSTAND PENNON ARE HAPPY TO NOT INCLUDE

Q10b. ACCEPTABILITY OF OVERALL PLAN – SEWERAGE COMPANY

FOR BRISTOL AND BOURNEMOUTH SUPPLY AREAS ONLY

ASK ALL

SINGLE CODE, FLIP SCALE FOR HALF

Based on everything you have seen and read about [PIPE IN **D5_2 Wessex Water**]'s proposed business plan, how acceptable or unacceptable is it to you?

SHOW ONE PAGE SUMMARY OF WHAT WAS INCLUDED - STIM14_WW_HH

STIM IS NOT PRESCRIBED – GUIDANCE Q&A MENTIONS SIMPLE ONE PAGE PLAN SUMMARY

(HH version)

Please select one answer only

1	Completely acceptable	
2	Acceptable	
3	Unacceptable	
4	Completely unacceptable	
97	Don't know/Can't say	ANCHOR

Household demographics

QUESTION PRESCRIBED BY OFWAT

Q11. GENDER

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLECODE, DO NOT RANDOMISE

In which of the following ways do you identify?

Please select one answer only

1	Female	
2	Male	
3	I identify in another way	
96	Prefer not to say	

QUESTION PRESCRIBED BY OFWAT

Q12. OCCUPATION

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

SINGLECODE, DO NOT RANDOMISE

Please indicate which one of the following best describes the profession of the chief income earner in your household

Please select one answer only

1	High managerial, administrative or professional e.g., doctor, lawyer, medium / large company director (50+ people)	
2	Intermediate managerial, administrative or professional e.g., teacher, manager, accountant	
3	Supervisor, administrative or professional e.g., police officer, nurse, secretary, self-employed	
4	Skilled manual worker e.g., mechanic, plumber, electrician, lorry driver, train driver	
5	Semi-skilled or unskilled manual worker e.g., waiter, factory worker, receptionist, labourer	

6	Housewife / househusband	
7	Unemployed	
8	Student	
9	Retired	

QUESTION PRESCRIBED BY OFWAT

Q13. OCCUPATION RETIRED

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 AND Q12=9 (HH AND RETIRED)

SINGLECODE, DO NOT RANDOMISE

Please indicate which one of the following best describes the profession of the chief income earner in your household before retirement?

Please select one answer only

1	High managerial, administrative or professional e.g., doctor, lawyer, medium / large company director (50+ people)	
2	Intermediate managerial, administrative or professional e.g., teacher, manager, accountant	
3	Supervisor, administrative or professional e.g., police officer, nurse, secretary, self-employed	
4	Skilled manual worker e.g., mechanic, plumber, electrician, lorry driver, train driver	
5	Semi-skilled or unskilled manual worker e.g., waiter, factory worker, receptionist, labourer	
6	Housewife / househusband	
7	Unemployed	
8	Student	

PRESCRIBED BY OFWAT

D6 OCCUPATION (SEG)

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

HIDDEN VARIABLE

1	A	Q12/13=1
2	B	Q12/13=2
3	C1	Q12/13=3/8
4	C2	Q12/13=4
5	D	Q12/13=5
6	E	Q12/13=6/7/9

QUESTION PRESCRIBED BY OFWAT

Q14. VULNERABLE CUSTOMERS

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH)

MULTICODE, DO NOT RANDOMISE

Which of the following apply to you?

We would like to collect this to ensure that a variety of particular needs are represented in the study, but you do not need to answer if you do not wish to. This information will not be shared with any third party and will be destroyed within 12 months of project completion.

Please select all that apply

1	I or another member of my household is disabled or suffer(s) from a debilitating illness	
2	I or another member of my household have/has a learning difficulty	
3	I or another member of my household relies on water for medical reasons	

4	I or another member of my household is visually impaired (i.e., struggles to read even with glasses)	
5	I or another member of my household am/is over the age of 75 years old	
6	I or another member of my household speaks English as a second language	
7	I or another member of my household is deaf or hard of hearing	
8	I or another member of my household is a new parent	
9	None of these apply to me	EXCLUSIVE
96	Prefer not to say	EXCLUSIVE

PRESCRIBED BY OFWAT

D7. VULNERABLE CUSTOMERS

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

HIDDEN VARIABLE

1	Medical vulnerability	Q13=1-3
2	Communications vulnerability	Q13=4,6,7
3	Life stage vulnerability	Q13=5,8
4	Any vulnerability	Q13=1-8

QUESTION PRESCRIBED BY OFWAT

Q15. ETHNICITY ENGLAND

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH) IN ENGLAND

SINGLE CODE

What is your ethnic group? Choose one option that best describes your ethnic group or background

Please select one answer only

	White	
1	English/Welsh/Scottish/Northern Irish/British	
2	Irish	
3	Gypsy or Irish Traveller	
4	Any other White background, please describe	OPEN END
	Mixed/Multiple ethnic groups	
5	White and Black Caribbean	
6	White and Black African	
7	White and Asian	
8	Any other Mixed/Multiple ethnic background, please describe	OPEN END
	Asian/Asian British	
9	Indian	
10	Pakistani	
11	Bangladeshi	
12	Chinese	
13	Any other Asian background, please describe	OPEN END
	Black/ African/Caribbean/Black British	
14	African	
15	Caribbean	
16	Any other Black/African/Caribbean background, please describe	OPEN END
	Other ethnic group	
17	Arab	
18	Any other ethnic group, please describe	OPEN END
96	Prefer not to say	

QUESTION PRESCRIBED BY OFWAT**Q16. INCOME**

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH), SINGLE CODE

Which of the following bands does your household income fall into from all sources *before* tax and other deductions?*Please select one answer only*

1	Up to £199 a week/Up to £10,399 a year	
2	From £200 to £299 a week/From £10,400 to £15,599 a year	
3	From £300 to £499 a week/From £15,600 to £25,999 a year	
4	From £500 to £699 a week/From £26,000 to £36,399 a year	
5	From £700 to £999 a week/From £36,400 to £51,999 a year	
6	From £1,000 to £1,399 a week/From £52,000 to £72,799 a year	
7	From £1,400 to £1,999 a week/From £72,800 to £103,999 a year	
8	£2,000 and above a week/£104,000 and above a year	
97	Don't know	
96	Prefer not to say	

Non-household demographics**QUESTION PRESCRIBED BY OFWAT****Q17. SERVICE USE**

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

How does your organisation mainly use water at its premises?

Please select all that apply

1	For the manufacturing process which is essential to the running of your organisation (e.g., to power machinery, agricultural production etc)	
2	For the supply of services your organisation provides (e.g., cleaning services etc)	
3	For an ingredient or part of the product or service your organisation provides (e.g., food or drink, chemical, cosmetics manufacturer etc)	
4	For normal domestic use for your organisation's customers and employees (e.g., customer toilets, supply of drinking water)	
5	None of the above	
97	Don't know	

QUESTION PRESCRIBED BY OFWAT**Q18. NUMBER OF SITES**

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

How many sites in the UK does your organisation operate from?

Please select one answer only

1	1	
2	2	
3	3	
4	4	
5	5-10	
6	11-50	
7	51-250	
8	250+	
96	Prefer not to say	

QUESTION PRESCRIBED BY OFWAT

Q19. NUMBER OF EMPLOYEES

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

How many employees does your organisation have in the UK?

Please select one answer only

1	0 (Sole trader)	
2	1-9 employees (micro)	
3	10-49 employees (small)	
4	50-249 employees (medium)	
5	250+ employees (large)	
96	Prefer not to say	

QUESTION PRESCRIBED BY OFWAT

Q20. SECTOR

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=2 (NHH)

SINGLE CODE

Which of the following best defines the core activity of your organisation?

Please select one answer only

1	Agriculture, forestry, and fishing	
2	Mining and quarrying	
3	Energy or water service & supply	
4	Manufacturing	
5	Construction	
6	Transport and storage	
7	Hotels & catering	
8	IT and Communication	
9	Finance and insurance activities	
10	Real estate activities	
11	Professional, scientific and technical activities	
12	Administrative and Support Service activities	
13	Public administration and defence	
14	Education	
15	Human health and social work activities	
16	Arts, entertainment, and recreation	
17	Other service activities	
19	Other Please specify	OPEN END
96	Prefer not to say	

Segment definitions

ADDITIONAL QUESTION SUGGESTED BY BLUE MARBLE. EXTRA CLASSIFICATION PERMITTED HERE BY OFWAT

QX1. BILL ANXIETY

FOR WESSEX, BRISTOL AND BOURNEMOUTH SUPPLY AREAS

ASK IF D2=1 (HH), SINGLE CODE. FLIP SCALE FOR HALF

How strongly do you agree or disagree with the statement 'I worry about being able to afford my water bill'? Please select one answer only

1	0 – strongly disagree	
2	1	
3	2	
4	3	
5	4	
6	5	
7	6	
8	7	
9	8	
10	9	
11	10 – strongly agree	
99	Don't know / cannot say	ANCHOR

ADDITIONAL QUESTION SUGGESTED BY BLUE MARBLE. EXTRA CLASSIFICATION PERMITTED HERE BY OFWAT

QX2. WATER SAVING

FOR WESSEX, BRISTOL AND BOURNEMOUTH SUPPLY AREAS

ASK IF D2=1 (HH), SINGLE CODE. FLIP SCALE FOR HALF

How much effort do you make at home to save water? Please select one answer only

1	A great deal	
2	A fair amount	
3	Some effort	
4	Not much effort	
5	None	ANCHOR

ADDITIONAL QUESTION SUGGESTED BY BLUE MARBLE. EXTRA CLASSIFICATION PERMITTED HERE BY OFWAT

QX3. COMMUNITY INVOLVEMENT

FOR WESSEX, BRISTOL AND BOURNEMOUTH SUPPLY AREAS

ASK IF D2=1 (HH), MULTI CODE. RANDOMISE ORDER

And please tell us which, if any, of these apply to you?

1	I volunteer for a local organisation or local charity	
2	I'm a member of an online group (like facebook) <u>for</u> people living in my area	
3	I'm a member of a <u>local</u> action group like Neighbourhood Watch, floodwatch, a conservation group or the Parish Council	
4	I often pick up litter near where I live	
5	I have reported overflowing drains or leaking pipes <u>in</u> my neighbourhood	
6	I have used or recommended companies because they do things for the <u>local community</u> like sponsoring a local team, or donating to a local charity	
7	I'm more involved in my local community since Covid-19	
8	None of these	ANCHOR, EXCLUSIVE

ADDITIONAL QUESTION REQUIRED TO ADMINISTER INCENTIVES

Q21 INCENTIVE

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

ASK IF D2=1 (HH), SINGLE CODE

Please indicate below how you would like us to send you the £5 voucher once you have completed this questionnaire and submitted it? *Details you give us will be used solely for the purpose of issuing your voucher to you. Your details will be held for 8 weeks following the close of the survey before being securely deleted*

Please select one answer only

1	Email (WRITE IN EMAIL WE SHOULD SEND TO)	OPEN END
2	Send in the post to the name and address your water companies have for you	
3	Send in the post to a different address (PLEASE WRITE IN FULL DETAILS)	OPEN END
4	Prefer not to receive the £5 voucher	

ASK IF D2=2 (NHH), SINGLE CODE

Please indicate below the email address you would like us to send your voucher to once you have completed this questionnaire and submitted it? *Details you give us will be used solely for the purpose of issuing your voucher to you. Your details will be held for 8 weeks following the close of the survey before being securely deleted*

Please select one answer only

1	Email (WRITE IN EMAIL WE SHOULD SEND TO)	OPEN END
2	Prefer not to receive the voucher	

PRESCRIBED BY OFWAT

INFO6.

