

# Waterlevel

Bournemouth  
Water

News from Bournemouth Water  
Spring 2018

## GET INTO WATER

Read our proposals  
for 2020-2025

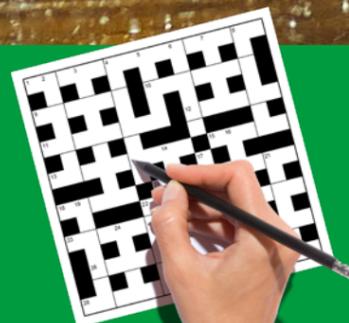


Sally Mills  
welcomes you  
to this special  
edition of  
Waterlevel



For every person  
that responds we  
will donate £2\*  
to  WaterAid

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**Crossword**

Your chance to win  
£100 High Street  
shopping vouchers!

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# Sally Mills,

Head of Regulation and Customer Relations for Bournemouth Water, welcomes you to this special business planning edition of Waterlevel.

In this issue we will take a look at some of the activities and improvements being planned for the 2020-2025 period.

We'd like to hear what you think.

The feedback you give us will help inform the plan which will be submitted to our regulator, Ofwat, as part of the 2019 'Price Review'. It's all part of a process we undertake every five years to ensure we invest in the right areas and deliver the services our customers value the most at an affordable price.

There are some important decisions to be made and it's vital you have your say. After all, the plan will affect how your future water services are provided and will determine how much you are charged for the services you use.

We've grouped our future plan into seven key themes (see right) and this edition of Waterlevel highlights some of the activities planned in each of these areas.

## GET INTO WATER

Have your say at:

[www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)

# Richard Lacey,

Chair of Bournemouth Water Customer View Group.

Hi, I'm Richard, and my role is to represent the interests of Bournemouth Water customers and ensure that Bournemouth Water deliver on their commitments to their customers. I am also a member of the WaterFuture Customer Panel, whose role it is to provide independent challenge and assurance to Ofwat, the industry regulator, on how well Bournemouth Water has engaged with its customers and how it has used customer views to drive decision making which is reflected in the company's plan for future services.

Along with other members of the panel, who meet regularly, we challenge the company on their current performance and plans for the future. Minutes from all of our meetings are recorded and published for customers to see.

We are constantly seeking feedback from customers to ensure the challenges we are making align with their interests. We would welcome any comments you have on the company's performance or plan for the future.

For more information see:

[www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)



# The 'big seven'

We've divided our plan in to seven key themes below. In the following pages you will find information about our performance, long-term goals and 2020-2025 proposals for each of them.

CLEAN, SAFE AND RELIABLE SUPPLY OF DRINKING WATER



AVAILABLE AND SUFFICIENT RESOURCES



RESILIENCE



RESPONSIVE TO CUSTOMERS



PROTECTING THE ENVIRONMENT



BENEFITING THE COMMUNITY



FAIR CHARGING AND AFFORDABLE BILLS FOR ALL



# Our long-term vision

In September last year we published our WaterFuture Vision to 2050, outlining our long-term ambitions. It reflects what our customers have told us and sets the long-term context for our plan to 2025.

Our customers have consistently told us that we need to provide a first-class, innovative, efficient, affordable and resilient service which supports and enhances the region we serve. Our vision to 2050 is focused on delivering what customers value most over the long-term, meeting the diverse needs of people, businesses and the responsibilities we have to the environment while keeping our costs as low as possible.

