

# Your water, your say



from  
**Southern  
Water** 

The Southern Water logo graphic consists of three stylized, wavy blue lines of varying lengths, positioned to the right of the word 'Water'.

## Welcome to Your water, your say

# The meeting will begin shortly

- Please keep your microphone muted
- We encourage you to keep your camera on

This presentation is a view of our developing business plan for 2025-30 as at 27 November 2023, with draft proposals produced for discussion purposes only.



# Housekeeping

- Your name will appear on screen. **Please keep cameras on** if you are able and comfortable.
- **Keep microphones muted** unless asking a question.
- **For live subtitles/captions**, click on 'More' for the option to turn them on.
- **To ask a question**, use the 'raise hand' function within Teams and wait to be called.
- **To write a question**, click on 'chat' and type it in.
- This session will be **recorded** for note-taking purposes only.
- If you have any **technical issues**, please alert us in the chat.

- **Written questions** can still be submitted up to 24 hours after this session concludes and will still form part of the official record of the session.
- The presentation will be available on **southernwater.co.uk** soon after the meeting.
- A written record of the meeting will be available within 21 days.



*To write a question*

*To ask a question*

*To mute and unmute*

## How to ask questions after the presentation

Please email: [yourwateryoursay@ccwater.org.uk](mailto:yourwateryoursay@ccwater.org.uk)



## Who you'll hear from today



**Lawrence Gosden**  
Chief Executive Officer



**Katy Taylor**  
Chief Customer Officer



**Stuart Ledger**  
Chief Financial Officer



**Bob Collington**  
Managing Director – Waste



**Our new management team  
focused on improving our  
performance**



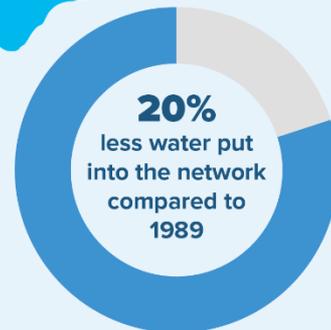
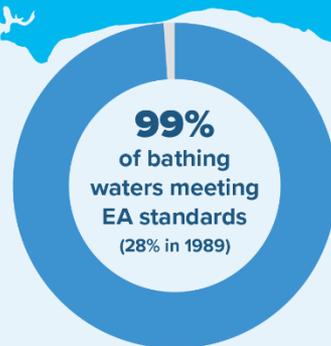
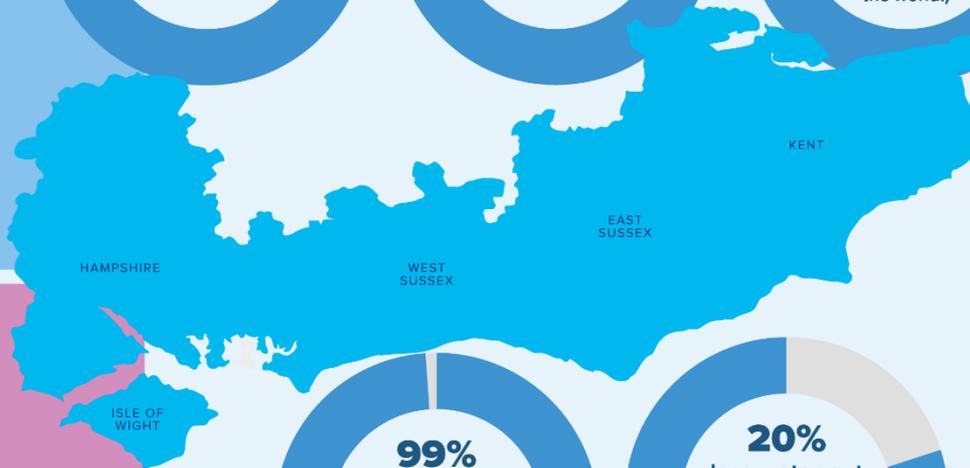
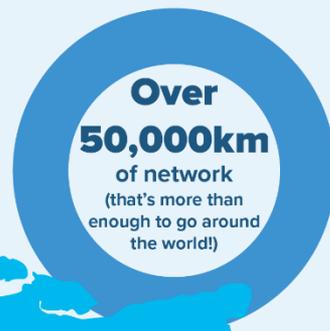
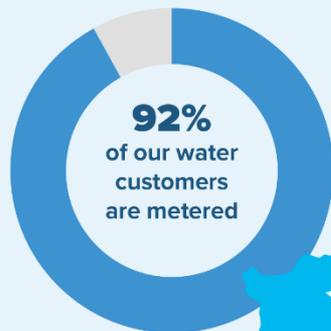
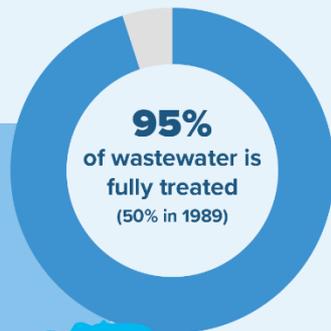
# Introduction