FOR WESSEX, BRISTOL, BOURNEMOUTH AND SOUTH WEST WATER SUPPLY AREAS

SHOW ALL

Water companies offer help to qualifying low-income households that are struggling to afford their water and wastewater bills.

More information about this can be found here: <add link to the financial support area of water company / companies website(s)>

THANK AND CLOSE

Affordability and Acceptability Testing

Quantitative Stage


Plan stimuli – draft v5.0

South West Water


Online survey stimuli – clean

6 x prescribed PCs – Bournemouth Water & Wessex Water

Example page for Performance Commitments explaining what is prescribed by Ofwat



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are South West Water performing on this?
Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property.
South West Water performs 14th out of 17 companies on this measure.


What is the plan for this?

Benefit by 2030	To achieve the target of 5 minutes and maintain that average level of supply interruptions.
How will they do it?	xxx
Cost on bill	This will not add anything to your annual bill above what you pay today.


Title and panel 1 are prescribed by Ofwat

Panel 2: 40-50 words including instruction. This is now mostly prescribed wording from Ofwat to describe measure and the rank performance on the absolute measure

Panel 3 plus Panel 4: 40-50 words – this is not prescribed by Ofwat, but follows guidance on what they wish to include. Must not be leading and use consistent wording





How do water companies perform on this against their target?



Ofwat set a target based on duration without water for more than 3 hours by minutes per property.
Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target

For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	<div style="color: green; font-weight: bold;">Better vs. target</div> 
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	<div style="color: red; font-weight: bold;">Worse vs. target</div> 
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
Hafren Dyfrdwy	+511%		
South East Water	+1083%		

Mostly prescribed by Ofwat

Added by Blue Marble for clarity

New format prescribed by Ofwat

STIM 1A_SWW_HH



Water supply interruptions, lasting longer than 3 hours

What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are South West Water performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. South West Water's performance on this measure is currently 13 mins 40 seconds. **South West Water performs 14th out of 17 companies on this measure** and they are currently performing worse than the target of 5 minutes.

What is the plan for this?

Benefit by 2030	To have achieved the target level for supply interruptions by 2025 and then maintain this level up to 2030.
How will they do it?	xxx
Cost on bill	This will not add anything to your annual bill above what you pay today.

STIM 1A_SWW_NHH



Water supply interruptions, lasting longer than 3 hours

What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are South West Water performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. South West Water's performance on this measure is currently 5 minutes. **South West Water performs 14th out of 17 companies on this measure** and they are currently performing 123% worse than the target.

What is the plan for this?

Benefit by 2030	To have achieved the target level for supply interruptions by 2025 and then maintain this level up to 2030.
How will they do it?	xxx
Cost on bill	This will not add anything to your annual bill above what you pay today.

STIM 1B_SWW_HH and NHH



How do water companies perform on this against their target?



Ofwat set a target based on duration without water for more than 3 hours by minutes per property.

Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target

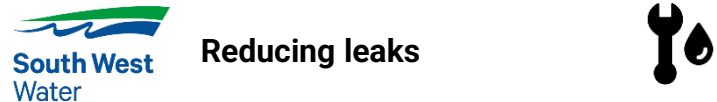
For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	Better vs. target ↑
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	↓ Worse vs. target
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
	Hafren Dyfrdwy	+511%	
South East Water	+1083%		

STIM 2A_SWW_HH

STIM 2A_SWW_NHH

STIM 2B_SWW_HH and NHH

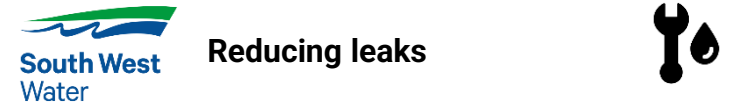


What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are South West Water performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). South West Water's annual leakage currently stands at 108 litres per property per day. **South West Water performs 10th out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce leakage from 103.1 litres per property per day in 2025 to 78 in 2030 and so reduce the amount of water South West Water need to take from the environment.
How will they do it?	xxx
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.



What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are South West Water performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). South West Water's annual leakage currently stands at 108 litres per property per day. **South West Water performs 10th out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce leakage from 103.1 litres per property per day in 2025 to 78 in 2030 and so reduce the amount of water South West Water need to take from the environment.
How will they do it?	xxx
Cost on bill	Based on an example annual bill of £1000 today, this will add £13 to the annual bill by 2030 (excluding inflation).



Ofwat set targets based on annual leakage per property served (litres per day). **Because less leakage is better, it means that a lower percentage is better.**

The table shows how they perform against their targets

For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	Cambridge Water	-8.8%	Better vs. target ↑
	Wessex Water	-7.1%	
	Portsmouth Water	-6.0%	
	Hafren Dyfrdwy	-5.3%	
	SES Water	-3.3%	
	United Utilities Water	-2.9%	
	South East Water	-2.8%	
	South Staffs Water	-1.7%	
	Dwr Cymru	-1.0%	
	Severn Trent Water	-0.6%	
	Anglian Water	-0.5%	
	Yorkshire Water	-0.5%	
	Bristol Water	-0.3%	
South West Water	0.0%	Worse vs. target ↓	
Thames Water	0.0%		
Essex and Suffolk	+0.5%		
Affinity Water	+0.6%		
Performing worse than target	Southern Water	+1.1%	
	Northumbrian Water	+2.9%	

STIM 3A_SWW_HH



The appearance, taste and smell of tap water



What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

How are South West Water performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water. The measure used is the number of customer contacts regarding incidents, per 1,000 population. South West Water currently receives 1.55 contacts per 1,000 population in the area. **South West Water performs 14th out of 17 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.34 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	xxx
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.

STIM 3A_SWW_NHH



The appearance, taste and smell of tap water



What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

How are South West Water performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water. The measure used is the number of customer contacts regarding incidents, per 1,000 population. South West Water currently receives 1.55 contacts per 1,000 population in the area. **South West Water performs 14th out of 17 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.34 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	xxx
Cost on bill	Based on an example annual bill of £1000 today, this will add £13 to the annual bill by 2030 (excluding inflation).

STIM 3B_SWW_HH & NHH



How do water companies perform on this against their targets?



Owat set targets based on number of customer contacts received regarding the appearance, taste and smell of tap water, per 1,000 population. **Because fewer contacts is better, it means that a lower percentage is better.**

The table shows how they perform against their targets

For this measure, each company has set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	SSC	-32%	Better vs. target ↑
	Thames Water	-18%	
	Severn Trent Water	-16%	
	Northumbrian Water	-13%	
	Portsmouth Water	-5%	
	Hafren Dyfrdwy	-4%	
	Wessex Water	-4%	
	South West Water	-3%	
Performing worse than target	Anglian Water	+2%	Worse vs. target ↓
	Affinity Water	+9%	
	United Utilities Water	+12%	
	SES Water	+14%	
	Bristol Water	+27%	

Note: There is no target available for Dwr Cymru, South East Water, Southern Water, or Yorkshire Water



Sewage flooding of properties – internal



What does this mean? An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

How are South West Water performing on this? Water companies are measured on the incidents of sewage flooding properties. The measure used is the number of properties affected, per 10,000. South West Water currently has 0.76 incidents of internal sewer flooding per 10,000 connections. **South West Water performs 1st out of 11 companies on this measure.** They are currently performing 53% better than the target.

What is the plan for this?

Benefit by 2030	Continue meeting target for the number of properties affected by internal sewage flooding, per 10,000.
How will they do it?	xxx
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.



Sewage flooding of properties – internal



What does this mean? An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.

How are South West Water performing on this? Water companies are measured on the incidents of sewage flooding properties. The measure used is the number of properties affected, per 10,000. South West Water currently has 0.76 incidents of internal sewer flooding per 10,000 connections. **South West Water performs 1st out of 11 companies on this measure.** They are currently performing 53% better than the target.

What is the plan for this?

Benefit by 2030	Continue meeting target for the number of properties affected by internal sewage flooding, per 10,000.
How will they do it?	xxx
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).



How do water companies perform on this against their target?



Ofwat set a target based on number of properties affected by sewage flooding, per 10,000. **Because fewer incidents is better, it means that a lower percentage is better.**

The table shows how they perform against the target

For this measure, all companies are set the same target.

Performing at or better than target	South West Water	-53%	Better vs. target ↑
	Dwr Cymru	-17%	
	Wessex Water	-13%	
	Severn Trent Water	-1%	
Performing worse than target	Anglian Water	+6%	Worse vs. target ↓
	Northumbrian Water	+13%	
	Hafren Dyfrdwy	+44%	
	Yorkshire Water	+74%	
	United Utilities	+82%	
	Southern Water	+87%	
Thames Water	+112%		

• Only the companies that provide sewerage services are included in this comparison

STIM 8A_SWW_HH



Sewage flooding of properties - external

What does this mean? An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

How are South West Water performing on this? Water companies are measured on the incidents of sewage flooding gardens or outbuildings. The measure used is the number of properties affected, per 10,000. South West Water currently has 18 incidents of external sewer flooding per 10,000 connections. **South West Water performs 5th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce external sewer flooding from 14 incidents per 10,000 connections in 2025, to 13 incidents per 10,000 in 2030.
How will they do it?	xxx
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

STIM 8A_SWW_NHH



Sewage flooding of properties - external

What does this mean? An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.

How are South West Water performing on this? Water companies are measured on the incidents of sewage flooding gardens or outbuildings. The measure used is the number of properties affected, per 10,000. South West Water currently has 18 incidents of external sewer flooding per 10,000 connections. **South West Water performs 5th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce external sewer flooding from 14 incidents per 10,000 connections in 2025, to 13 incidents per 10,000 in 2030.
How will they do it?	xxx
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

STIM 8B_SWW_HH and NHH



How do water companies perform on this against their targets?

Ofwat set targets based on number of properties affected by sewage flooding gardens or outbuildings, per 10,000.

Because fewer incidents is better, it means that a lower percentage is better.

The table shows how they perform against their targets

For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	Yorkshire Water	-33%	
	South West Water	-8%	
	United Utilities	-6%	
	Southern Water	-4%	
Performing worse than target	Anglian Water	+1%	
	Dwr Cymru	+4%	
	Northumbrian Water	+8%	
	Wessex Water	+15%	
	Severn Trent Water	+27%	

- Only the companies that provide sewerage services are included in this comparison
- No target available for Hafren Dyfrdwy or Thames Water

STIM 9A_SWW_HH



Pollution of rivers and bathing waters

What does this mean? Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

How are South West Water performing on this? Water companies are measured on the number of incidents of pollution of rivers and streams. The measure used is number of incidents per 10,000km of sewer. South West Water currently has 86.6 pollution incidents per 10,000km of sewer. **South West Water performs 10th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce pollution incidents from 19.5 per 10,000km of sewer in 2025, to 16 per 10,000km of sewer in 2030; reduce serious pollution incidents to zero.
How will they do it?	xxx
Cost on bill	This will add £5 to the average annual bill (excluding inflation) by 2030.

STIM 9A_SWW_NHH



Pollution of rivers and bathing waters

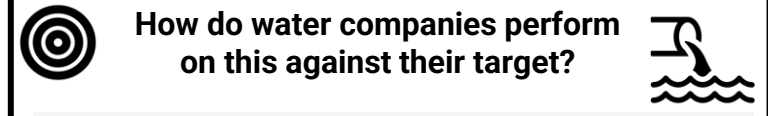
What does this mean? Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.