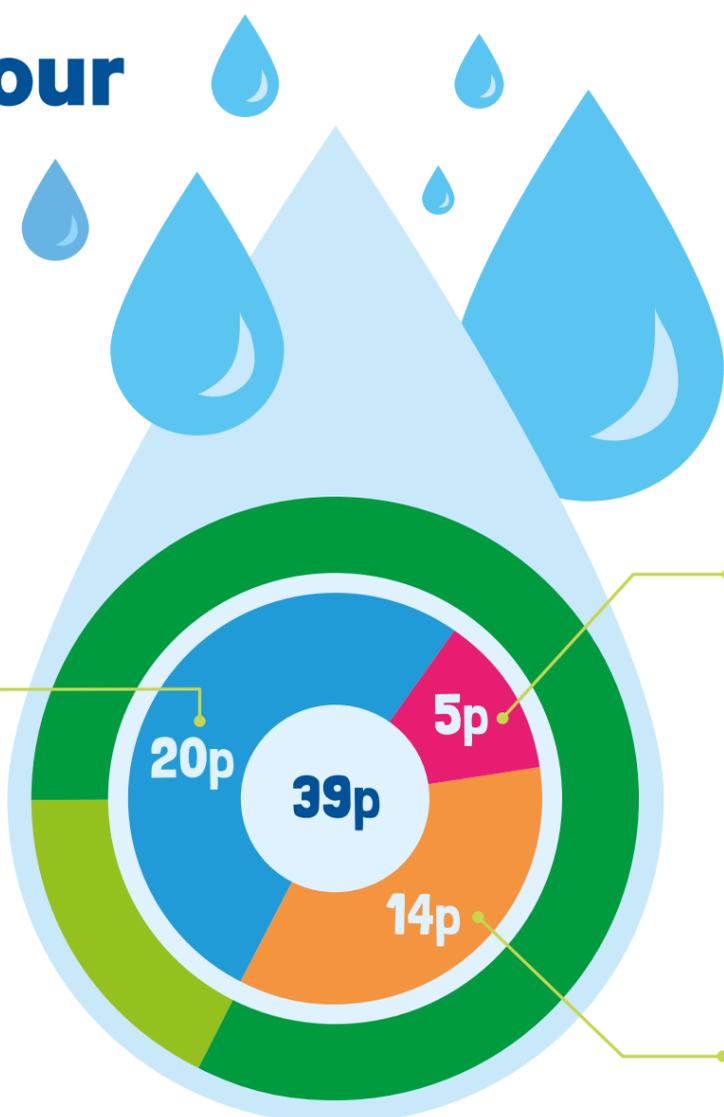
We will continue to invest in the maintenance and improvement of our network and assets in order to deliver water services that our customers can rely on.

Take a look here:

[www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)

# What does your bill pay for?

Based on the current average customer bill, bills cost 39p per household per day.



Operating costs including rates, taxes, energy and labour

Financing and borrowing



**92%**  
Supply of water service

**8%**  
Billing and customer service



Capital maintenance and depreciation

# What's being delivered?



## Hardly any interruptions

We have duplicated or linked key water mains to ensure the risk of our customers being without water is minimised. Supply interruptions remain consistently the lowest in the industry.



## Tip-top water

Water quality standards continue to be consistently amongst the best in the industry.



## Affordable bills

We continue to support customers who struggle paying their bills through a range of social tariffs and other initiatives.



## No hosepipe bans

Careful management of our natural resources means we have never had to impose water restrictions on our customers.



## Great environment

We continually improve the way we operate our assets to save energy and reduce our carbon footprint.



## Excellent customer service

94% of our customers tell us they are satisfied with the overall service they receive from us.

# GET INTO WATER

WaterFuture

## What we want to do for you

We plan to deliver significant improvements to your water services as well as protecting and enhancing the environment for future generations.

Here are a few examples of our proposals...

