

Southern Water: West Sussex update

16 January 2025



from
**Southern
Water** 

Agenda

- Welcome – George Eykyn
- Company update – Antonia Barton
- Wastewater Asset Strategy, Planning and Future Growth – Chris Braham and Ryan Lownds
- Wastewater – Groundwater Infiltration update – Floyd Cooper
- FOG and Unflushables – Working with our communities to prevent blockages – Matt Collins
- Clean Rivers and Seas Task Force – Nick Mills
- Closing words



Company update

Antonia Barton, Chief Customer Officer



from
**Southern
Water** 

Our Business Plan – 2025 to 2030

- In December 2024, we received our Final Determination from Ofwat for our Business Plan for the period April 2025 – March 2030.
- Ofwat sets out how much water companies can invest in their networks over the next five years – and how they should set customer bills to support that activity.
- It's important that we take time to review all the detail carefully, so we can understand the level of support the regulator has shown for our most ambitious investment plan yet.
- More than **25,000 customers** spent over **8,000 hours** telling us what they think, as part of Business Plan engagement.



Our Business Plan – 2025 to 2030

INVESTMENT

- Since privatisation, £1.6bn of equity has been invested by Southern Water's shareholders. Over that period, £400m more has been injected than has been paid out as a return to investors.
- Our shareholders are proposing a further injection of £650 million in equity to support continued investment growth, with no planned dividends in 2025-30.
- We've not paid any external dividends for 8 years. In the last two financial years we made operating losses of £18m and £72m – the consequence of our decision to invest beyond what Ofwat stipulated.



Proposed bill increases

- We're very conscious that a rise in bills isn't easy for our customers. But it is essential in delivering the improved performance and infrastructure that is required.
- We absolutely understand concerns about bill rises, especially during a cost-of-living crisis, but improvements are needed.
- We have been keeping bills low – the average water and wastewater bill for 2024 is £439. In 2014 it was £437.
- That's an increase of 0.5% in 10 years. At the same time inflation has gone up 33%, increasing the cost of everyday items.



Supporting our customers



- We're offering more help for customers than ever before with a £235 million support package for those in the most vulnerable of circumstances.
- We're doubling the funding for our Social tariff, which includes a minimum of 45% off for those that who may struggle to pay their bills (over 120,000 households now and rising to 200,000 by 2030).
- We plan to increase our Hardship Fund to £1.25m and increase our Priority Services Register to 20% of our customer base (currently 8%).



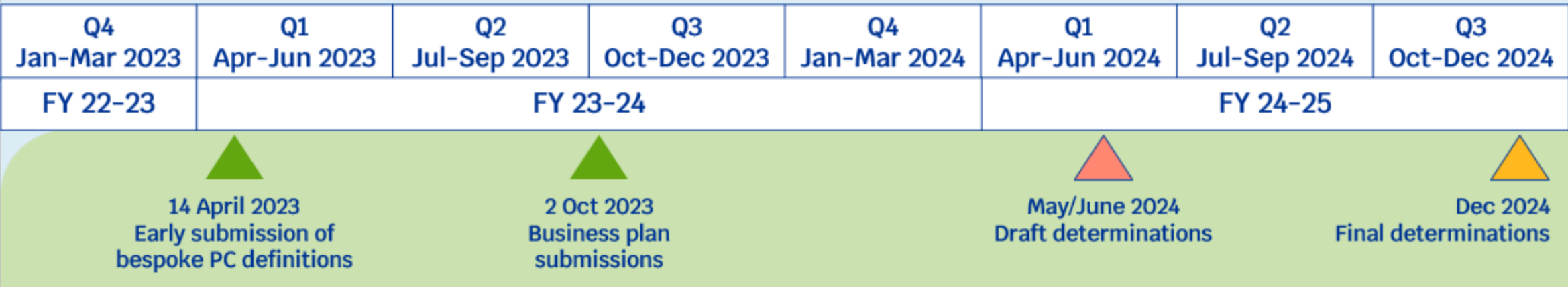
Providing resilient Wastewater Services in West Sussex

An overview of the planning process and plans for investment over the next 5 years in West Sussex



