

Our Company: Targets



Stakeholder Report 2006-2007

Water UK Sustainability Indicators

Water UK Sustainability Indicator	UK Sector	Southern Water	
	UK 2005-2006	SW 2005-2006	SW 2006-2007
Governance			
Operators with management systems for sustainability:			
Environment	18	Yes	Yes
Quality	22	Yes	Yes
Health and Safety	24	Yes	Yes
Convictions (total number)	91	14	8
Environment			
Sludge management (% reused)	88	96	97.82
Energy used per million litres of water supplied (kWh)	586	845 ¹	808
Energy used per million litres of wastewater treated (kWh)	634	608 ²	920
Renewable energy as percentage of total energy used (%)	14	2.7	2.6
Greenhouse gases emitted, total (million tonnes)	4.15	0.52	0.55
Compliance with abstraction licences			
(Number of exceedances, days)	38	2	3
(Total water abstracted in excess of license volume, million litres)	299	0.2	5.893 ⁵
Society			
Security of supply index score	-91 to 100	58	71
Water demand:			
Domestic water demand (litres/person/day)	152	153	146
Total water consumed domestic and non-domestic (million litres/day)	13,234	481	463
Tests complying with drinking water standards (%)	99.88	99.9	99.9
Workplace			
Employee turnover rate (%)	10.3	10.0	11.73
Workforce with access to formal bargaining arrangements (%)	98	100	95.97
Workforce environment – average days lost through sickness (days/person/year)	5.6	8.6	8.52
Infrastructure			
Properties with low pressure supply	20,052	898 ⁴	427
Performance of supply infrastructure – interruptions to supply:			
Number of properties	757,965	28,796	42,174
% of properties	2.76	2.77	4.05
% Population served by wastewater treatment works meeting numerical standards (%)	88	100	98.94
Sewer flooding:			
Properties at risk of flooding (%)	0.032	0.021	0.019 ³
Properties flooded (%)	0.023	0.017	0.02
Actual leakage – total volumes lost from supply (million litres/day)	4,858	92.7	82.03

¹ This figure includes the energy consumption necessary to move water around to alleviate the impacts of drought in 2005-2006

² These figures include a factor for infiltration, this is largely leakage of groundwater

³ This figure does not include the 1 in 20 numbers

⁴ Operational improvements implemented throughout 2004-2005 proved unsustainable in the context of the developing drought

⁵ This figure included the annual volume of 5.6 million litres/year and daily limit of 0.293 million litres/year

Water Quality Targets

Water Quality

2006 Target	2006 Target Progress	2007 Target
Zero treatment works failing with enforcement action.	Target met.	Maintain target. Zero treatment works failing with enforcement action.
Zero service reservoirs failing with enforcement action.	Target met.	Maintain target. Zero service reservoirs failing with enforcement action.
99.7% of customer taps samples with no coliforms.	Target met. 99.8% of customer taps samples with no coliforms.	Maintain target. 99.7% of customer taps samples with no coliforms.
99.96% compliance with water quality regulations at tap (for bacti and physico-chemical combined).	Target not met. 99.93% compliance achieved.	Maintain target. 99.96% compliance with water quality regulations at tap (for bacti and physico-chemical combined).

Water Resources

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Zero breaches of abstraction licences.	Target not met. Three abstraction breaches observed (Hockley Hole, Filsham and Plucks Gutter).	Zero breaches of abstraction licence or compensation breaches.
–	–	Zero abstraction licence failing with enforcement action.

Wastewater Quality Targets

Wastewater Quality

2006 Target	2006 Target Progress	2007 Target
95% population equivalent served by Water Resources Act compliant works.	Target met. 98.94%	97.5% of works meeting numerical consent conditions – excluding chemical oxygen demand (COD).
95% (Look-up-Table sanitary substances, including Upper Tier sanitary and non sanitary substances).	Target met. 95.21%	
95% population equivalent served by Urban Waste Water Treatment Directive compliant works.	Target met 96.2% population equivalent served by Urban Waste Water Treatment Directive compliant works.	No specific target.
Category 1 and 2 pollution incidents to be reduced from 2005.	Target not met. 15 Category 1 and 2 pollution incidents recorded during 2006. In 2005, 13 Category 1 and 2 pollution incidents were recorded.	Category 1 and 2 pollution incidents to be reduced from 2006.