Key investment priority	Three examples of what we want to do		
<p>CLEAN, SAFE AND RELIABLE SUPPLY OF DRINKING WATER</p> 	Maintain the water network and our treatment works to meet high standards of drinking water quality	Introduce smart technologies to better control the network and reduce leakage and supply interruptions	Replace and upgrade ageing water treatment works with a new state-of-the-art facility at Knapp Mill
<p>AVAILABLE AND SUFFICIENT RESOURCES</p> 	Reduce leakage both across the network and at customers' properties	Replace Knapp Mill Water Treatment Works with a state-of-the-art facility that is resilient to changes in the quality of the water in the river and upgrade Alderney Water Treatment Works	Increase network links so we can move water to areas suffering shortages from high demand
<p>RESILIENCE</p> 	Ensure robust flood protection measures are in place for all key sites	Work with other agencies to coordinate our security and emergency planning activities	Test our capability to respond to incidents and events
<p>RESPONSIVE TO CUSTOMERS</p> 	Continue to train and develop our workforce to ensure they are equipped to deliver an excellent service to customers	Encourage greater customer involvement in our service provision, including customer representation on our board	Enhance our systems to ensure customers can contact us in the way they want, with queries being dealt with promptly and efficiently
<p>PROTECTING THE ENVIRONMENT</p> 	Continue to reduce the carbon impact of our operation to meet and exceed national targets	Work with farmers and landowners to improve the water quality in the rivers Avon and Stour	Continue to find more energy efficient ways of carrying out our operations
<p>BENEFITING THE COMMUNITY</p> 	Through partner agencies, we will promote the use of our land holdings and storage reservoirs for leisure activities such as bird watching	Continue to promote our community based campaigns that help you to help us, such as our water efficiency initiatives	Continue to support the recruitment of apprentices and encourage our employees to take part in voluntary activities that benefit our local communities
<p>FAIR CHARGING AND AFFORDABLE BILLS FOR ALL</p> 	Continue to innovate and work with our suppliers for sustainable cost reductions	Make it as easy as possible for customers to access and apply for help	Continue to offer a number of initiatives to assist those struggling to pay their bills



HQ George Jessel House  
+ Aderney Water Treatment Works

Longham reservoir

Knapp Mill  
Water Treatment Works

Blashford Lakes  
Nature Reserve

New Forest  
National Park

Bournemouth

To find out more  
Go to [www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)



## What you said

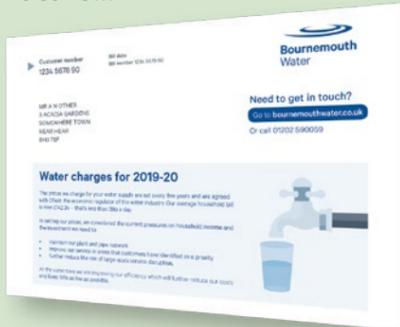
Over the last two years, our WaterFuture team has been in contact with thousands of customers to pinpoint their priorities for investment and service improvement.

## Here's your top ten in order so far:

1. Always providing a safe water supply
2. Making sure your water supply continues despite extreme weather
3. Minimising leakage from pipes
4. Minimising cut-offs to water supply
5. Responsiveness to service problems
6. Avoiding water restrictions
7. Customer contact excellence
8. Reducing energy consumption
9. Catchment management
10. Protecting our habitats

# What does it mean for your bills?

Here's an overview of how your bill might stack up in the future...



**£142**  
Forecast average household water bill in 2019-20

- + £0-£10**  Top-quality tap water all the time
- + £-1-£1**  Making sure our networks cope in extreme weather
- + £0-£8**  Providing services without harming the environment
- + £0-£1**  Value for money charging and helping those in need

- + £-1-£1**  Ensuring the region has the water it needs
- + £0-£1**  Giving you the services and information you want
- + £0-£5**  Helping the regional economy grow and being a good employer

- + Inflation £10-£18**  
Inflation between 2020 and 2025 is expected to rise which drives our energy, labour and other costs up
- Cost-cutting £10**  
Using technology and innovation to cut costs, producing more green energy, securing finance at low rates
- = £155**
- Average bill in 2024/25**  
Could range from £140 to £175 depending on how much we invest in each key area and other factors like inflation. We are looking at options which add up to an average bill of approximately £155

# Wise up with Waterwise!

Local primary school children have been learning all about water – how precious it is, how it gets treated, how best to conserve it and how to stay safe near lakes and rivers.