from
**Southern
Water** 

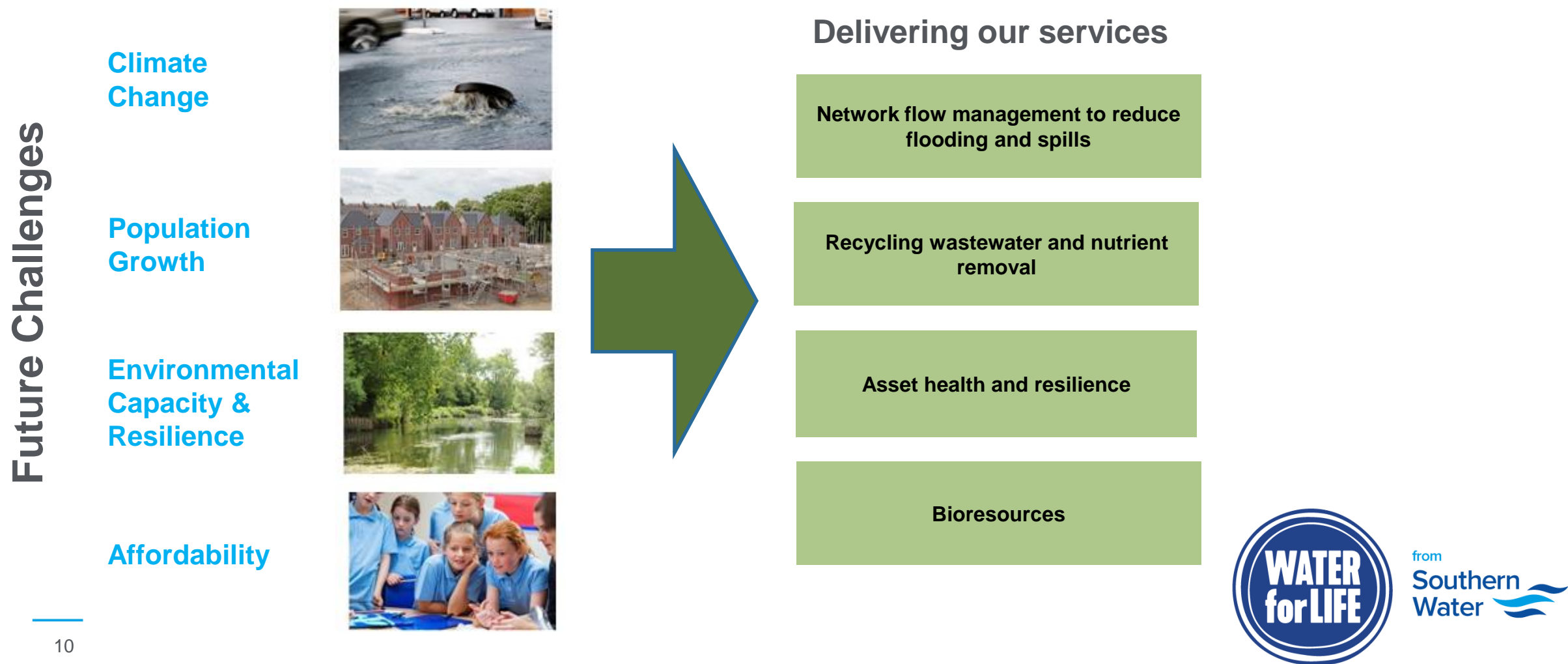
Water Industry Regulatory Investment Cycles



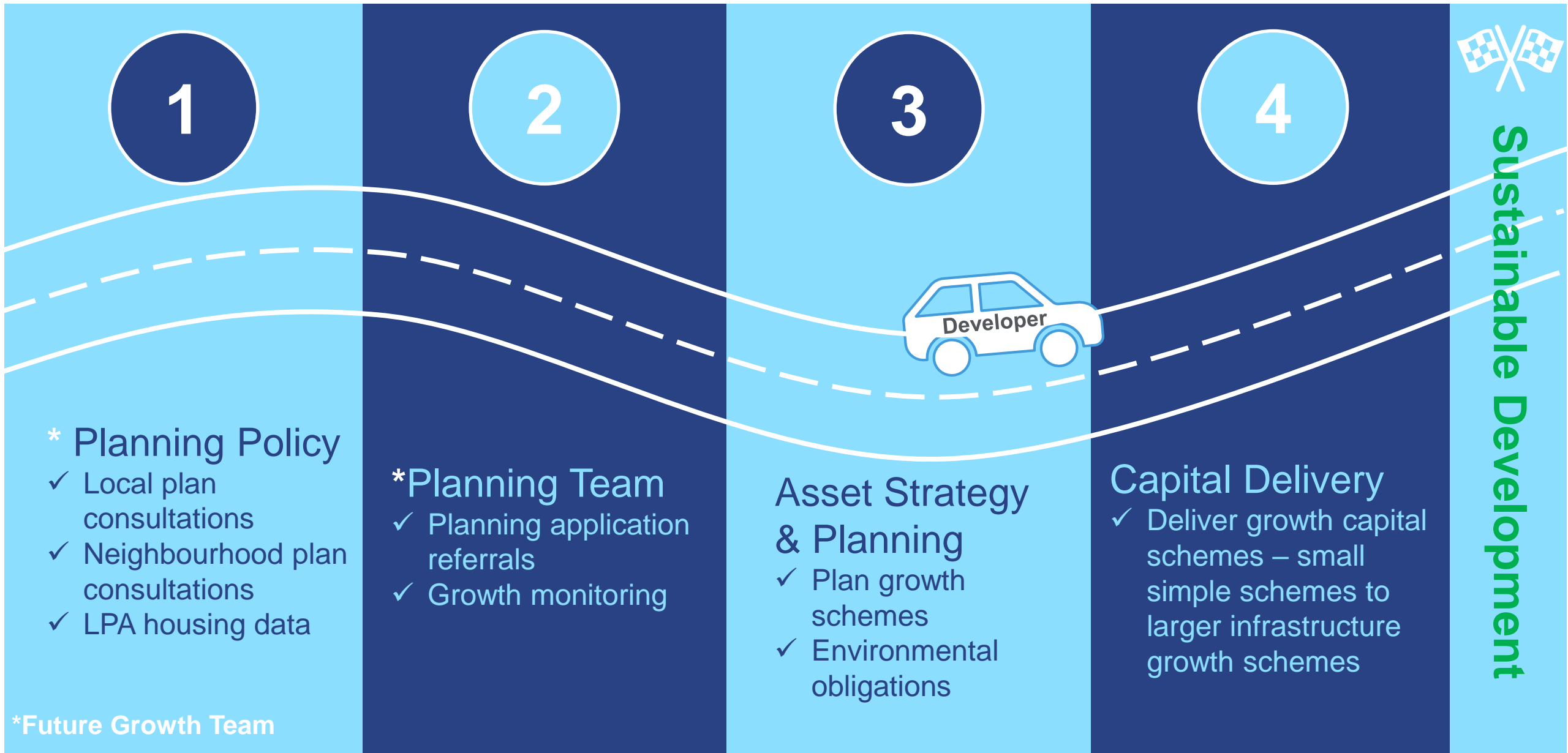
- Ofwat’s 5 year cycle Price Review (PR) process sets allowances for water company investment for each Asset Management Plan (AMP) period
- Ofwat’s Final Determination was announced for AMP8 (2025-2030) in December 2024
- Includes the Environment Agency’s Water Industry National Environment Programme (WINEP) – our investment to protect and enhance the environment (e.g. storm overflows)
- Drainage & Wastewater Management Plan (DWMP) sets out our long-term investment needs – now statutory plan with 5 year cycle to inform Price Reviews