## Water

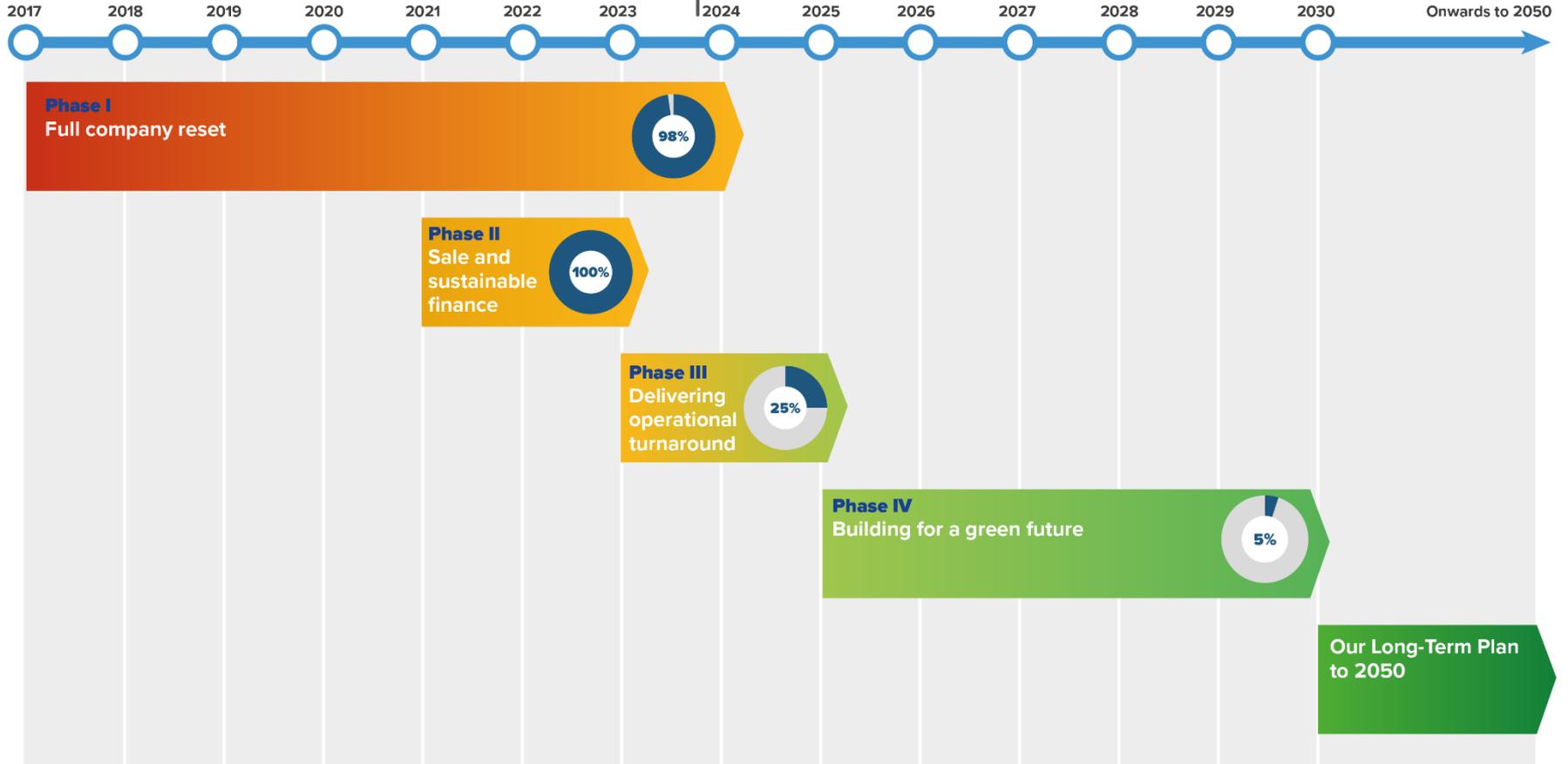
- 566 million litres per day
- 2.7 million customers
- 13,866km of mains
- 800 supply works
- 232 service reservoirs

## Wastewater

- 1,248 million litres per day
- 4.7 million customers
- 39,973km of sewers
- 363 treatment works



# Our plan



# Our customer priorities



## Healthy rivers and seas



**Our customers are connected to the sea**

**73%** have recently visited the coastline compared to **30%** nationally



## A reliable supply of water for our customers



**Top priority for all customers**

**78%** supporting investment plans for major supply works



## Trusted and easy customer service



**We need to regain the trust of our customers**

Over **95%** are aware of negative media articles

# Customer acceptability of our plan

Over **25,000 customers** spent over **8,000 hours** in engaging on the development of our plan