For a number of years Bournemouth Water has teamed up with Dorset-based charity Life Education Wessex, who deliver a curriculum-based educational engagement programme in primary schools in and around Bournemouth.

Delivered in a fun and interactive way, the programme is called Waterwise and features Otto the Otter. It includes classroom presentations and activities, supplemented by resource materials such as the popular 'Drip & Drop' and 'All about water' booklets.

Last year Waterwise engaged with 35 schools and almost 3,000 pupils, each of whom receives a special participation certificate.

The Waterwise presentation is free and available to all primary-aged children in the Bournemouth Water area. Sessions are delivered by a qualified, experienced teacher and all teaching materials are provided.

To book a free visit to your school, call **01258 837417** or email: [waterwise@lifeeducationwessex.org.uk](mailto:waterwise@lifeeducationwessex.org.uk)



# Time for your views

In September we will submit our business plan to the industry regulator, Ofwat. We want to hear from you so our final plan reflects what you think.

Do you think our seven themes are correct? Do you agree with the areas in which we are proposing to invest in order to maintain and improve our service to you and the environment? Do you agree with the impact these investments will have on your bills?

Visit our web page [www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture) to find out more and leave your feedback, or write to us at FREEPOST WATERFUTURE by 30 April 2018.

For every person that responds we will donate £2\* to WaterAid.



\*for terms & conditions go to [www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)



## ACROSS

- Who comes between the goat and the fishes? He **grew rather erratic!** (3,5,7)
- (see instructions) (6)
- What a 9 produces? That's **correct (like a tiny 12)** (7)
- The devil is **hardly** original (3,5)
- It's like a 15 but **tamer (significantly)** (6)
- What, when he was **unable, came** up road in emergency? (9)
- It will eventually **arrive** at the 26 (5)
- Area by 26 - where **wrecked** ships lie in mud? (5)
- Such a side-15 is no **rarity but** quite common (9)
- Like a seaworthy **boat** - (**Falmouth** has plenty) (6)
- French mollusc that never **paces to get** anywhere fast (8)
- Lovers of wildfowl and nature **stay** here where the 15 meets the sea (7)
- Drink that's wishy-washy **and** low in alcohol (6)
- It's safe and **the sea-coral sticks** around (3,5,2,5)

## DOWN

- A rough **loudmouth?** (7)
- A place to go if you **wear shoes** and other goods bought wholesale? (9)
- This might complete the set if you have bowls for **fruit, beakers**, plates etc. (3-5)
- Irritable? **Try** talking to Toad's friend (5)
- In the middle of the Millennium **Stadium** (6)
- Someone collecting cut pieces for sauer**kraut?** (5)
- Intermediate **level** waste to place higher up (7)
- It might go for **scrap** (3)
- For the European traveller, **train line** journeys use this (9)
- Do **scuba sea**-divers count on these? (8)
- Four **free** shampoo sachets to make you feel cool again (7)
- Welsh valley where they mined **hard nodules** (7)
- Layers of rock not formed **catastrophically** (6)
- No **picture** is visible without this nerve (5)
- Big type** of triangular buildings are found here (5)

**Selection of winner:** One winner will be selected at random from all correct entries. All entries must be submitted to Bournemouth Water, Peninsula House, Rydon Lane, Exeter, EX2 7HR by 9am on 27 April 2018 and must include the postal address of the entrant. The winner will be notified and must follow the instructions to claim the prize or another winner will be selected at random.

**Terms and conditions:** The competition is free to enter and is open to UK residents aged 18 or over. Employees of Pennon Group Plc (and its subsidiaries) and their families are not eligible.