How are South West Water performing on this? Water companies are measured on the number of incidents of pollution of rivers and streams. The measure used is number of incidents per 10,000km of sewer. South West Water currently has 86.6 pollution incidents per 10,000km of sewer. **South West Water performs 10th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce pollution incidents from 19.5 per 10,000km of sewer in 2025, to 16 per 10,000km of sewer in 2030; reduce serious pollution incidents to zero.
How will they do it?	xxx
Cost on bill	Based on an example annual bill of £1000 today, this will add £11 to the annual bill by 2030 (excluding inflation).

STIM 9B_SWW_HH and NHH



How do water companies perform on this against their target?

Ofwat set a target based on number of incidents of pollution of rivers and streams per 10,000km of sewer. **Because fewer incidents is better, it means that a lower percentage is better.**

The table shows how they perform against the target


For this measure, all companies are set the same target.


Performing at or better than target	United Utilities Water	-25.3%	Better vs. target ↑
	Wessex Water	-13.2%	
	Severn Trent Water	-8.1%	
	Dwr Cymru	-3.6%	
	Northumbrian Water	-3.2%	
Performing worse than target	Thames Water	+4.7%	↓ Worse vs. target
	Yorkshire Water	+15.3%	
	Anglian Water	+42.2%	
	Hafren Dyfrdwy	+70.9%	
	South West Water	+264.7%	
Southern Water	+294.4%		

• Only the companies that provide sewerage services are included in this comparison

Online survey stimuli – clean

Up to 6 extra plan components – currently South West Water only has 5.



South West Water Install smart water meters 


What is this? Smart water meters can encourage water saving by increasing customers' awareness of their water use, they can reduce wastage by helping identify leaks, and make bills fairer, as all customers pay for what they use.


What is the current situation? XX% of properties in the South West Water region have a basic water meter, but only XX% have a smart water meter.

What is the plan for this?

Benefit by 2030	Installing smart meters will help save water and help meet new environmental legislation to limit how much water is taken from natural sources.
How will they do it?	<ul style="list-style-type: none"> A programme of installing smart meters: 350,000 smart meters installed by 2030 (and all customers to have one by 2035) In addition supporting customers to use less water with water efficiency advice and support
Cost on bill	This will add £4 to the average annual bill (excluding inflation) by 2030.

This page, and the following 4 pages, which describe additional components of the plan, are not prescribed, but follow broad principles that Ofwat wish us to apply.




South West Water Install smart water meters 

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What is the current situation? XX% of properties in the South West Water region have a basic water meter, but only XX% have a smart water meter.

What is the plan for this?

Benefit by 2030	Installing smart meters will help save water and help meet new environmental legislation to limit how much water is taken from natural sources.
How will they do it?	<ul style="list-style-type: none"> A programme of installing smart meters: 350,000 smart meters installed by 2030 (and all customers to have one by 2035) In addition supporting customers to use less water with water efficiency advice and support
Cost on bill	Based on an example annual bill of £1000 today, this will add £8 to the annual bill by 2030 (excluding inflation).



Replace lead pipes




What is this? Lead was banned as a plumbing material in the 1970s but lead pipes still connect some customers' properties to the water mains. These lead service pipes are owned by customers, and not South West Water.


What is the current situation? It is estimated that lead pipes affect 90,000 properties in the region.

What is the plan for this?

Benefit by 2030	Replace 20,000 out of 90,000 lead pipes between 2025-30. Ensure that there are no lead pipes supplying nurseries, schools and hospitals.
How will they do it?	<ul style="list-style-type: none"> Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
Cost on bill	This will add £1 to the average annual bill (excluding inflation) by 2030.



Replace lead pipes




What is this? Lead was banned as a plumbing material in the 1970s but lead pipes still connect some customers' properties to the water mains. These lead service pipes are owned by customers, and not South West Water.


What is the current situation? It is estimated that lead pipes affect 90,000 properties in the region.

What is the plan for this?

Benefit by 2030	Replace 20,000 out of 90,000 lead pipes between 2025-30. Ensure that there are no lead pipes supplying nurseries, schools and hospitals.
How will they do it?	<ul style="list-style-type: none"> Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
Cost on bill	Based on an example annual bill of £1000 today, this will add £2 to the annual bill by 2030 (excluding inflation).



Remove everyone from water poverty




What is this? Water poverty occurs when a customer is spending more than 5% of their disposable income on their combined water and sewerage bill.

What is the current situation?


South West Water have already given financial support to **around 50,000** households in water poverty. This is known as a 'social tariff' as the support is paid for through other customers' bills.

What is the plan for this?

Benefit by 2030	Remove everyone from water poverty
How will they do it?	<ul style="list-style-type: none"> Assist 100,000 more households, doubling the number on social tariffs Continue work with Citizens Advice and other partners to reach customers who need support Help customers save water and energy Sponsor community projects.
Cost on bill	This will add £10 to the average annual bill (excluding inflation) by 2030 (for those not on social tariffs).



Remove everyone from water poverty



What is this? Water poverty occurs when a customer is spending more than 5% of their disposable income on their combined water and sewerage bill.

What is the current situation?

South West Water have already given financial support to **around 50,000** households in water poverty. This is known as a 'social tariff' as the support is paid for through other customers' bills.

What is the plan for this?

Benefit by 2030	Remove everyone from water poverty
How will they do it?	<ul style="list-style-type: none"> Assist 100,000 more households, doubling the number on social tariffs Continue work with Citizens Advice and other partners to reach customers who need support Help customers save water and energy Sponsor community projects.
Cost on bill	Based on an example annual bill of £1000 today, this will add £21 to the annual bill by 2030 (excluding inflation).



Net zero operational emissions



What is this? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.

What is the current situation? South West Water use carbon to run their sites, fuel to run vehicles and chemicals to treat water.

What is the plan for this?

Benefit by 2030	Make the company's operations carbon neutral
How will they do it?	<ul style="list-style-type: none"> • Moving entirely to electric vehicles • Develop renewable energy at sites owned by South West Water • Plant trees to remove greenhouse gases from the atmosphere • Where necessary, purchase high-quality offsets until they can further reduce their own emissions
Cost on bill	This will add £8 to the average annual bill (excluding inflation) by 2030.



Net zero operational emissions



What is this? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.

What is the current situation? South West Water use carbon to run their sites, fuel to run vehicles and chemicals to treat water.

What is the plan for this?

Benefit by 2030	Make the company's operations carbon neutral
How will they do it?	<ul style="list-style-type: none"> • Moving entirely to electric vehicles • Develop renewable energy at sites owned by South West Water • Plant trees to remove greenhouse gases from the atmosphere • Where necessary, purchase high-quality offsets until they can further reduce their own emissions
Cost on bill	Based on an example annual bill of £1000 today, this will add £17 to the annual bill by 2030 (excluding inflation).



Reduce storm overflow spills



What is this? Storm overflows can spill sewage mixed with rainwater into rivers and the sea after heavy periods of rainfall.

What is the current situation? South West Water have a 'Water Fit' programme which is investing £330m to reduce storm overflows by 2025.

What is the plan for this?

Benefit by 2030	Reducing the use of storm overflows in a further 35 locations, going beyond the legal minimum.
How will they do it?	<ul style="list-style-type: none"> Use a mix of solutions, eg larger sewers, sustainable drainage systems to slow down rainwater including natural solutions such as ponds, extra storage tanks and disconnecting rainwater flows into some sewers.
Cost on bill	This will add £7 to the average annual bill (excluding inflation) by 2030.



Reduce storm overflow spills



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What is the current situation? South West Water have a 'Water Fit' programme which is investing £330m to reduce storm overflows by 2025.

What is the plan for this?

Benefit by 2030	Reducing the use of storm overflows in a further 35 locations, going beyond the legal minimum.
How will they do it?	<ul style="list-style-type: none"> Use a mix of solutions, eg larger sewers, sustainable drainage systems to slow down rainwater including natural solutions such as ponds, extra storage tanks and disconnecting rainwater flows into some sewers.
Cost on bill	Based on an example annual bill of £1000 today, this will add £15 to the annual bill by 2030 (excluding inflation).

Printed stimuli example
Only required for HH

INFORMATION PAGE 1: South West Water Plan – Parts 1 to 3



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are South West Water performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. South West Water's performance on this measure is currently 13 mins 40 seconds. **South West Water performs 14th out of 17 companies on this measure** and they are currently performing worse than the target of 5 minutes.

What is the plan for this?

Benefit by 2030	To have achieved the target level for supply interruptions by 2025 and then maintain this level up to 2030.
How will they do it?	xxx
Cost on bill	This will not add anything to your annual bill above what you pay today.



Reducing leaks



What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are South West Water performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). South West Water's annual leakage currently stands at 108 litres per property per day. **South West Water performs 10th out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce leakage from 103.1 litres per property per day in 2025 to 78 in 2030 and so reduce the amount of water South West Water need to take from the environment.
How will they do it?	xxx
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.



The appearance, taste and smell of tap water



What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.



How are South West Water performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water. The measure used is the number of customer contacts regarding incidents, per 1,000 population. South West Water currently receives 1.55 contacts per 1,000 population in the area. **South West Water performs 14th out of 17 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.34 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	xxx
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.

To see how water companies perform against their targets, see the next page: INFORMATION PAGE 2


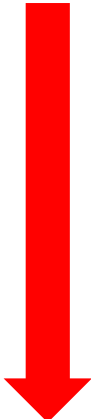
INFORMATION PAGE 2: Water companies' performance against target



 **Water supply interruptions, lasting longer than 3 hours** 

Ofwat set a target based on duration without water for more than 3 hours by minutes per property.
Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target

For this measure, all companies are set the same target.



Performing at or better than target	Portsmouth Water	-62%	Better vs. target 
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	Worse vs. target 
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
	Hafren Dyfrdwy	+511%	
South East Water	+1083%		



 **Reducing leaks** 

Ofwat set targets based on annual leakage per property served (litres per day).
Because less leakage is better, it means that a lower percentage is better.

The table shows how they perform against their targets

For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.



Performing at or better than target	Cambridge Water	-8.8%	Better vs. target 
	Wessex Water	-7.1%	
	Portsmouth Water	-6.0%	
	Hafren Dyfrdwy	-5.3%	
	SES Water	-3.3%	
	United Utilities Water	-2.9%	
	South East Water	-2.8%	
	South Staffs Water	-1.7%	
	Dwr Cymru	-1.0%	
	Severn Trent Water	-0.6%	
	Anglian Water	-0.5%	
	Yorkshire Water	-0.5%	
	Bristol Water	-0.3%	
	South West Water	0.0%	
	Thames Water	0.0%	
Performing worse than target	Essex and Suffolk	+0.5%	Worse vs. target 
	Affinity Water	+0.6%	
	Southern Water	+1.1%	
	Northumbrian Water	+2.9%	

 **The appearance, taste and smell of tap water** 

Ofwat set targets based on number of customer contacts received regarding the appearance, taste and smell of tap water, per 1,000 population.
Because fewer contacts is better, it means that a lower percentage is better.