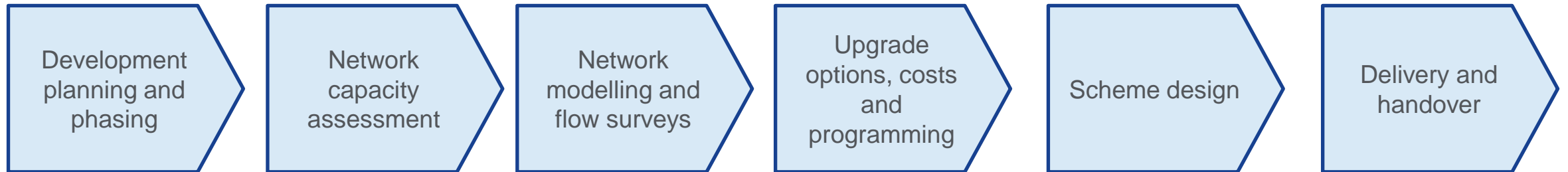
Our Drainage and Wastewater Management Plan (DWMP) looks at the investment needs over the next 25 years to provide safe, resilient wastewater services to customers and protect the environment



Future Growth – Journey to sustainable development



Growth: Assessing the need for investment in wastewater services to support and enable new development



Over 5000
planning
referrals per
annum

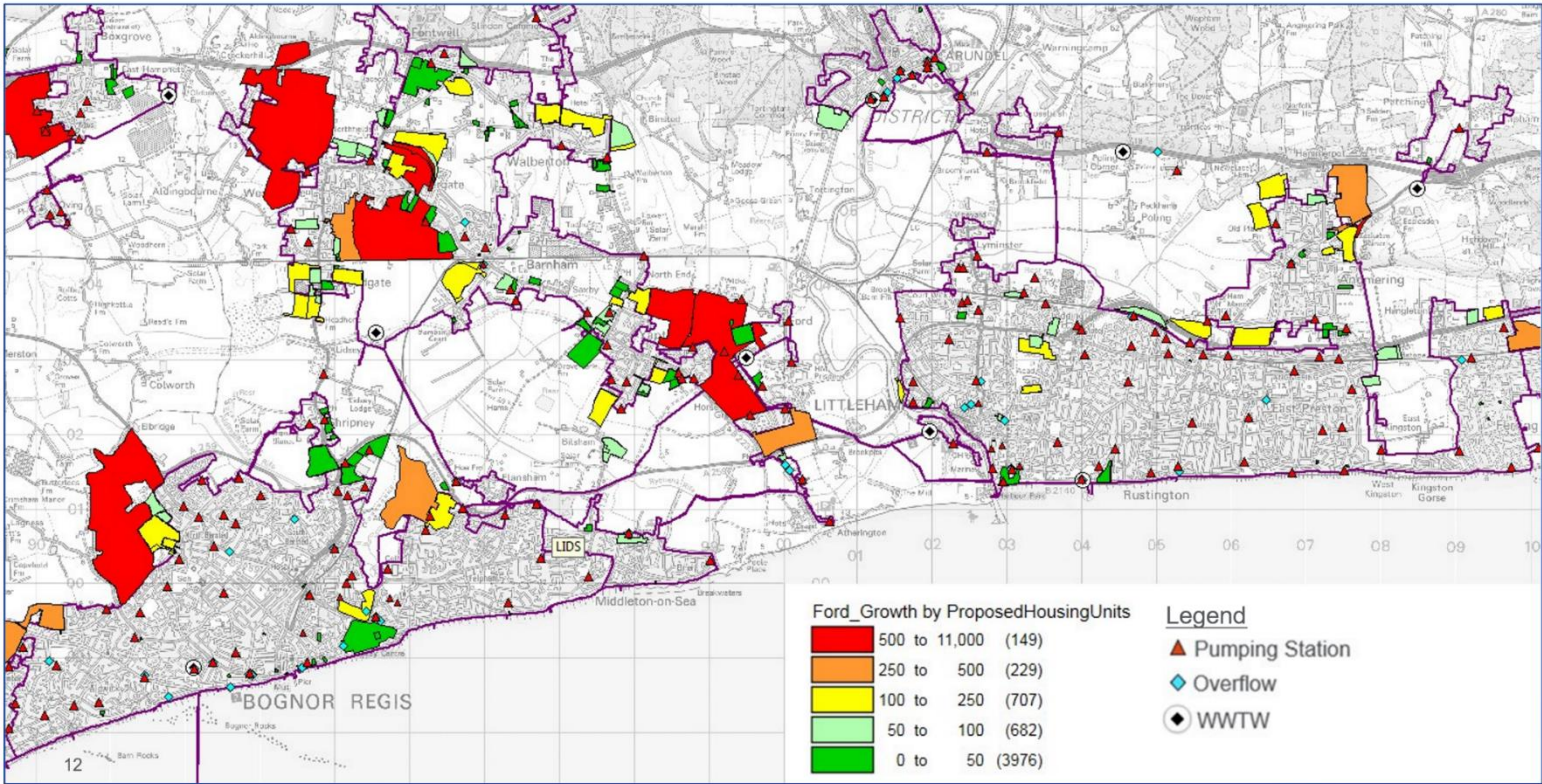
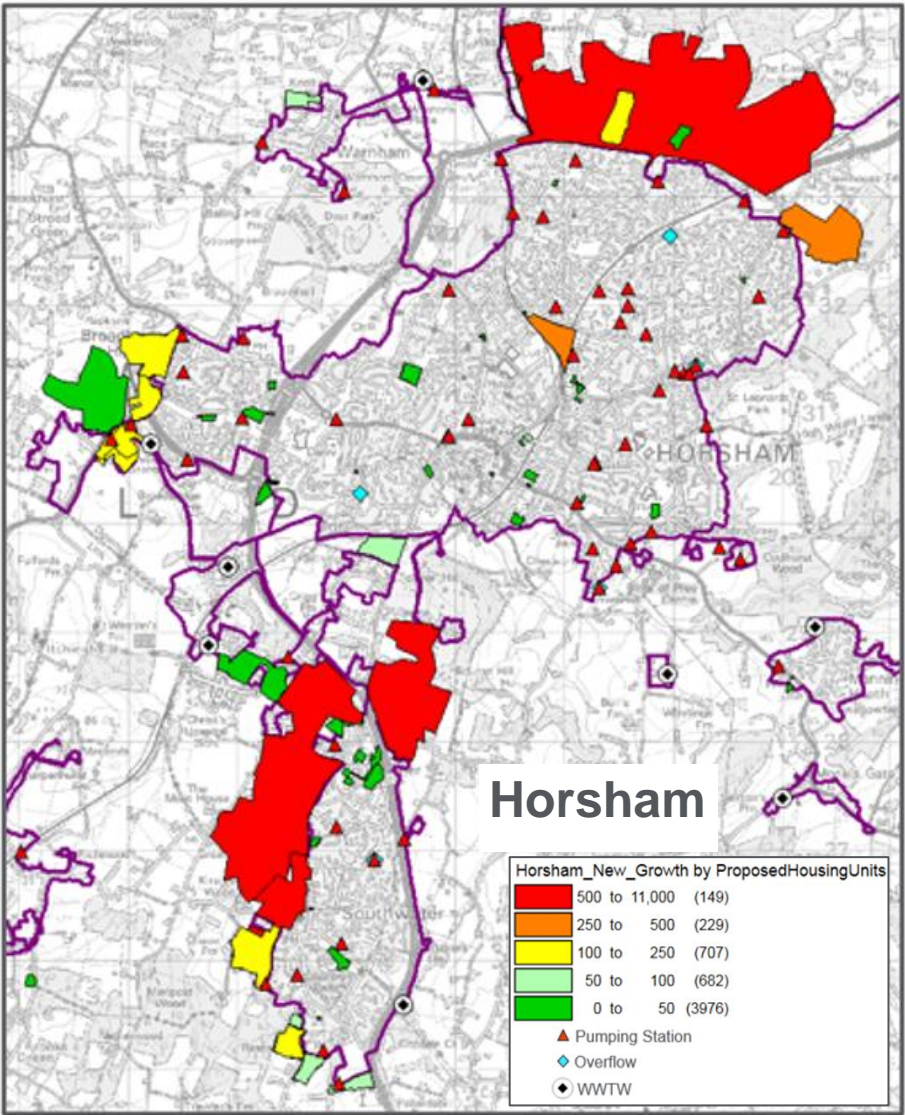
Prioritisation of catchments requiring network reinforcement include:

- Development size and expected build out.
- Developments impact on existing issues
- Spread of growth and potential 'Hot Spots'
- Working with Councils and Developers to understand when large strategic developments will start

Approach (based on growth clusters):

- Surface water removal
- Increased storage in the system
- Upsizing sewers
- Removing surface water connections

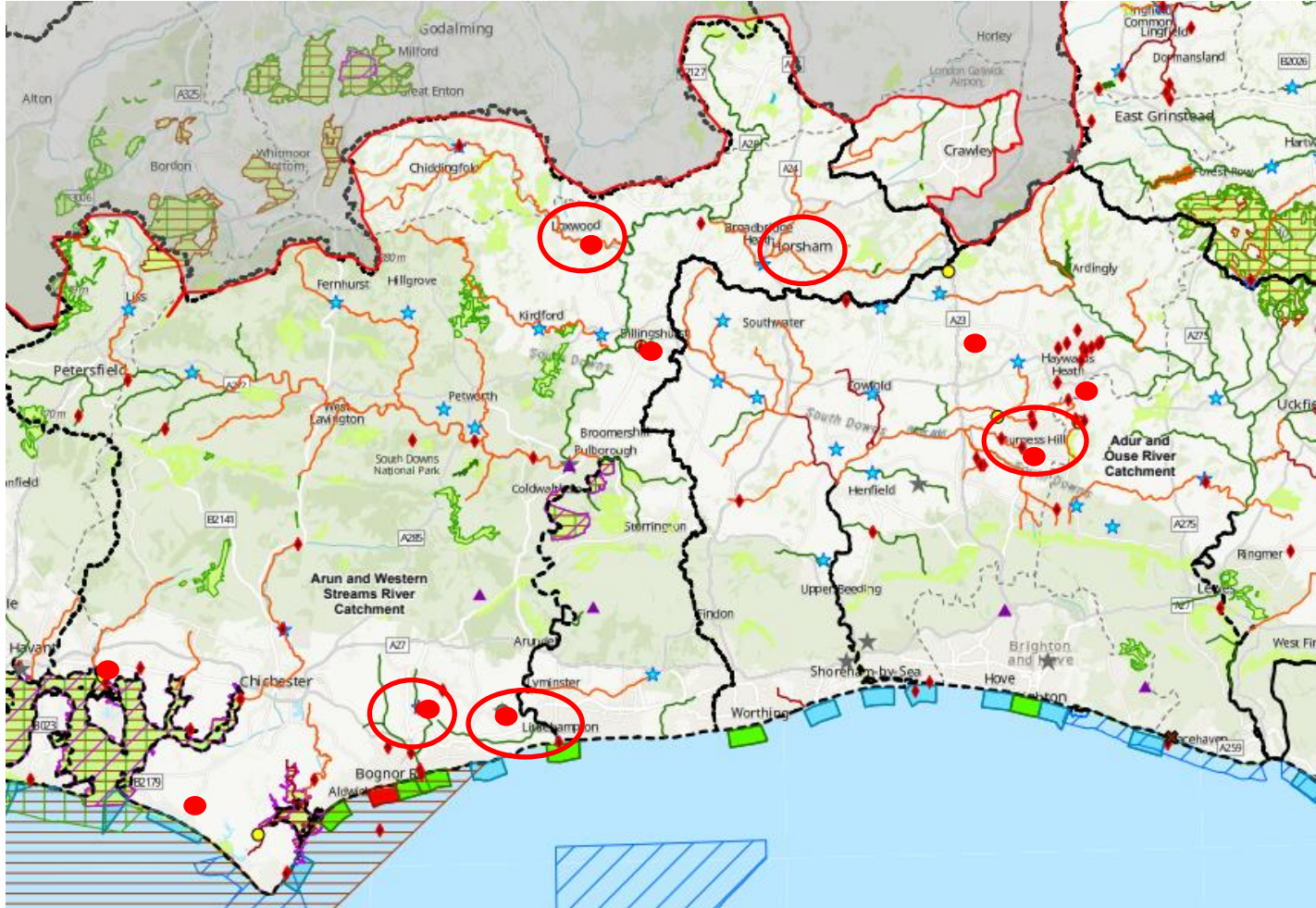
Planning for Proposed New Development (Growth)