**68% of customers\*** that spent time reviewing the detail of the plan **found it acceptable.**

- Addresses major challenges now rather than left to future generations
- Seeking to address performance decline
- Is environmentally friendly

- Is it deliverable with recent performance
- Does it offer enough financial support
- Do we shoulder enough of the financial responsibility

\* This drops to 49% of customers did not find the proposed bill increase acceptable without seeing information about the detail of the plan

# Feedback from Your water, your say on 9 June

## Key issues included:

- Water supply and quality
- Future water supplies (especially Havant Thicket reservoir plans)
- Storm overflows, pollutions
- Bonuses / dividends linked to our current performance

*93% said they would like more events like this in the future...*

▼  
**Shareholder investment** – funding the turnaround plan with a further £500m in October (£1.6bn total since 2020)



▼  
**Storm overflow plan** – £1.5bn between 2025-2035



▼  
**Partnership working on water recycling** – co-chairing cross company working group



... so we launched Your Water Matters Events



# Some of the highlights you will have seen from our plan...

**£7.8 billion**  
investment programme

Investing in a new billing system



Doubling the amount of support we offer customers in vulnerable circumstances



Investing in leakage and demand reduction



Reduce overall pollution incidents by 50%  
Investing nearly £682 million to reduce our use of storm overflows



Investing £600 million to upgrade 38 wastewater treatment sites supply works

More than 1 million smart meters



£320 million modernising our four largest water supply works



**£3.4 billion**  
between 2025–35  
for a reliable supply of water



**£3.3 billion**  
in the environment

Reducing the amount of water we take from the environment

Investing in new sources like water recycling and a new reservoir



# How we're responding to our customers



Healthy rivers  
and seas

## Our plans started at:

Storm overflow  
reduction focused  
on shellfish and  
environmentally  
sensitive areas only

## Your feedback made us go further:

Introduced top  
high spilling locations



And further still  
by accelerating  
17 bathing water  
locations



Extra focus on resilience  
for the long term due to  
protect against  
climate change –  
e.g. sewer infiltration



## Outcome:

### Healthy rivers and seas

- **£682m** to reduce storm overflows to 15 per outfall, per year
- Reduce pollution incidents by **50%** and eliminate serious pollutions by 2030
- **£600m** to upgrade 38 wastewater treatment sites

# Protecting supplies for the future



A reliable supply of water for our customers

## Our plans started at:

Top priority for a secure and high-quality supply of water now and for the future

## Your feedback made us go further:

As an already above average performer on leakage, going further with our largest ever mains renewal programme



Introduction of 1 million smart meters to customer homes



Greater resilience across our supply works for the region



## Outcome:

### A reliable supply of water for our customers

- **£320m** to upgrade our four largest treatment works
- Reduce abstraction by **50m litres a day**
- More pipelines and water recycling plants to deliver more than **189 million litres a day**
- **Invest £517m** in leakage reduction activities

# There is support for those that need it



Trusted and easy customer service

## Our plans started at:

Maintaining financial support to 128,000 customers and a higher bill.  
(Over £100/year more than our proposed plan)

## Your feedback made us go further:

Increased proposals for supporting over an additional 50,000 customers



Used alternative delivery and phasing to help affordability



Developing new tariffs for fairer charging and help for all customers to budget



## Outcome:

### Trusted and easy customer service

- **New** customer billing system
- Supporting over **180,000** customers on social tariffs
- Increase hardship fund by 400% to **£1.25 million** (currently £250,000)
- **Expanding** Priority Services Register from 8% to 20% of our customers

## Affordability of the plan

Average annual bill today: **£438 per year**

Average annual bill by 2030: **£681 per year**

Before inflation

Extra £12 per month to water bills

Extra £7 per month to wastewater bills

Ensuring a secure and high-quality supply of water now and for the future

Environmental improvements for healthy rivers and seas

51% of all customers told us they would find our future bills difficult to afford and they want to see...

more support for those in hardship



fairer tariffs to help reward those being efficient



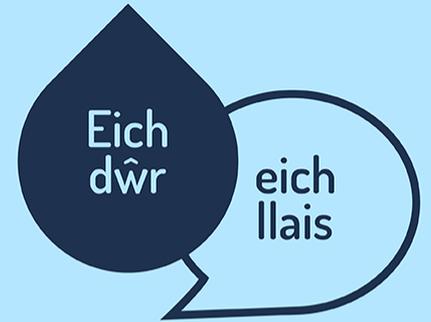
investment directly from Southern Water





**Over to you...**





Link - [Your water, your say survey - Ofwat](#)