The table shows how they perform against their targets












For this measure, each company has set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	SSC	-32%	Better vs. target 
	Thames Water	-18%	
	Severn Trent Water	-16%	
	Northumbrian Water	-13%	
	Portsmouth Water	-5%	
	Hafren Dyfrdwy	-4%	
	Wessex Water	-4%	
	South West Water	-3%	
Performing worse than target	Anglian Water	+2%	Worse vs. target 
	Affinity Water	+9%	
	United Utilities Water	+12%	
	Bristol Water	+27%	

Note: There is no target available for Dwr Cymru, South East Water, Southern Water, or Yorkshire Water

One page summaries of plans
Initial draft examples

STIM 13_SWW_HH

These are key elements of the business plan only and do not make up the full set of activities or costs.		
By 2030...		£/yr
	Maintain target level for supply interruptions from 2025 to 2030	£0
	Reduce leakage from 103.1 litres per property per day in 2025 to 78 in 2030	£6
	Reduce contacts about appearance, taste & smell of tap water from 1.34 per 1,000 population in 2025 to 1.0 in 2030	£6
	Continue meeting target for internal sewage flooding of properties	£xx
	Reduce outdoor sewer floods from 14 per 10,000 connections in 2025, to 13	£xx
	Reduce pollution incidents from 19.5 per 10,000km of sewer in 2025, to 16	£5
	Install 350,000 smart water meters	£4
	Replace 20,000 lead pipes	£1
	Make the company's operations carbon neutral by 2030	£8
	Remove everyone from water poverty	£10
	Reduce use of storm overflows in a further 35 locations (beyond legal minimum)	£7

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030

Affordability and Acceptability Testing

Quantitative Stage


Plan stimuli – draft v5.0

Bournemouth Water and Wessex Water


Online survey stimuli – clean

6 x prescribed PCs – Bournemouth Water & Wessex Water

Example page for Performance Commitments explaining what is prescribed by Ofwat



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are South West Water performing on this?
Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property.
South West Water performs 14th out of 17 companies on this measure.


What is the plan for this?

Benefit by 2030	To achieve the target of 5 minutes and maintain that average level of supply interruptions.
How will they do it?	xxx
Cost on bill	This will not add anything to your annual bill above what you pay today.


Title and panel 1 are prescribed by Ofwat

Panel 2: 40-50 words including instruction. This is now mostly prescribed wording from Ofwat to describe measure and the rank performance on the absolute measure

Panel 3 plus Panel 4: 40-50 words – this is not prescribed by Ofwat, but follows guidance on what they wish to include. Must not be leading and use consistent wording





How do water companies perform on this against their target?



Ofwat set a target based on duration without water for more than 3 hours by minutes per property.
Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target

For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="color: green; font-weight: bold; margin-bottom: 5px;">Better vs. target</div>  </div>
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	<div style="display: flex; flex-direction: column; align-items: center;">  <div style="color: red; font-weight: bold; margin-top: 5px;">Worse vs. target</div> </div>
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
Hafren Dyfrdwy	+511%		
South East Water	+1083%		

Mostly prescribed by Ofwat

Added by Blue Marble for clarity

New format prescribed by Ofwat

STIM 1A_BW_HH



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. South West Water's performance on this measure is currently 13 mins 40 seconds. **South West Water performs 14th out of 17 companies on this measure** and they are currently performing worse than the target of 5 minutes.

What is the plan for this?

Benefit by 2030	To have achieved the target level for supply interruptions by 2025 and then maintain this level up to 2030.
How will they do it?	Maintain investment in the water supply network.
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.

STIM 1A_BW_NHH



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. South West Water's performance on this measure is currently 13 mins 40 seconds. **South West Water performs 14th out of 17 companies on this measure** and they are currently performing worse than the target of 5 minutes.

What is the plan for this?

Benefit by 2030	To have achieved the target level for supply interruptions by 2025 and then maintain this level up to 2030.
How will they do it?	Maintain investment in the water supply network.
Cost on bill	Based on an example annual bill of £1000 today, this will add £16.50 to the annual bill by 2030 (excluding inflation).

STIM 1B_BW_HH and NHH



How do water companies perform on this against their target?



Ofwat set a target based on duration without water for more than 3 hours by minutes per property.


Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target


For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	Better vs. target ↑
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	Worse vs. target ↓
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
	Hafren Dyfrdwy	+511%	
South East Water	+1083%		

STIM 2A_BW_HH



Reducing leaks




What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). South West Water's annual leakage currently stands at 108 litres per property per day. **They perform 10th out of 19 companies on this measure.**


What is the plan for this?

Benefit by 2030	Reduce leakage from 83.6 litres per property per day in 2025 to 78 in 2030 and so reduce the amount of water Bournemouth Water need to take from the environment.
How will they do it?	TBC
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.

STIM 2A_BW_NHH



Reducing leaks




What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). South West Water's annual leakage currently stands at 108 litres per property per day. **They perform 10th out of 19 companies on this measure.**


What is the plan for this?

Benefit by 2030	Reduce leakage from 83.6 litres per property per day in 2025 to 78 in 2030 and so reduce the amount of water Bournemouth Water need to take from the environment.
How will they do it?	TBC
Cost on bill	Based on an example annual bill of £1000 today, this will add £16.50 to the annual bill by 2030 (excluding inflation).

STIM 2B_BW_HH and NHH





How do water companies perform on this against their targets?




Ofwat set targets based on annual leakage per property served (litres per day). **Because less leakage is better, it means that a lower percentage is better.**


The table shows how they perform against their targets

*For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.*

Performing at or better than target	Cambridge Water	-8.8%	 <p>Better vs. target</p>
	Wessex Water	-7.1%	
	Portsmouth Water	-6.0%	
	Hafren Dyfrdwy	-5.3%	
	SES Water	-3.3%	
	United Utilities Water	-2.9%	
	South East Water	-2.8%	
	South Staffs Water	-1.7%	
	Dwr Cymru	-1.0%	
	Severn Trent Water	-0.6%	
	Anglian Water	-0.5%	
	Yorkshire Water	-0.5%	
	Bristol Water	-0.3%	
Performing worse than target	South West Water	0.0%	 <p>Worse vs. target</p>
	Thames Water	0.0%	
	Essex and Suffolk	+0.5%	
	Affinity Water	+0.6%	
Performing worse than target	Southern Water	+1.1%	Performing worse than target
	Northumbrian Water	+2.9%	



The appearance, taste and smell of tap water




What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.


How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water per 1,000 population. South West Water currently receives 1.55 contacts regarding incidents per 1,000 population in the area. **South West Water performs 11th out of 13 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.33 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	TBC
Cost on bill	This will add £3 to the average annual bill (excluding inflation) by 2030.



The appearance, taste and smell of tap water




What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.


How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water per 1,000 population. South West Water currently receives 1.55 contacts regarding incidents per 1,000 population in the area. **South West Water performs 11th out of 13 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.33 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	TBC
Cost on bill	Based on an example annual bill of £1000 today, this will add £8 to the annual bill by 2030 (excluding inflation).



How do water companies perform on this against their targets?



Owat set targets based on number of customer contacts received regarding the appearance, taste and smell of tap water, per 1,000 population. **Because fewer contacts is better, it means that a lower percentage is better.**

The table shows how they perform against their targets


*For this measure, each company has set their own target. Their position in the table here **may be different** to the ranking on overall performance.*

Performing at or better than target	SSC	-32%	<div style="color: green; font-size: 2em;">↑</div> <p>Better vs. target</p>
	Thames Water	-18%	
	Severn Trent Water	-16%	
	Northumbrian Water	-13%	
	Portsmouth Water	-5%	
	Hafren Dyfrdwy	-4%	
	Wessex Water	-4%	
	South West Water	-3%	
Performing worse than target	Anglian Water	+2%	<div style="color: red; font-size: 2em;">↓</div> <p>Worse vs. target</p>
	Affinity Water	+9%	
	United Utilities Water	+12%	
	SES Water	+14%	
	Bristol Water	+27%	

Note: There is no target available for Dwr Cymru, South East Water, Southern Water, or Yorkshire Water

FOR YOU. FOR LIFE.
 Wessex Water
YTL GROUP

Sewage flooding of properties – internal



What does this mean? An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.


How are Wessex Water performing on this?
 Water companies are measured on the incidents of sewage flooding properties. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 1.43 incidents of internal sewer flooding per 10,000 properties.
Wessex Water performs 3rd out of 11 companies on this measure.

What is the plan for this?

Benefit by 2030	Reduce internal sewer flooding incidents to 1.17 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
 Wessex Water
YTL GROUP

Sewage flooding of properties – internal



What does this mean? An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.


How are Wessex Water performing on this?
 Water companies are measured on the incidents of sewage flooding properties. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 1.43 incidents of internal sewer flooding per 10,000 properties.
Wessex Water performs 3rd out of 11 companies on this measure.

What is the plan for this?

Benefit by 2030	Reduce internal sewer flooding incidents to 1.17 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

🎯

How do water companies perform on this against their target?



Ofwat set a target based on number of properties affected by sewage flooding, per 10,000.
Because fewer incidents is better, it means that a lower percentage is better.

The table shows how they perform against the target


For this measure, all companies are set the same target.

Performing at or better than target	South West Water	-53%	<div style="font-size: 24px; color: green;">↑</div> Better vs. target
	Dwr Cymru	-17%	
	Wessex Water	-13%	
	Severn Trent Water	-1%	
Performing worse than target	Anglian Water	+6%	<div style="font-size: 24px; color: red;">↓</div> Worse vs. target
	Northumbrian Water	+13%	
	Hafren Dyfrdwy	+44%	
	Yorkshire Water	+74%	
	United Utilities	+82%	
	Southern Water	+87%	
Thames Water	+112%		

- Only the companies that provide sewerage services are included in this comparison

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Sewage flooding of properties – external



What does this mean? An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.


How are Wessex Water performing on this? Water companies are measured on the incidents of sewage flooding gardens or outbuildings. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 19.2 incidents of external sewer flooding per 10,000 properties. **Wessex Water performs 7th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce external sewer flooding to 14.5 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Sewage flooding of properties – external




What does this mean? An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.


How are Wessex Water performing on this? Water companies are measured on the incidents of sewage flooding gardens or outbuildings. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 19.2 incidents of external sewer flooding per 10,000 properties. **Wessex Water performs 7th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce external sewer flooding to 14.5 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).



How do water companies perform on this against their targets?



Ofwat set targets based on number of properties affected by sewage flooding gardens or outbuildings, per 10,000.

Because fewer incidents is better, it means that a lower percentage is better.

The table shows how they perform against their targets


For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	Yorkshire Water	-33%	<div style="font-size: 24px; color: green;">↑</div> <div style="font-size: 24px; color: red;">↓</div> <p>Better vs. target</p> <p>Worse vs. target</p>
	South West Water	-8%	
	United Utilities	-6%	
	Southern Water	-4%	
Performing worse than target	Anglian Water	+1%	
	Dwr Cymru	+4%	
	Northumbrian Water	+8%	
	Wessex Water	+15%	
	Severn Trent Water	+27%	

- Only the companies that provide sewerage services are included in this comparison
- No target available for Hafren Dyfrdwy or Thames Water

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Pollution of rivers and bathing waters



What does this mean? Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.


How are Wessex Water performing on this? Water companies are measured on the number of incidents of pollution of rivers and streams. The measure used is number of incidents per 10,000km of sewer. Wessex Water currently have 20.6 pollution incidents per 10,000km of sewer.
Wessex Water performs 2nd out of 11 companies on this measure.

What is the plan for this?

Benefit by 2030	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer.
How will they do it?	<ul style="list-style-type: none"> Installing more monitors to predict when incidents might occur Using artificial intelligence to improve their response times Cleaning sewers more often to stop problems before they occur.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Pollution of rivers and bathing waters




What does this mean? Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.