Our Ford Wastewater System serving Littlehampton & parts of Bognor Regis

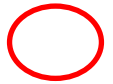


Location of our planned investments during 2025-30 to support growth across West Sussex



Network growth. 19 wastewater systems currently in modelling and optioneering phase. 5 are in West Sussex

- Ford
- Goddards Green
- Horsham
- Lidsey
- Loxwood



Treatment Works. 38 treatment growth schemes planned. 9 are in West Sussex

- Wivelsfield
- Thornham
- Handcross
- Loxwood
- Goddards Green (Burgess Hill)
- Ford WwTW
- Billingshurst
- Sidlesham
- Lidsey



Storm Overflows: Nature-based solutions as a first choice

Defra principle: *"Rainwater should be discharged back to the environment as close as possible to where it lands or channelled to a close watercourse without first mixing it with sewage"*

How:

- Separating and "slowing the flow" at source where the rain falls
- Reducing groundwater infiltration into sewers

Approach: Early engagement with Councils to "green communities" through

- Catchment and nature-based solutions
- Wetlands, swales, ponds
- Tree planting
- Rainwater capture and harvesting
- Green roofs, planters, water butts



Lavant WTW wetland: using nature to prevent harm from discharges from the storm overflow

Providing Resilient Wastewater Services in West Sussex

Appendix



from
**Southern
Water** 

Future Growth working with Planning Authorities

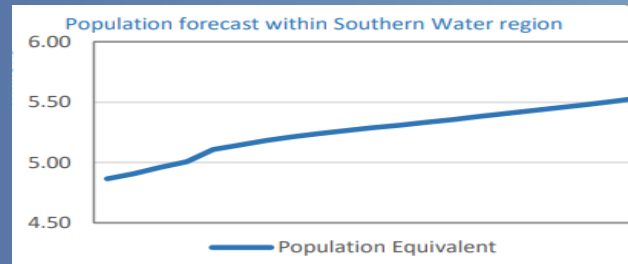
Long term (beyond 10 years) Sustainable Development

- Drawing shared information into longer-term views of growth
- Reflecting on and developing our collaborative working to find more sustainable solutions approaches, less dependent on infrastructure and adding natural capital value
- Place Making and incentivising sustainable options



Medium Term (5 to 10 years) Local Planning Policy

- Assessing the impact of Local Plan proposals
- Feeding constraints back to our planning colleagues
- Providing input to local plans
- Feeding LPA growth data into our 5-year investment cycles (eg DWMP the outcomes of which inform investment proposals in 5-year business plans)



Short term (2 to 5 years) Planning Consultations

- Assessing the impact of planning applications on the Southern Water network
- Identifying where local reinforcement may be required
- Tracking developments and their build out rates, working with developers to closely align.



*See Appendix 1 as required for 'Using the planning process to support upgrades to our infrastructure'

Wastewater – Groundwater Infiltration update



from
**Southern
Water** 

Extensive rehab and pathfinder activity West Sussex



Groundwater in West Sussex – status update

- We currently have no groundwater issues within our sewer network affecting customers in West Sussex.
- Currently the groundwater levels locally are not at the same levels compared to this time last year.
- This is being monitored 24/7 and we are ready to react if we notice any potential impact on our sewer network.
- As part of our preparedness, in Charlton we have installed a modular groundwater treatment plant. This is available to use to reduce any potential impact, if needed.