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
94.7% intermittent discharges satisfactory (protecting river and bathing water quality).	Target met. Achieved 98.4% intermittent discharges satisfactory (protecting river and bathing water quality).	98% intermittent discharges satisfactory (protecting river and bathing water quality).
Remove 84 properties from the internal flooding at risk register by company action for 2005 and 2006 (two years).	Target met. Removed 104 properties from the internal flooding at risk register by company action for 2005 and 2006 (two years).	Remove 136 properties from the internal flooding at risk register by company action for 2005, 2006 and 2007 (three years).

2005-2010 Target	2006-2007 Target Progress
97.4% of intermittent discharges satisfactory (protecting river and bathing water quality).	Achieved 98.4% intermittent discharges satisfactory (protecting river and bathing water quality) during 2006.
98% wastewater treatment works compliant with Water Resources Act numeric consents.	Achieved 96.1% in 2006.
96.4% wastewater treatment works compliant with Urban Waste Water Treatment Directive consents.	Achieved 97.2% in 2006.
99.9% population equivalent served by Water Resources Act Look-up-Table compliant works (sanitary quality).	98.94% population equivalent served by Water Resources Act Look-up-Table compliant works (sanitary quality) during 2006.
100% population equivalent served by Urban Waste Water Treatment Directive Look-up-Table compliant works.	Met 96.2% population equivalent served by Urban Waste Water Treatment Directive Look-up-Table compliant works.
Remove 259 properties from the internal flooding at risk register by company action.	42 properties removed in 2006-07. In 2005-06, 62 properties were removed from internal flooding risk register. Total – 104 properties removed in two years.

Bathing Water Quality

2006 Target	2006 Target Progress	2007 Target
95% bathing waters compliant with mandatory standard of EU Bathing Waters Directive.	Target met. 100%	95% bathing waters compliant with mandatory standard of EU Bathing Waters Directive.

Waste

2006 Target	2006 Target Progress	2007 Target
Zero prosecutions for waste management offences.	Target met. We were not prosecuted for any waste offences.	Maintain target. Zero prosecutions for waste management offences.

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Set up and maintain centralised battery-recycling collection points at our four main office sites.	Target not met. A trial was undertaken at Falmer office site.	No specific target.
95% sewage sludge produced as biosolids recycled to land (agriculture).	Target met. 97.82% sewage sludge produced as biosolids recycled to land (agriculture).	Maintain target. 95% sewage sludge produced as biosolids recycled to land (agriculture).

Energy and Transport Targets

Energy

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Appoint dedicated optimisation engineers to investigate opportunities to minimise energy consumption through optimisation of wastewater plant and process.	Target met. Consultant appointed to investigate opportunities.	No specific target.
Reduce imports of brown electricity (fossil-fuel generated) via delivery of biogas fuelled Combined Heat and Power (CHP) systems.	Target not met. Contracts for three new CHP schemes awarded through the framework with scheme completion due August 2007.	Deliver reductions in energy consumption and carbon emissions through the optimisation of distribution and treatment plant.

2005-2010 Target	2006-2007 Target Progress
Meet UK water industry average for percentage of renewable energy used (of total energy used).	Achieved 2.6% renewable energy as percentage of total energy used, compared to 14% of Water UK average reported during 2005-06.

Air

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Develop three Odour Management Site Plans (OMSP). Train operators at the three sites.	Target met. OMSP completed for Hastings, Goddards Green, East Worthing and Chichester. Training provided to operators at Goddards Green, Ford, Hastings, Peel Common and East Worthing.	To monitor sites for odour complaints in preparation for PR09 business plan.

Transport

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Continue to assess benefits of alternative fuel-powered vehicles.	Target not met. Continued to monitor the market regarding alternative fuels, but no further trials conducted.	No specific target.
Prepare an employee-driven car sharing initiative.	Target not met. Draft report not approved for presentation to SWEPAC (Southern Water Environmental Policy Advisory Committee) prior to resource reallocation through the restructuring process.	Examine alternatives to car usage for meetings; for example, net meeting, tele-conferencing.

2005-2010 Target	2006-2007 Target Progress
Research car sharing opportunities and alternatives to travel, for example, telephone conferencing meetings.	This initiative is being explored with the start of tele-conferencing from this year.