How are Wessex Water performing on this? Water companies are measured on the number of incidents of pollution of rivers and streams. The measure used is number of incidents per 10,000km of sewer. Wessex Water currently have 20.6 pollution incidents per 10,000km of sewer.
Wessex Water performs 2nd out of 11 companies on this measure.

What is the plan for this?

Benefit by 2030	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer.
How will they do it?	<ul style="list-style-type: none"> Installing more monitors to predict when incidents might occur Using artificial intelligence to improve their response times Cleaning sewers more often to stop problems before they occur.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).



How do water companies perform on this against their target?



Ofwat set a target based on number of incidents of pollution of rivers and streams per 10,000km of sewer
Because fewer incidents is better, it means that a lower percentage is better.

The table shows how they perform against the target

For this measure, all companies are set the same target.



Performing at or better than target	United Utilities Water	-25.3%	<div style="color: green; font-size: 2em;">↑</div> <p>Better vs. target</p>
	Wessex Water	-13.2%	
	Severn Trent Water	-8.1%	
	Dwr Cymru	-3.6%	
	Northumbrian Water	-3.2%	
Performing worse than target	Thames Water	+4.7%	<div style="color: red; font-size: 2em;">↓</div> <p>Worse vs. target</p>
	Yorkshire Water	+15.3%	
	Anglian Water	+42.2%	
	Hafren Dyfrdwy	+70.9%	
	South West Water	+264.7%	
Southern Water	+294.4%		

- Only the companies that provide sewerage services are included in this comparison

Online survey stimuli – clean

3 x other components for each company

- Currently there are 4 for Bournemouth Water – need to make this 3; guidance indicates this should be the highest cost additional components.

 **Install smart water meters** 



What is this? Smart water meters can encourage water saving by increasing customers' awareness of their water use, they can reduce wastage by helping identify leaks, and make bills fairer, as all customers pay for what they use.

What is the current situation? XX% of properties in the Bournemouth Water region have a basic water meter, but only XX% have a smart water meter.

What is the plan for this?

Benefit by 2030	Installing smart meters will help save water and help meet new environmental legislation to limit how much water is taken from natural sources.
How will they do it?	<ul style="list-style-type: none"> A programme of installing smart meters: 350,000 smart meters installed by 2030 (and all customers to have one by 2035) In addition supporting customers to use less water with water efficiency advice and support
Cost on bill	This will add £4 to the average annual bill (excluding inflation) by 2030)

This page, and the following 6 pages, which describe additional components of the plan, are not prescribed, but follow broad principles that Ofwat wish us to apply.

 **Install smart water meters** 

What is this? Smart water meters can encourage water saving by increasing customers' awareness of their water use, they can reduce wastage by helping identify leaks, and make bills fairer, as all customers pay for what they use.

What is the current situation? XX% of properties in the Bournemouth Water region have a basic water meter, but only XX% have a smart water meter.

What is the plan for this?

Benefit by 2030	Installing smart meters will help save water and help meet new environmental legislation to limit how much water is taken from natural sources.
How will they do it?	<ul style="list-style-type: none"> A programme of installing smart meters: 350,000 smart meters installed by 2030 (and all customers to have one by 2035) In addition supporting customers to use less water with water efficiency advice and support
Cost on bill	Based on an example annual bill of £1000 today, this will add £11 to the annual bill by 2030 (excluding inflation).

What is this? Lead was banned as a plumbing material in the 1970s but lead pipes still connect some customers' properties to the water mains. These lead service pipes are owned by customers, and not Bournemouth Water.

What is the current situation? It is estimated that lead pipes affect **XXX** properties in the region. By the end of 2025 Bournemouth Water will have replaced **XXX** lead pipes.

What is the plan for this?


Benefit by 2030	Replace 20,000 more lead pipes between 2025-30. Ensure that there are no lead pipes supplying nurseries, schools and hospitals.
How will they do it?	<ul style="list-style-type: none"> Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
Cost on bill	This will add £1.40 to the average annual bill (excluding inflation) by 2030.

What is this? Lead was banned as a plumbing material in the 1970s but lead pipes still connect some customers' properties to the water mains. These lead service pipes are owned by customers, and not Bournemouth Water.


What is the current situation? It is estimated that lead pipes affect **XXX** properties in the region. By the end of 2025 Bournemouth Water will have replaced **XXX** lead pipes.

What is the plan for this?

Benefit by 2030	Replace 20,000 more lead pipes between 2025-30. Ensure that there are no lead pipes supplying nurseries, schools and hospitals.
How will they do it?	<ul style="list-style-type: none"> Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
Cost on bill	Based on an example annual bill of £1000 today, this will add £3 to the annual bill by 2030 (excluding inflation).



Remove everyone from water poverty




What is this? Water poverty occurs when a customer is spending more than 5% of their disposable income on their combined water and sewerage bill.


What is the current situation?
South West Water have already given financial support to xxx households in water poverty in the Bournemouth Water region. This is known as a 'social tariff' as the support is paid for through other customers' bills.

What is the plan for this?

Benefit by 2030	Remove everyone from water poverty
How will they do it?	<ul style="list-style-type: none"> Assist 100,000 more households, doubling the number on social tariffs Continue work with Citizens Advice and other partners to reach customers who need support Help customers save water and energy Sponsor community projects.
Cost on bill	This will add £5 to the average annual bill (excluding inflation) by 2030 (for those not on social tariffs).



Remove everyone from water poverty



What is this? Water poverty occurs when a customer is spending more than 5% of their disposable income on their combined water and sewerage bill.

What is the current situation?
South West Water have already given financial support to xxx households in water poverty in the Bournemouth Water region. This is known as a 'social tariff' as the support is paid for through other customers' bills.

What is the plan for this?

Benefit by 2030	Remove everyone from water poverty
How will they do it?	<ul style="list-style-type: none"> Assist 100,000 more households, doubling the number on social tariffs Continue work with Citizens Advice and other partners to reach customers who need support Help customers save water and energy Sponsor community projects.
Cost on bill	Based on an example annual bill of £1000 today, this will add £14 to the annual bill by 2030 (excluding inflation).



Net zero operational emissions



What is this? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.

What is the current situation? Bournemouth Water use carbon to run their sites, fuel to run vehicles and chemicals to treat water.

What is the plan for this?

Benefit by 2030	Make the company's operations carbon neutral
How will they do it?	<ul style="list-style-type: none"> • Moving entirely to electric vehicles • Develop renewable energy at sites owned by South West Water • Plant trees to remove greenhouse gases from the atmosphere • Where necessary, purchase high-quality offsets until they can further reduce their own emissions
Cost on bill	This will add £4 to the average annual bill (excluding inflation) by 2030)



Net zero operational emissions



What is this? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.


What is the current situation? Bournemouth Water use carbon to run their sites, fuel to run vehicles and chemicals to treat water.

What is the plan for this?

Benefit by 2030	Make the company's operations carbon neutral
How will they do it?	<ul style="list-style-type: none"> • Moving entirely to electric vehicles • Develop renewable energy at sites owned by South West Water • Plant trees to remove greenhouse gases from the atmosphere • Where necessary, purchase high-quality offsets until they can further reduce their own emissions
Cost on bill	Based on an example annual bill of £1000 today, this will add £11 to the annual bill by 2030 (excluding inflation).

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Becoming operationally net zero



What does this mean? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.


What is the current situation? Wessex Water emits carbon when running its sites, running vehicles and when using chemicals to treat water. It also emits greenhouse gases when it treats sewage.

What is the plan for this?

Benefit by 2030	By 2030 Wessex Water's operations will not contribute to climate change.
How will they do it?	The company will make their operations carbon neutral by 2030 by: <ul style="list-style-type: none"> • Building infrastructure to charge electric vehicles, and start moving their vehicles to electric power • Increasing renewable electricity use and generating greener electricity on their own sites • Reducing energy and chemical use • Reducing emissions from sewage treatment processes
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Becoming operationally net zero




What does this mean? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.

What is the current situation? Wessex Water emits carbon when running its sites, running vehicles and when using chemicals to treat water. It also emits greenhouse gases when it treats sewage.

What is the plan for this?

Benefit by 2030	By 2030 Wessex Water's operations will not contribute to climate change.
How will they do it?	The company will make their operations carbon neutral by 2030 by: <ul style="list-style-type: none"> • Building infrastructure to charge electric vehicles, and start moving their vehicles to electric power • Increasing renewable electricity use and generating greener electricity on their own sites • Reducing energy and chemical use • Reducing emissions from sewage treatment processes
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

FOR YOU. FOR LIFE. Preventing excess nitrogen and phosphorous from entering rivers and sea 


Wessex Water
YTL GROUP

What does this mean? Large parts of the natural environment in the region have been negatively affected by too much nitrogen and phosphorus entering rivers and seas from industry, wastewater and agriculture.

What is the current situation? There is new legislation to ensure the health of rivers and coastal water environments is restored by reducing the levels of nitrogen and phosphorous.

What is the plan for this?

Benefit by 2030	Restore the quality of rivers and coastal waters by preventing 1,500 tonnes of nitrogen and phosphorous from entering rivers and the sea.
How will they do it?	<ul style="list-style-type: none"> Installing nitrogen and phosphorus removal technology at Wessex Water's treatment works Where we can, working in partnership with farmers and landowners to prevent nitrogen and phosphorous getting washed from the land into rivers and sea Creating wetland areas to naturally absorb nitrogen and phosphorous
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE. Preventing excess nitrogen and phosphorous from entering rivers and sea 

Wessex Water
YTL GROUP

What does this mean? Large parts of the natural environment in the region have been negatively affected by too much nitrogen and phosphorus entering rivers and seas from industry, wastewater and agriculture.


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Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing sewage spills



What does this mean? When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea.


What is the current situation? Wessex Water have 1,300 storm overflows, which, when they spill, help reduce the risk of properties being flooded with sewage.

What is the plan for this?

Benefit by 2030	Wessex Water will reduce spills at 148 sites, focusing on sensitive sites to reduce the environmental impact.
How will they do it?	<ul style="list-style-type: none"> Increasing storm water storage at sites Working with local communities to reduce the rain water entering the sewers Building natural solutions like wetlands to provide a form of treatment before it enters the river.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing sewage spills



What does this mean? When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea.


What is the current situation? Wessex Water have 1,300 storm overflows, which, when they spill, help reduce the risk of properties being flooded with sewage.


What is the plan for this?

Benefit by 2030	Wessex Water will reduce spills at 148 sites, focusing on sensitive sites to reduce the environmental impact.
How will they do it?	<ul style="list-style-type: none"> Increasing storm water storage at sites Working with local communities to reduce the rain water entering the sewers Building natural solutions like wetlands to provide a form of treatment before it enters the river.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

Printed examples

INFORMATION PAGE 1: Bournemouth Water Plan – Parts 1 to 3




Water supply interruptions, lasting longer than 3 hours 


What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. South West Water’s performance on this measure is currently 13 mins 40 seconds. **South West Water performs 14th out of 17 companies on this measure** and they are currently performing worse than the target of 5 minutes.

What is the plan for this?

Benefit by 2030	To have achieved the target level for supply interruptions by 2025 and then maintain this level up to 2030.
How will they do it?	Maintain investment in the water supply network.
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.