Fat, Oil, Grease & Unflushables

Working with our communities to prevent blockages



from
Southern
Water 



Background

We were clearing over **23,000** blockages a year

66% of blockages are preventable

Over **6,000** tons of wet wipes and unflushables were removed over **8 months**

In the UK each year, more than **3,000** homes are flooded due to sewer misuse

Our Activities

- Door knocking
- Manhole cover lift
- Presentations – High to Low level – Schools, WI Groups, Parish Councils
- Events
- Monthly Targeted Hotspot Campaigns (THC)
- Tour Guides for Peacehaven WWTV

Work Streams

Historical Postcodes – proactive approach

Reactive Jobs – reacting to a recent sewer issue

The FOG and Unflushables team

2016–24



190,000

face-to-face
conversations
with customers



25,700

Manholes
surveyed



1149

Full or partial
blockages
found



650

Blockages
cleared
ourselves



131

internal
floodings
prevented



71

external
floodings
prevented
(2020-24)



580

Presentations
delivered



141

Public events
attended



Created two
**customer
education
films**



Developed an
educational
**augmented
reality game**



Co-organised the
2021 and 2022
**European FOG
Summit**



Committed
data led
**behaviour
change
campaigns**



2,900
food
businesses
supported



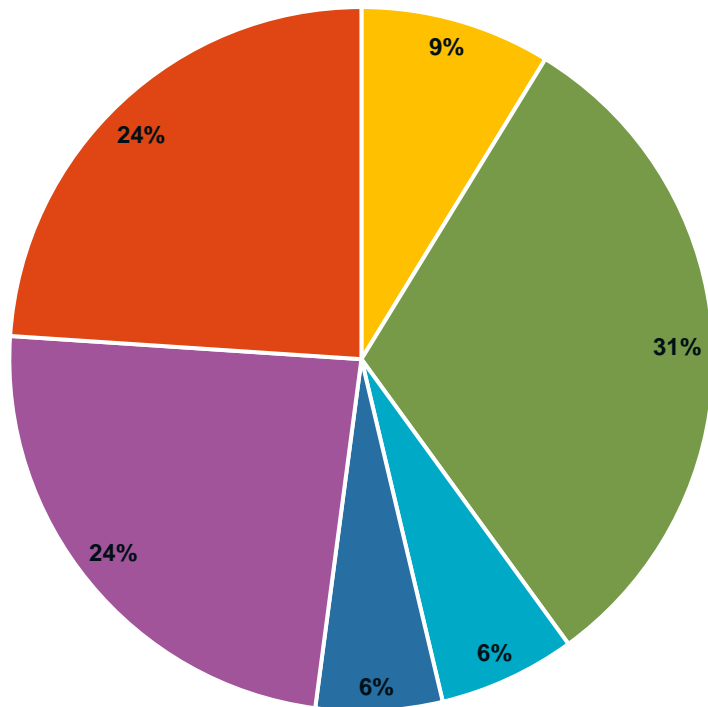
40
national and
international food
chains engaged



**Influenced
and led**
the UK grease
management
industry

FOG and Unflushable blockages – West Sussex 2024

Types Of Blockages in West Sussex - 2024



■ FOG (Fat, Oil & Grease) ■ Wipes & Sanitary Products ■ Silt ■ Roots ■ Other ■ Mixture of FOG & Unflushables

- 1563 **preventable blockages** in 2024
- 342 of these blockages caused by Fat, Oil and Grease
- 1221 of these blockages caused by wipes and sanitary products
- **Hotspot areas**
- Worthing = 158
- Chichester = 102
- Horsham = 84
- Littlehampton = 80



How can we all help?

- Pour excess fat into a container and dispose of it in the bin - not down the sink.
- Mop up excess FOG from pans and plates with kitchen roll.
- Use a sink strainer to prevent food being washed down the sink.