Employee, Materials and Resources Targets

Employees – Human Resources (HR)

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
90% of training attended as a % of the total number of delegates expected.	Target met. 96% attendance rate	Maintain target. 90% of training attended as a % of the total number of delegates expected.
Maintain BIGS process to consider issues that go across the business.	Target met. BIGS workshop to raise awareness of current business strategy was held on March 7 2007.	Maintain target. Maintain BIGS process to consider issues that go across the business.
Carry out full employee welfare opinion census and review results.	Target met. Employee opinion survey conducted in 2006. More than a third of our employees communicated their views.	Maintain target. Carry out full employee welfare opinion census and review results.

Materials and Resources

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Continue to identify contractors for comparative environmental audit through risk assessment of key contracts.	Target not met.	Environmental contract governance processes in place, and operational, from August 2007.
Undertake audits to optimise chemical use at major surface water supply works.	Target not met. There is now a formal audit programme for the next two years for all sites.	Formalise the process of audit.
Optimise ferric (iron) dosage at all newly commissioned wastewater sites following take over.	Target not met. Detailed ferric audits now 75% complete. All ferric sites are audited and optimised following take over.	Maintain target. Optimise ferric (iron) dosage at all newly commissioned wastewater sites following take over.

Conservation and Community Targets

Community

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Deliver a target number of 50 talks.	Target met. 116 school and community talks undertaken.	No specific target.
Deliver target number of 26 water efficiency road shows.	Target met. 31 water efficiency road shows delivered.	No specific target.

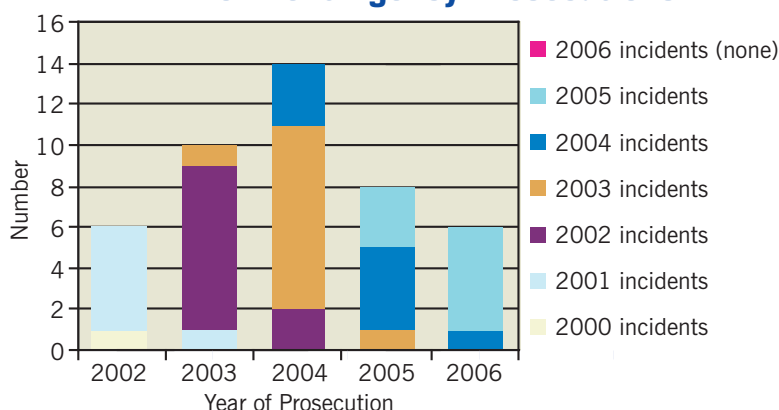
Community – Education

2006-2007 Target	2006-2007 Target Progress	2007-2008 Target
Implement a new accredited training course for water efficiency speakers.	Target met.	No specific target.
Include bag-it-and-bin-it messages in work with pupils at Science Week.	Target not met. Participated in Brighton Science Festival instead.	Include bag-it-and-bin-it (including fat traps) messages in communication plans.
Continue to support Learn to Swim scheme.	Target met. Approximately 37,000 children trained in the 15th year of the scheme.	Maintain target. Continue to support Learn to Swim scheme.

Environment Agency Prosecutions

We continued to work with the Environment Agency to reduce our number of pollution incidents. Our Pollution Standby Team responds to pollution incidents, takes water and biological samples from any affected watercourses and produces a post incident report to highlight issues to address or to identify further investigation.

Environment Agency Prosecutions



2006 Enforcements	Date	Fine (£)	Details
Prosecutions	21/04/2006	7,125	Pollution of controlled waters at Hazel Way, Crawley Down, Crawley, West Sussex, on July 19 2004 due to a rising main failure.
	27/04/2006	5,000	Pollution of controlled waters at Northbridge, Chiddingfold, Surrey, on September 9 2005.
	27/04/2006	8,000	Pollution of controlled waters at Northbridge, Chiddingfold, Surrey, on September 13 2005.
	12/05/2006	18,000	Pollution of controlled waters at Balmer Lawn Road, Brockenhurst, Hampshire, on the July 17 2005, caused by a problem on site.
	02/06/2006	9,000	Pollution of controlled waters at Sunnyside Stream in Brooklands Park Recreation Ground, East Grinstead, West Sussex, on September 5 2005 as a result of a collapsed sewer the cause of which was due to apparent root intrusion and debris build up. More than 100 brown trout died within a 1.5km stretch.
	09/06/2006	5,500	Pollution of controlled waters at Hickstead Showground, West Sussex, on August 14 2005 as a result of the failure of the duty pump at Malthouse Lane Pumping Station, the wet well probe and the spill to environment probe.