Reducing leaks 


What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). South West Water’s annual leakage currently stands at 108 litres per property per day. **They perform 10th out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the amount lost from 83.6 litres per property per day in 2025 to 78 in 2030 and so reduce the amount of water Bournemouth Water need to take from the environment.
How will they do it?	TBC
Cost on bill	This will add £6 to the average annual bill (excluding inflation) by 2030.



The appearance, taste and smell of tap water 

What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.



How are Bournemouth Water (as part of South West Water) performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water per 1,000 population. South West Water currently receives 1.55 contacts regarding incidents per 1,000 population in the area. **South West Water performs 11th out of 13 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.33 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	TBC
Cost on bill	This will add £3 to the average annual bill (excluding inflation) by 2030.

To see how water companies perform against their targets, see the next page: INFORMATION PAGE 2


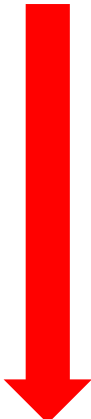
INFORMATION PAGE 2: Water companies' performance against target



 **Water supply interruptions, lasting longer than 3 hours** 

Ofwat set a target based on duration without water for more than 3 hours by minutes per property.
Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target

For this measure, all companies are set the same target.



Performing at or better than target	Portsmouth Water	-62%	Better vs. target 
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	Worse vs. target 
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
	Hafren Dyfrdwy	+511%	
South East Water	+1083%		



 **Reducing leaks** 

Ofwat set targets based on annual leakage per property served (litres per day).
Because less leakage is better, it means that a lower percentage is better.

The table shows how they perform against their targets

For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.



Performing at or better than target	Cambridge Water	-8.8%	Better vs. target 
	Wessex Water	-7.1%	
	Portsmouth Water	-6.0%	
	Hafren Dyfrdwy	-5.3%	
	SES Water	-3.3%	
	United Utilities Water	-2.9%	
	South East Water	-2.8%	
	South Staffs Water	-1.7%	
	Dwr Cymru	-1.0%	
	Severn Trent Water	-0.6%	
	Anglian Water	-0.5%	
	Yorkshire Water	-0.5%	
	Bristol Water	-0.3%	
	South West Water	0.0%	
	Thames Water	0.0%	
Performing worse than target	Essex and Suffolk	+0.5%	Worse vs. target 
	Affinity Water	+0.6%	
	Southern Water	+1.1%	
	Northumbrian Water	+2.9%	

 **The appearance, taste and smell of tap water** 

Ofwat set targets based on number of customer contacts received regarding the appearance, taste and smell of tap water, per 1,000 population.
Because fewer contacts is better, it means that a lower percentage is better.

The table shows how they perform against their targets













For this measure, each company has set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	SSC	-32%	Better vs. target 
	Thames Water	-18%	
	Severn Trent Water	-16%	
	Northumbrian Water	-13%	
	Portsmouth Water	-5%	
	Hafren Dyfrdwy	-4%	
	Wessex Water	-4%	
	South West Water	-3%	
Performing worse than target	Anglian Water	+2%	Worse vs. target 
	Affinity Water	+9%	
	United Utilities Water	+12%	
	Bristol Water	+27%	

Note: There is no target available for Dwr Cymru, South East Water, Southern Water, or Yorkshire Water

On a page summary

STIM 13_BWWW_HH







These are key elements of the business plans only and do not make up the full set of activities or costs.		
By 2030...		£/yr
	Maintain target level for supply interruptions from 2025 to 2030	£6
	Reduce leakage per property per day from 83.6 litres in 2025 to 78 in 2030	£6
	Reduce contacts about water quality from 1.33 per 1,000 population in 2025 to 1 per 1,000 in 2030	£3
	Reduce indoor sewer floods from 1.43 to 1.17 per 10,000 properties	£x
	Reduce outdoor sewer floods from 19.2 to 14.5 per 10,000 properties	£x
	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer	£x
	Install 350,000 smart water meters	£4
	Replace 20,000 lead pipes	£1.40
	Remove everyone from water poverty	£5
	Become operationally net zero	£x
	Prevent excess nitrogen and phosphorous entering rivers and sea	£x
	Reduce sewage spills at 148 sites, focusing on sensitive sites	£x

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030



Bournemouth Water's plan for water services 2025-30

These are **key elements** of Bournemouth Water's business plan only, and do not make up the full set of activities or costs.







By 2030...		£/yr
	Maintain target level for supply interruptions from 2025 to 2030	£6
	Reduce leakage per property per day from 83.6 litres in 2025 to 78 in 2030	£6
	Reduce contacts about water quality from 1.33 per 1,000 population in 2025 to 1 per 1,000 in 2030	£3
	Install 350,000 smart water meters	£4
	Replace 20,000 lead pipes	£1.40
	Remove everyone from water poverty	£5

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030



Wessex Water's plan for sewerage services 2025-30

These are **key elements** of Wessex Water's business plan only, and do not make up the full set of activities or costs.

By 2030...		£/yr
	Reduce indoor sewer floods from 1.43 to 1.17 per 10,000 properties	£x
	Reduce outdoor sewer floods from 19.2 to 14.5 per 10,000 properties	£x
	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer	£x
	Become operationally net zero	£x
	Prevent excess nitrogen and phosphorous entering rivers and sea	£x
	Reduce sewage spills at 148 sites, focusing on sensitive sites	£x

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030



BLUE MARBLE

www.bluemarbleresearch.co.uk



Affordability and Acceptability Testing

Quantitative Stage


Plan stimuli – draft v5.0

Bristol Water & Wessex Water


Online survey stimuli – clean

6 x prescribed PCs – Bournemouth Water & Wessex Water

Example page for Performance Commitments explaining what is prescribed by Ofwat



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are South West Water performing on this?
Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property.
South West Water performs 14th out of 17 companies on this measure.


What is the plan for this?

Benefit by 2030	To achieve the target of 5 minutes and maintain that average level of supply interruptions.
How will they do it?	xxx
Cost on bill	This will not add anything to your annual bill above what you pay today.


Title and panel 1 are prescribed by Ofwat

Panel 2: 40-50 words including instruction. This is now mostly prescribed wording from Ofwat to describe measure and the rank performance on the absolute measure

Panel 3 plus Panel 4: 40-50 words – this is not prescribed by Ofwat, but follows guidance on what they wish to include. Must not be leading and use consistent wording





How do water companies perform on this against their target?



Ofwat set a target based on duration without water for more than 3 hours by minutes per property.
Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target


For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	<div style="color: green; font-weight: bold;">Better vs. target</div> 
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	<div style="color: red; font-weight: bold;">Worse vs. target</div> 
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
Dwr Cymru	+164%		
Hafren Dyfrdwy	+511%		
South East Water	+1083%		


Mostly prescribed by Ofwat

Added by Blue Marble for clarity

New format prescribed by Ofwat



Water supply interruptions, lasting longer than 3 hours




What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.


How are Bristol Water performing on this?
Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. Bristol Water's performance on this measure is currently 2 mins 31 secs. **Bristol Water performs 2nd out of 17 companies on this measure** and they are currently performing better than the target

What is the plan for this?

Benefit by 2030	The duration without water for more than 3 hours by minutes per property stays at, or better than, the target level.
How will they do it?	Maintain investment in the water supply network.
Cost on bill	This will not add anything to your annual bill above what you pay today.



Water supply interruptions, lasting longer than 3 hours




What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.


How are Bristol Water performing on this?
Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. Bristol Water's performance on this measure is currently 2 mins 31 secs. **Bristol Water performs 2nd out of 17 companies on this measure** and they are currently performing better than the target

What is the plan for this?

Benefit by 2030	The duration without water for more than 3 hours by minutes per property stays at, or better than, the target level.
How will they do it?	Maintain investment in the water supply network.
Cost on bill	This will not add anything to your annual bill above what you pay today.



How do water companies perform on this against their target?




Ofwat set a target based on duration without water for more than 3 hours by minutes per property.
Because a shorter time without water is better, it means that a lower percentage is better.


The table shows how they perform against the target

For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	<div style="color: green; font-size: 2em;">↑</div> <div style="color: red; font-size: 2em;">↓</div>
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	
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	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
Dwr Cymru	+164%		
Hafren Dyfrdwy	+511%		
South East Water	+1083%		



Reducing leaks




What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.


How are Bristol Water performing on this?
Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). Bristol Water's annual leakage currently stands at 65 litres per property per day. **Bristol Water performs 1st out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the amount lost from 56.5 litres per property per day in 2025 to 50.7 in 2030 and so reduce the amount of water Bristol Water need to take from the environment.
How will they do it?	TBC
Cost on bill	This will add £4 to the average annual bill (excluding inflation) by 2030.



Reducing leaks




What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.


How are Bristol Water performing on this?
Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). Bristol Water's annual leakage currently stands at 65 litres per property per day. **Bristol Water performs 1st out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the amount lost from 56.5 litres per property per day in 2025 to 50.7 in 2030 and so reduce the amount of water Bristol Water need to take from the environment.
How will they do it?	TBC
Cost on bill	Based on an example annual bill of £1000 today, this will add £9.50 to the annual bill by 2030 (excluding inflation).





How do water companies perform on this against their targets?




Ofwat set targets based on annual leakage per property served (litres per day). **Because less leakage is better, it means that a lower percentage is better.**


The table shows how they perform against their targets

For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	Cambridge Water	-8.8%	Better vs. target 
	Wessex Water	-7.1%	
	Portsmouth Water	-6.0%	
	Hafren Dyfrdwy	-5.3%	
	SES Water	-3.3%	
	United Utilities Water	-2.9%	
	South East Water	-2.8%	
	South Staffs Water	-1.7%	
	Dwr Cymru	-1.0%	
	Severn Trent Water	-0.6%	
	Anglian Water	-0.5%	
	Yorkshire Water	-0.5%	
	Bristol Water	-0.3%	
South West Water	0.0%		
Thames Water	0.0%		
Performing worse than target	Essex and Suffolk	+0.5%	Worse vs. target 
	Affinity Water	+0.6%	
	Southern Water	+1.1%	
	Northumbrian Water	+2.9%	



The appearance, taste and smell of tap water




What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.


How are Bristol Water performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water per 1,000 population. Bristol Water currently receives 1.38 contacts regarding incidents per 1,000 population in the area. **Bristol Water performs 13th out of 17 companies on this measure**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.33 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	TBC
Cost on bill	This will add £3 to the average annual bill (excluding inflation) by 2030.



The appearance, taste and smell of tap water




What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.


How are Bristol Water performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water per 1,000 population. Bristol Water currently receives 1.38 contacts regarding incidents per 1,000 population in the area. **Bristol Water performs 13th out of 17 companies on this measure**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.33 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	TBC
Cost on bill	Based on an example annual bill of £1000 today, this will add £8 to the annual bill by 2030 (excluding inflation).





How do water companies perform on this against their targets?



Owat set targets based on number of customer contacts received regarding the appearance, taste and smell of tap water, per 1,000 population. **Because fewer contacts is better, it means that a lower percentage is better.**

The table shows how they perform against their targets


*For this measure, each company has set their own target. Their position in the table here **may be different** to the ranking on overall performance.*

Performing at or better than target	SSC	-32%	Better vs. target 
	Thames Water	-18%	
	Severn Trent Water	-16%	
	Northumbrian Water	-13%	
	Portsmouth Water	-5%	
	Hafren Dyfrdwy	-4%	
	Wessex Water	-4%	
	South West Water	-3%	
Performing worse than target	Anglian Water	+2%	Worse vs. target 
	Affinity Water	+9%	
	United Utilities Water	+12%	
	SES Water	+14%	
	Bristol Water	+27%	

Note: There is no target available for Dwr Cymru, South East Water, Southern Water, or Yorkshire Water

FOR YOU. FOR LIFE.
 Wessex Water
YTL GROUP

Sewage flooding of properties – internal



What does this mean? An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.