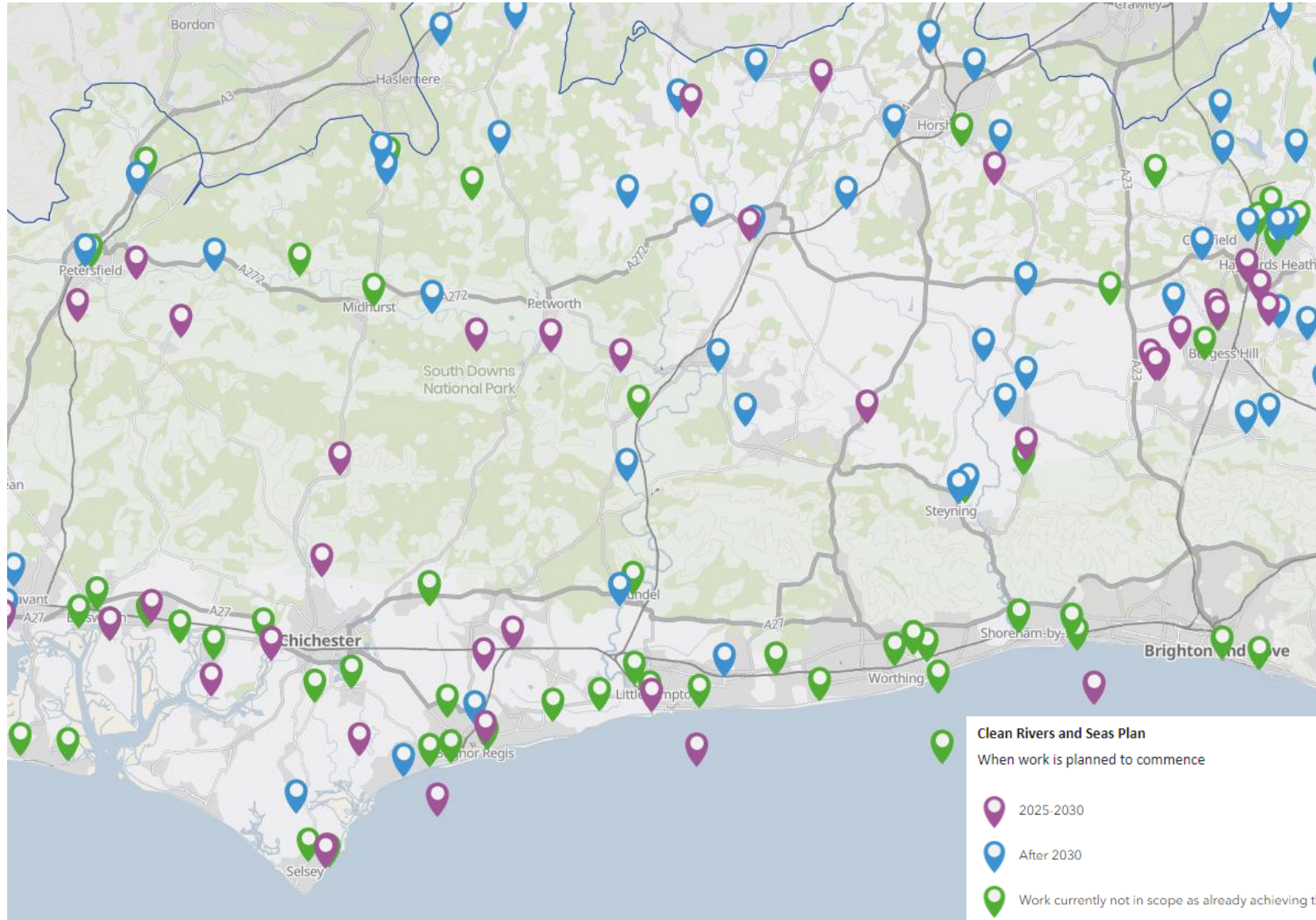
Clean Rivers and Seas Task Force

West Sussex update



from
**Southern
Water** 

Storm Overflows in West Sussex – Arun & Western Streams catchment



90 overflows

46 spill > 10 times per annum on average

23 will be started in AMP8

Total Value in AMP8
96.4m CAPEX

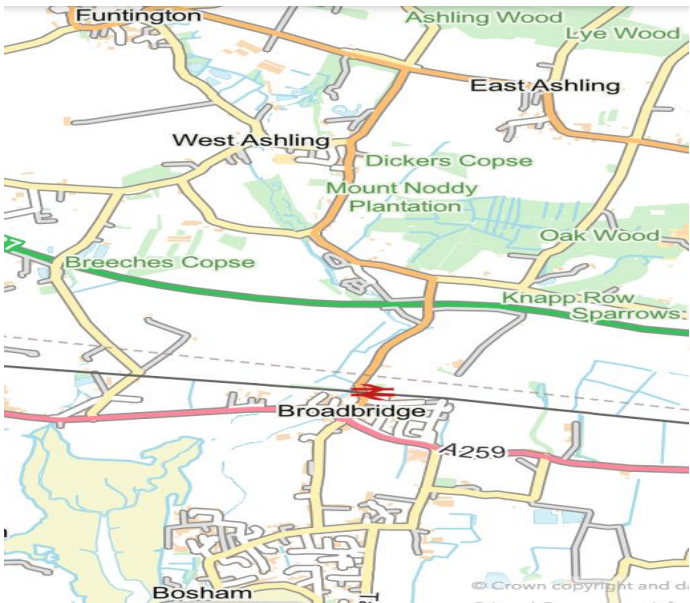
Sealing works is progressing in Bosham and Singleton catchments



Bosham WWTW catchment

We are sealing from Funtington to West Ashling in AMP7 then will continue down to Bosham in AMP8

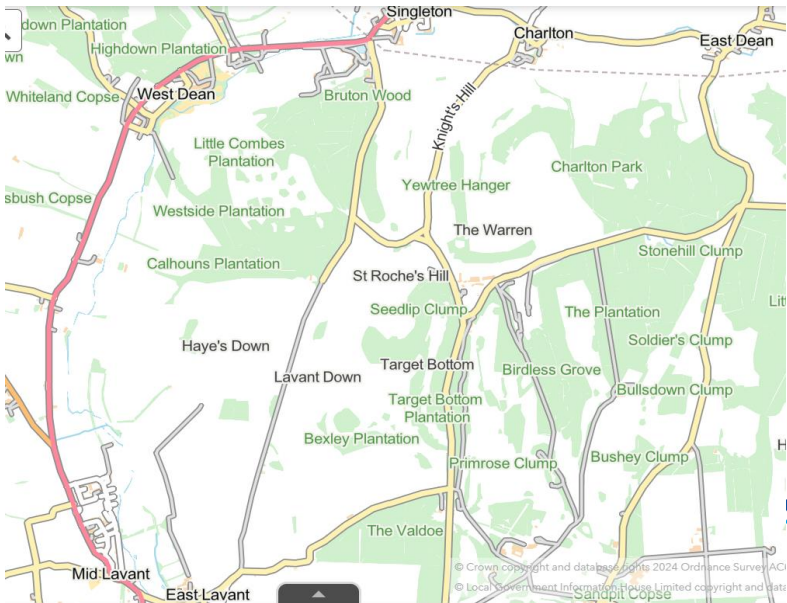
To date we have sealed 1287m of sewer in Funtington



Lavant WWTW catchment

We are sealing from East Dean to the outskirts of Singleton in AMP7 then will continue down to Singleton in AMP8 and possibly down to Lavant also

To date we have sealed 3430 in the catchment



The engagement and comms approach has bought the community on board and the feedback has been good.

Glenn,

Thank you for your time last week and your very informative demonstration of how you are sealing the sewage network. I look forward to seeing the results over the winter and feel very reassured that your continued relationship with the Funtington community will mean Southern Water are with them until the issue is fully resolved.



ANDREW GRIFFITH MP
MEMBER OF PARLIAMENT FOR ARUNDEL AND SOUTH DOWNS

HOUSE OF COMMONS
LONDON SW1A 0AA



Dear John,

Thank you very much to you and your team for coming to meet me in Charlton on Friday morning, apologies I had to rush off. I am grateful to have heard from all parts of the task force who took the time to share in detail the work that has been carried out so far and the plan for future works. The Parish Council confirmed that they are now happy with the updates they are receiving from Southern water and that communication has improved vastly since our last meeting.