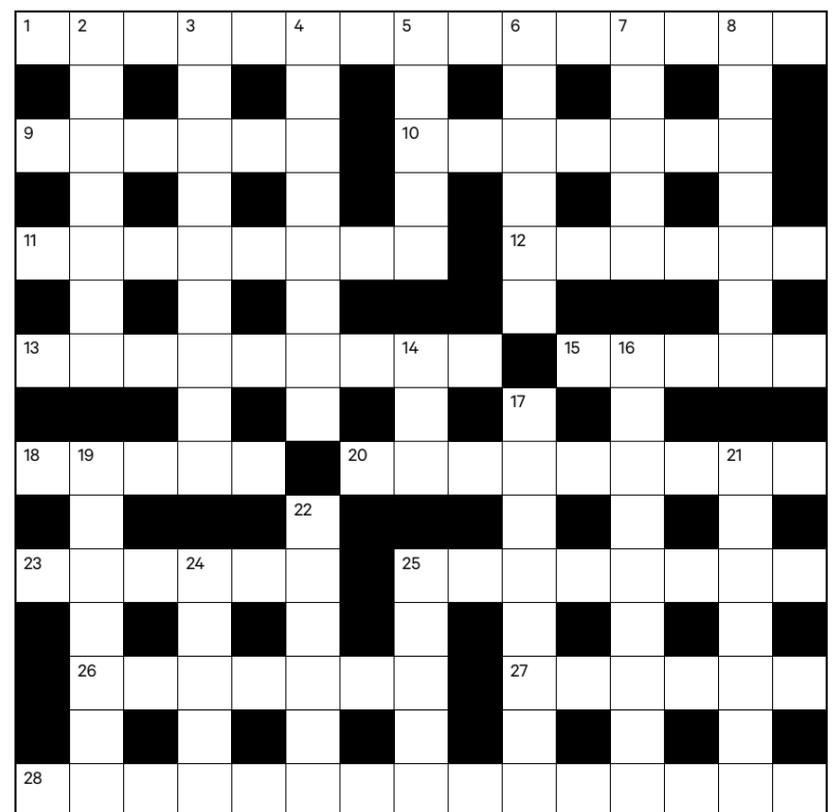
**Personal data:** Personal information supplied by entrants will be used and retained by us solely for administration purposes and will not be disclosed to any third party provided that by entering the competition you agree to the use of your first name, postal town and photograph in the next edition of Waterlevel (in print and online).

**General:** Entrants are deemed to have accepted these terms and conditions on entry. The prize is non-exchangeable and no cash alternative is offered. These terms & conditions shall be governed by English law and subject to the exclusive jurisdiction of the English Courts.

# Win £100 High Street shopping vouchers!

## From Source To Sea by Shrimp

Join us on a journey "From Source To Sea" as we travel down the grid. Clues all contain 1. a definition of the answer and 2. a jumble of the letters of the answer. Sometimes the whole of the clue becomes the definition e.g. 9. Across: A spring that becomes a **course** (6). Answer: **SOURCE**



Name: .....

Address: .....

Postcode: .....

Tel: .....

Email: .....

Send to: Bournemouth Water, Peninsula House, Rydon Lane, Exeter, EX2 7HR.  
Closing date for entries: 9am 27 April 2018

# Tell us your views and have your say



We are preparing our plan for the future of your water services from 2020 to 2025

To find out more about the challenges we face, the choices there are and the proposals we're making, go to: [www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)

Help us get it right for the region.

You can contact us in the following ways:

- By emailing us at: [waterfuture@bournemouthwater.co.uk](mailto:waterfuture@bournemouthwater.co.uk)
- By visiting our WaterFuture website at: [www.bournemouthwater.co.uk/waterfuture](http://www.bournemouthwater.co.uk/waterfuture)
- By writing to us at: FREEPOST WATERFUTURE

# GET INTO WATER

WaterFuture

## Join our Priority Services Register

If you have a medical condition that requires constant access to a supply of water, or you would find it difficult to reach an alternative supply during an interruption to the mains supply, register here:

[www.bournemouthwater.co.uk/priority-services/](http://www.bournemouthwater.co.uk/priority-services/)



  
Bournemouth  
Water

# GET INTO WATER