How are Wessex Water performing on this?
 Water companies are measured on the incidents of sewage flooding properties. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 1.43 incidents of internal sewer flooding per 10,000 properties.
Wessex Water performs 3rd out of 11 companies on this measure.

What is the plan for this?

Benefit by 2030	Reduce internal sewer flooding incidents to 1.17 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
 Wessex Water
YTL GROUP

Sewage flooding of properties – internal



What does this mean? An escape of sewage inside properties is highly inconvenient, disruptive and a potential health risk. In bad cases, people need to move out of their properties while things are put right.


How are Wessex Water performing on this?
 Water companies are measured on the incidents of sewage flooding properties. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 1.43 incidents of internal sewer flooding per 10,000 properties.
Wessex Water performs 3rd out of 11 companies on this measure.

What is the plan for this?

Benefit by 2030	Reduce internal sewer flooding incidents to 1.17 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

🎯

How do water companies perform on this against their target?



Ofwat set a target based on number of properties affected by sewage flooding, per 10,000.
Because fewer incidents is better, it means that a lower percentage is better.

The table shows how they perform against the target


For this measure, all companies are set the same target.

Performing at or better than target	South West Water	-53%	<div style="font-size: 24px; color: green;">↑</div> Better vs. target
	Dwr Cymru	-17%	
	Wessex Water	-13%	
	Severn Trent Water	-1%	
Performing worse than target	Anglian Water	+6%	<div style="font-size: 24px; color: red;">↓</div> Worse vs. target
	Northumbrian Water	+13%	
	Hafren Dyfrdwy	+44%	
	Yorkshire Water	+74%	
	United Utilities	+82%	
	Southern Water	+87%	
Thames Water	+112%		

- Only the companies that provide sewerage services are included in this comparison

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Sewage flooding of properties – external



What does this mean? An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.


How are Wessex Water performing on this? Water companies are measured on the incidents of sewage flooding gardens or outbuildings. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 19.2 incidents of external sewer flooding per 10,000 properties. **Wessex Water performs 7th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce external sewer flooding to 14.5 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Sewage flooding of properties – external




What does this mean? An escape of sewage into gardens or access points to peoples' properties is inconvenient and unpleasant and can restrict access.


How are Wessex Water performing on this? Water companies are measured on the incidents of sewage flooding gardens or outbuildings. The measure used is the number of properties affected, per 10,000. Wessex Water currently have 19.2 incidents of external sewer flooding per 10,000 properties. **Wessex Water performs 7th out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce external sewer flooding to 14.5 incidents per 10,000 properties.
How will they do it?	<ul style="list-style-type: none"> Raise awareness of what can cause blockages Identify pipes that need to be cleaned or repaired Reduce amount of rainwater entering sewers Invest in new/larger sewers.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).





How do water companies perform on this against their targets?



Ofwat set targets based on number of properties affected by sewage flooding gardens or outbuildings, per 10,000.
Because fewer incidents is better, it means that a lower percentage is better.

The table shows how they perform against their targets


For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	Yorkshire Water	-33%	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 10px;">  <p>Better vs. target</p> </div> <div>  <p>Worse vs. target</p> </div> </div>
	South West Water	-8%	
	United Utilities	-6%	
	Southern Water	-4%	
Performing worse than target	Anglian Water	+1%	
	Dwr Cymru	+4%	
	Northumbrian Water	+8%	
	Wessex Water	+15%	
	Severn Trent Water	+27%	

- Only the companies that provide sewerage services are included in this comparison
- No target available for Hafren Dyfrdwy or Thames Water

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Pollution of rivers and bathing waters



What does this mean? Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.


How are Wessex Water performing on this? Water companies are measured on the number of incidents of pollution of rivers and streams. The measure used is number of incidents per 10,000km of sewer. Wessex Water currently have 20.6 pollution incidents per 10,000km of sewer. **Wessex Water performs 2nd out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer.
How will they do it?	<ul style="list-style-type: none"> Installing more monitors to predict when incidents might occur Using artificial intelligence to improve their response times Cleaning sewers more often to stop problems before they occur.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Pollution of rivers and bathing waters




What does this mean? Discharges from sewage treatment or networks can affect rivers and bathing waters. This can have a minimal effect on the river ecology or a major effect depending on the scale.


How are Wessex Water performing on this? Water companies are measured on the number of incidents of pollution of rivers and streams. The measure used is number of incidents per 10,000km of sewer. Wessex Water currently have 20.6 pollution incidents per 10,000km of sewer. **Wessex Water performs 2nd out of 11 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer.
How will they do it?	<ul style="list-style-type: none"> Installing more monitors to predict when incidents might occur Using artificial intelligence to improve their response times Cleaning sewers more often to stop problems before they occur.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).





How do water companies perform on this against their target?



Ofwat set a target based on number of incidents of pollution of rivers and streams per 10,000km of sewer. **Because fewer incidents is better, it means that a lower percentage is better.**

The table shows how they perform against the target

For this measure, all companies are set the same target.


Performing at or better than target	United Utilities Water	-25.3%	<div style="font-weight: bold; color: green;">Better vs. target</div> 
	Wessex Water	-13.2%	
	Severn Trent Water	-8.1%	
	Dwr Cymru	-3.6%	
	Northumbrian Water	-3.2%	
Performing worse than target	Thames Water	+4.7%	<div style="font-weight: bold; color: red;">Worse vs. target</div> 
	Yorkshire Water	+15.3%	
	Anglian Water	+42.2%	
	Hafren Dyfrdwy	+70.9%	
	South West Water	+264.7%	
Southern Water	+294.4%		

- Only the companies that provide sewerage services are included in this comparison


Online survey stimuli – clean

3 x other components for each company

- Currently there are 4 for Bristol Water – need to make this 3; guidance indicates this should be the highest cost additional components.



Replacing lead pipes




What does this mean? Lead was banned as a plumbing material in the 1970s but lead pipes still connect some customers' properties to the water mains.

What is the current situation? It is estimated that lead pipes affect **XXX** properties in the region. By the end of 2025 Bristol Water will have replaced **XXX** lead pipes.


What is the plan for this?

Benefit by 2030	Replace 30,000 more lead pipes between 2025-30. Ensure that there are no lead pipes supplying nurseries, schools and hospitals.
How will they do it?	Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
Cost on bill	This will add £2 to the average annual bill (excluding inflation) by 2030.

This page, and the following 6 pages, which describe additional components of the plan, are not prescribed, but follow broad principles that Ofwat wish us to apply.



Replacing lead pipes



What does this mean? Lead was banned as a plumbing material in the 1970s but lead pipes still connect some customers' properties to the water mains.

What is the current situation? It is estimated that lead pipes affect **XXX** properties in the region. By the end of 2025 Bristol Water will have replaced **XXX** lead pipes.

What is the plan for this?

Benefit by 2030	Replace 30,000 more lead pipes between 2025-30. Ensure that there are no lead pipes supplying nurseries, schools and hospitals.
How will they do it?	Offer a mix of free and subsidised replacement for pipes owned by customers, with those on the lowest incomes receiving a free replacement
Cost on bill	Based on an example annual bill of £1000 today, this will add £4.50 to the annual bill by 2030 (excluding inflation).



Removing everyone from water poverty



What does this mean? Water poverty is when a household spends more than 5% of its disposable income on the water bill

What is the current situation? Bristol Water have already given financial support to XX,000 households in water poverty. This is known as a 'social tariff' as the support is paid for through other customers' bills.

What is the plan for this?

Benefit by 2030 Remove everyone from water poverty by 2030 (assisting 25,000 more households), so all customers will be able to afford their bill.

- How will they do it?**
- Giving financial support to more customers in water
 - Continuing to work with partners such as Citizens Advice
 - Helping customers to save water and energy

Cost on bill This will add £3 to the average annual bill (excluding inflation) by 2030 for all those customers not on a social tariff



Removing everyone from water poverty



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What is the current situation? Bristol Water have already given financial support to XX,000 households in water poverty. This is known as a 'social tariff' as the support is paid for through other customers' bills.

What is the plan for this?

Benefit by 2030 Remove everyone from water poverty by 2030 (assisting 25,000 more households), so all customers will be able to afford their bill.

- How will they do it?**
- Giving financial support to more customers in water
 - Continuing to work with partners such as Citizens Advice
 - Helping customers to save water and energy

Cost on bill Based on an example annual bill of £1000 today, this will add £7 to the annual bill by 2030 (excluding inflation).



Installing smart water meters



What does this mean? Smart meters monitor the flow of water into properties. They mean there is no need for manual meter readings and that people can see how much water they are using immediately.

What is the current situation? Just over XX% of households in the Bristol Water region have a basic water meter, XXXX have a smart water meter, so it is not possible to see water use in real-time.

What is the plan for this?

Benefit by 2030	Smart water meters increase awareness of water use and so help customers save water. They also reduce wastage by helping customers identify leaks (e.g. leaking toilets and taps) more quickly. Reducing water used and leaks in properties will reduce the amount of water that has to be taken from the environment.
How will they do it?	Bristol Water will install smart meters in 175,000 properties by 2030. Support customers to use less water with water efficiency advice and support.
Cost on bill	This will add £2 to the average annual bill (excluding inflation) by 2030.



Installing smart water meters




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What is the plan for this?

Benefit by 2030	Smart water meters increase awareness of water use and so help customers save water. They also reduce wastage by helping customers identify leaks (e.g. leaking toilets and taps) more quickly. Reducing water used and leaks in properties will reduce the amount of water that has to be taken from the environment.
How will they do it?	Bristol Water will install smart meters in 175,000 properties by 2030. Support customers to use less water with water efficiency advice and support.
Cost on bill	Based on an example annual bill of £1000 today, this will add £4.50 to the annual bill by 2030 (excluding inflation).



Net zero operational emissions




What does this mean? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.


What is the current situation? Bristol Water uses carbon to run its sites, fuel to run vehicles and chemicals to treat water.

What is the plan for this?

Benefit by 2030	By 2030 Bristol Water's operations will not contribute to climate change.
How will they do it?	<p>The company will make their operations carbon neutral by 2030 by:</p> <ul style="list-style-type: none"> Moving entirely to electric vehicles Developing renewable energy at sites owned by Bristol Water Planting trees to remove greenhouse gases from the atmosphere Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions
Cost on bill	This will add £7 to the average annual bill (excluding inflation) by 2030.



Net zero operational emissions



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What is the current situation? Bristol Water uses carbon to run its sites, fuel to run vehicles and chemicals to treat water.

What is the plan for this?

Benefit by 2030	By 2030 Bristol Water's operations will not contribute to climate change.
How will they do it?	<p>The company will make their operations carbon neutral by 2030 by:</p> <ul style="list-style-type: none"> Moving entirely to electric vehicles Developing renewable energy at sites owned by Bristol Water Planting trees to remove greenhouse gases from the atmosphere Where necessary, purchasing high-quality offsets until Bristol Water can further reduce its own emissions
Cost on bill	Based on an example annual bill of £1000 today, this will add £16.50 to the annual bill by 2030 (excluding inflation).

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Becoming operationally net zero



What does this mean? Operational net zero means that a company, on balance, does not add any carbon into the atmosphere through operations that it directly controls.