Jess Brown-Fuller MP

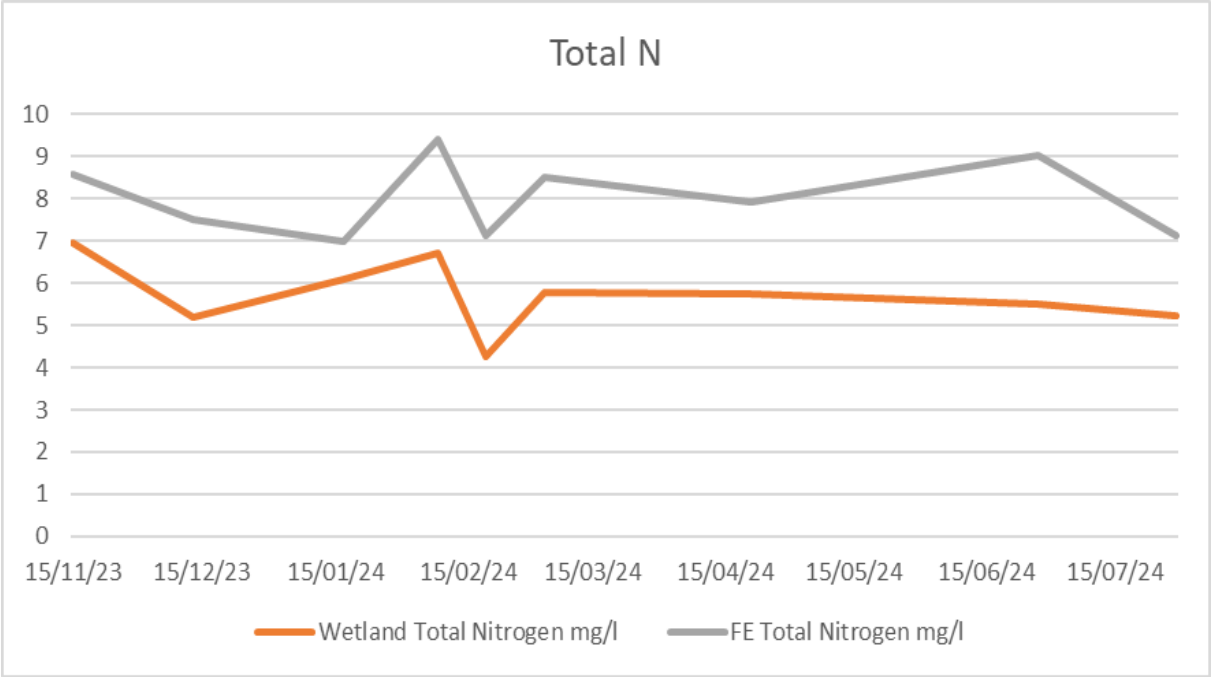
Member of Parliament for Chichester

House of Commons | London | SW1A 0AA | Tel: 02072192556

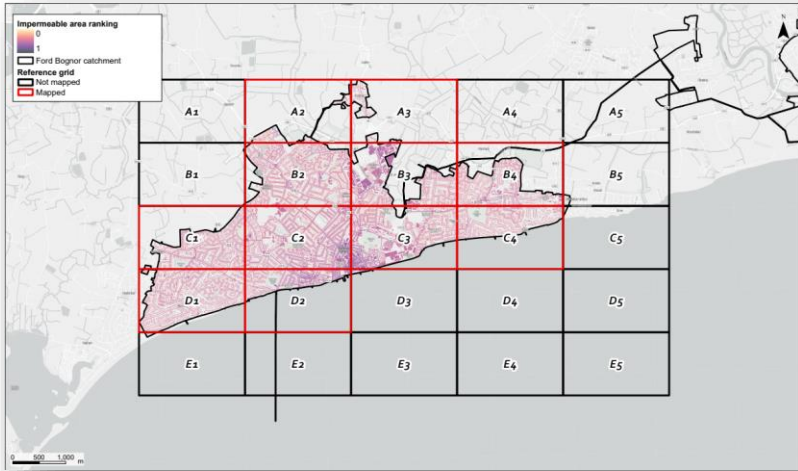
[Jess Brown-Fuller - Chichester - Liberal Democrats \(libdems.org.uk\)](https://libdems.org.uk)



The Lavant wetland is now fully established and continues to perform.



Working in partnership is critical



Working with West Sussex Council to explore potential highway SuDS scheme – held multiple workshops and exploring pilot area in Bognor, as well as building a cross-country programme. Aim is to manage surface water in communities. Also in discussion with schools and local businesses



Working with Arun District Council and the Environment Agency to reduce impacts on water quality – one area we are looking to trial is the yellow fish campaign



Rivers and Seas Watch full launched – near-real time information for all storm overflow, including inland. Co-created with stakeholders and users



Share your thoughts



from
**Southern
Water** 

You can vote
at [Slido.com](https://www.slido.com) with the code

#1660913



AOB



from
**Southern
Water** 

Appendix



from
**Southern
Water** 

Community Centre Grants



from
**Southern
Water** 

Community Centre Grants – West Sussex

- As part of our programme to support making the community stronger, our Community Centre Grant is back for a third year.
- This year we provided over 30 grants of £1,000 each and six were awarded in West Sussex.
- These grants have directly alleviated the burden of rising energy and operational costs, ensuring that vital services continue to be accessible to the local community.

West Sussex winners:

- Chichester Community Development Trust
- Southwick Community Association
- Creative Heart Littlehampton
- Billingshurst Centre
- Bognor Regis Youth and Community Centre
- Arun Community Church: Wickbourne Centre