What is the current situation? Wessex Water emits carbon when running its sites, running vehicles and when using chemicals to treat water. It also emits greenhouse gases when it treats sewage.

What is the plan for this?

Benefit by 2030	By 2030 Wessex Water’s operations will not contribute to climate change.
How will they do it?	<p>The company will make their operations carbon neutral by 2030 by:</p> <ul style="list-style-type: none"> • Building infrastructure to charge electric vehicles, and start moving their vehicles to electric power • Increasing renewable electricity use and generating greener electricity on their own sites • Reducing energy and chemical use • Reducing emissions from sewage treatment processes
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Becoming operationally net zero




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How will they do it?	<p>The company will make their operations carbon neutral by 2030 by:</p> <ul style="list-style-type: none"> • Building infrastructure to charge electric vehicles, and start moving their vehicles to electric power • Increasing renewable electricity use and generating greener electricity on their own sites • Reducing energy and chemical use • Reducing emissions from sewage treatment processes
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

FOR YOU. FOR LIFE. Preventing excess nitrogen and phosphorous from entering rivers and sea 


Wessex Water
YTL GROUP

What does this mean? Large parts of the natural environment in the region have been negatively affected by too much nitrogen and phosphorus entering rivers and seas from industry, wastewater and agriculture.

What is the current situation? There is new legislation to ensure the health of rivers and coastal water environments is restored by reducing the levels of nitrogen and phosphorous.

What is the plan for this?

Benefit by 2030	Restore the quality of rivers and coastal waters by preventing 1,500 tonnes of nitrogen and phosphorous from entering rivers and the sea.
How will they do it?	<ul style="list-style-type: none"> Installing nitrogen and phosphorus removal technology at Wessex Water's treatment works Where we can, working in partnership with farmers and landowners to prevent nitrogen and phosphorous getting washed from the land into rivers and sea Creating wetland areas to naturally absorb nitrogen and phosphorous
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030.

FOR YOU. FOR LIFE. Preventing excess nitrogen and phosphorous from entering rivers and sea 

Wessex Water
YTL GROUP

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What is the current situation? There is new legislation to ensure the health of rivers and coastal water environments is restored by reducing the levels of nitrogen and phosphorous.

What is the plan for this?

Benefit by 2030	Restore the quality of rivers and coastal waters by preventing 1,500 tonnes of nitrogen and phosphorous from entering rivers and the sea.
How will they do it?	<ul style="list-style-type: none"> Installing nitrogen and phosphorus removal technology at Wessex Water's treatment works Where we can, working in partnership with farmers and landowners to prevent nitrogen and phosphorous getting washed from the land into rivers and sea Creating wetland areas to naturally absorb nitrogen and phosphorous
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing sewage spills



What does this mean? When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea.


What is the current situation? Wessex Water have 1,300 storm overflows, which, when they spill, help reduce the risk of properties being flooded with sewage.

What is the plan for this?

Benefit by 2030	Wessex Water will reduce spills at 148 sites, focusing on sensitive sites to reduce the environmental impact.
How will they do it?	<ul style="list-style-type: none"> Increasing storm water storage at sites Working with local communities to reduce the rain water entering the sewers Building natural solutions like wetlands to provide a form of treatment before it enters the river.
Cost on bill	This will add £xx to the average annual bill (excluding inflation) by 2030

FOR YOU. FOR LIFE.
Wessex Water
YTL GROUP

Reducing sewage spills



What does this mean? When there is too much rainfall for sewers to handle, storm overflows allow rain water, mixed with sewage, to escape into a separate pipe which eventually flows into a river or the sea.

What is the current situation? Wessex Water have 1,300 storm overflows, which, when they spill, help reduce the risk of properties being flooded with sewage.

What is the plan for this?

Benefit by 2030	Wessex Water will reduce spills at 148 sites, focusing on sensitive sites to reduce the environmental impact.
How will they do it?	<ul style="list-style-type: none"> Increasing storm water storage at sites Working with local communities to reduce the rain water entering the sewers Building natural solutions like wetlands to provide a form of treatment before it enters the river.
Cost on bill	Based on an example annual bill of £1000 today, this will add £xx to the annual bill by 2030 (excluding inflation).

Printed stimuli
Only required for HH



Water supply interruptions, lasting longer than 3 hours



What does this mean? It would not be possible to draw water from the taps or flush the toilet; it may be necessary to buy bottled water. Sometimes business operations may be affected.

How are Bristol Water performing on this? Water companies are measured on the length of time properties are without water. The measure used is the duration without water for more than 3 hours by minutes per property. Bristol Water's performance on this measure is currently 2 mins 31 secs. **Bristol Water performs 2nd out of 17 companies on this measure** and they are currently performing better than the target

What is the plan for this?

Benefit by 2030	The duration without water for more than 3 hours by minutes per property stays at, or better than, the target level.
How will they do it?	Maintain investment in the water supply network.
Cost on bill	This will not add anything to your annual bill above what you pay today.



Reducing leaks



What does this mean? Leaks can affect customers directly if their water supply is affected. They are sometimes unnoticed if underground. But leakage is often seen in the media and has a cost to people on their bills and a cost to the environment.

How are Bristol Water performing on this? Water companies are measured on the amount of water lost due to leaks from water mains and pipes. The measure used is annual leakage per property served (litres per day). Bristol Water's annual leakage currently stands at 65 litres per property per day. **Bristol Water performs 1st out of 19 companies on this measure.**

What is the plan for this?

Benefit by 2030	Reduce the amount lost from 56.5 litres per property per day in 2025 to 50.7 in 2030 and so reduce the amount of water Bristol Water need to take from the environment.
How will they do it?	TBC
Cost on bill	This will add £4 to the average annual bill (excluding inflation) by 2030.



The appearance, taste and smell of tap water



What does this mean? Tap water may look discoloured or taste/smell different to usual. Although still safe to drink, people may prefer bottled water as a precaution until it returns to normal.

How are Bristol Water performing on this? Water companies are measured on the number of customer contacts received regarding the appearance, taste and smell of tap water per 1,000 population. Bristol Water currently receives 1.38 contacts regarding incidents per 1,000 population in the area. **Bristol Water performs 13th out of 17 companies on this measure**

What is the plan for this?

Benefit by 2030	Reduce the number of contacts about appearance, taste and smell of tap water from 1.33 per 1,000 population in 2025 to 1 per 1,000 population in 2030.
How will they do it?	TBC
Cost on bill	This will add £3 to the average annual bill (excluding inflation) by 2030.



Water supply interruptions, lasting longer than 3 hours



Ofwat set a target based on duration without water for more than 3 hours by minutes per property.

Because a shorter time without water is better, it means that a lower percentage is better.

The table shows how they perform against the target

For this measure, all companies are set the same target.

Performing at or better than target	Portsmouth Water	-62%	Better vs. target
	Bristol Water	-59%	
	SES Water	-52%	
	SSC	-47%	
	Affinity Water	-39%	
	Wessex Water	-32%	
Performing worse than target	United Utilities Water	+30%	Worse vs. target
	Southern Water	+53%	
	Anglian Water	+60%	
	Yorkshire Water	+73%	
	Thames Water	+80%	
	Northumbrian Water	+92%	
	Severn Trent Water	+106%	
	South West Water	+123%	
	Dwr Cymru	+164%	
	Hafren Dyfrdwy	+511%	
South East Water	+1083%		



Reducing leaks



Ofwat set targets based on annual leakage per property served (litres per day).

Because less leakage is better, it means that a lower percentage is better.

The table shows how they perform against their targets

For this measure, each company is set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	Cambridge Water	-8.8%	Better vs. target
	Wessex Water	-7.1%	
	Portsmouth Water	-6.0%	
	Hafren Dyfrdwy	-5.3%	
	SES Water	-3.3%	
	United Utilities Water	-2.9%	
	South East Water	-2.8%	
	South Staffs Water	-1.7%	
	Dwr Cymru	-1.0%	
	Severn Trent Water	-0.6%	
	Anglian Water	-0.5%	
	Yorkshire Water	-0.5%	
	Bristol Water	-0.3%	
	South West Water	0.0%	
	Thames Water	0.0%	
Performing worse than target	Essex and Suffolk	+0.5%	Worse vs. target
	Affinity Water	+0.6%	
	Southern Water	+1.1%	
	Northumbrian Water	+2.9%	



The appearance, taste and smell of tap water



Ofwat set targets based on number of customer contacts received regarding the appearance, taste and smell of tap water, per 1,000 population.

Because fewer contacts is better, it means that a lower percentage is better.

The table shows how they perform against their targets













For this measure, each company has set their own target. Their position in the table here **may be different** to the ranking on overall performance.

Performing at or better than target	SSC	-32%	Better vs. target
	Thames Water	-18%	
	Severn Trent Water	-16%	
	Northumbrian Water	-13%	
	Portsmouth Water	-5%	
	Hafren Dyfrdwy	-4%	
	Wessex Water	-4%	
	South West Water	-3%	
Performing worse than target	Anglian Water	+2%	Worse vs. target
	Affinity Water	+9%	
	United Utilities Water	+12%	
	SES Water	+14%	
	Bristol Water	+27%	

Note: There is no target available for Dwr Cymru, South East Water, Southern Water, or Yorkshire Water

One page summaries of plans

STIM 13_BRLWW_HH







These are key elements of the business plans only and do not make up the full set of activities or costs.		
By 2030...		£/yr
	Maintain target level for supply interruptions from 2025 to 2030	£0
	Reduce leakage per property per day from 56.5 litres in 2025 to 50.7 in 2030	£4
	Reduce contacts about water quality from 1.33 per 1,000 population in 2025 to 1 per 1,000 in 2030	£3
	Reduce indoor sewer floods from 1.43 to 1.17 per 10,000 properties	£x
	Reduce outdoor sewer floods from 19.2 to 14.5 per 10,000 properties	£x
	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer	£x
	Install 175,000 smart water meters	£2
	Replace 30,000 lead pipes	£2
	Remove everyone from water poverty	£3
	Become operationally net zero	£x
	Prevent excess nitrogen and phosphorous entering rivers and sea	£x
	Reduce sewage spills at 148 sites, focusing on sensitive sites	£x

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030



Bristol Water's plan for water services 2025-30

These are **key elements** of Bristol Water's business plan only, and do not make up the full set of activities or costs.







By 2030...		£/yr
	Maintain target level for supply interruptions from 2025 to 2030	£0
	Reduce leakage per property per day from 56.5 litres in 2025 to 50.7 in 2030	£4
	Reduce contacts about water quality from 1.33 per 1,000 population in 2025 to 1 per 1,000 in 2030	£3
	Install 175,000 smart water meters	£2
	Replace 30,000 lead pipes	£2
	Remove everyone from water poverty	£3

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030



Wessex Water's plan for sewerage services 2025-30

These are **key elements** of Wessex Water's business plan only, and do not make up the full set of activities or costs.

By 2030...		£/yr
	Reduce indoor sewer floods from 1.43 to 1.17 per 10,000 properties	£x
	Reduce outdoor sewer floods from 19.2 to 14.5 per 10,000 properties	£x
	Reduce pollution incidents from 20.6 to 17.6 per 10,000km of sewer	£x
	Become operationally net zero	£x
	Prevent excess nitrogen and phosphorous entering rivers and sea	£x
	Reduce sewage spills at 148 sites, focusing on sensitive sites	£x

£/yr means the **added amount** on to the **average** current annual bill (excluding inflation) by 2030



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