



Southern Water: Hampshire update

25 November 2025

Today's agenda



- Welcome and company update
- Wastewater winter readiness
- Water: how we're responding to drought
- Wastewater infrastructure investment across Hampshire
- Hampshire Water Transfer and Water Recycling Project
- Clean Rivers and Seas Task Force
- Close



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Company update

George Eykyn, Director of Corporate Affairs

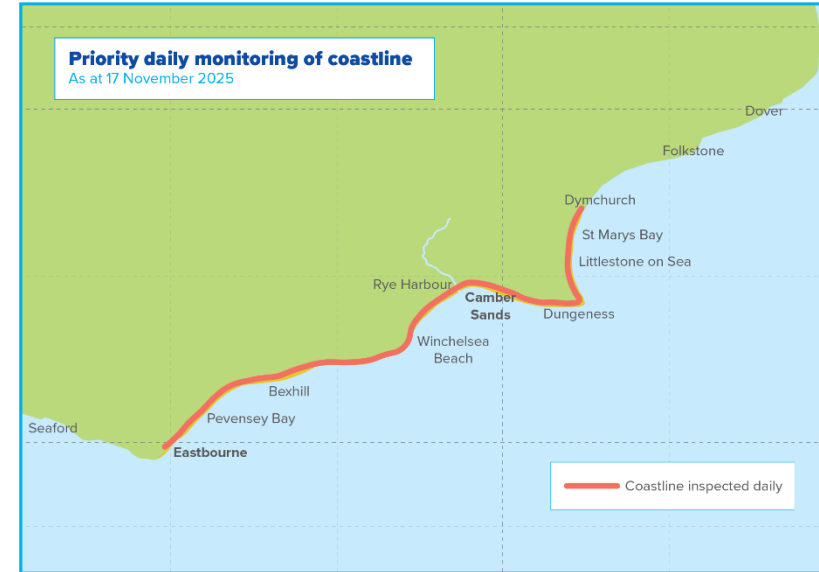
Eastbourne beads: What has happened

- On 29 October, up to 10 tonnes of plastic beads used in wastewater treatment were released from the Eastbourne Treatment Works and entered the sea via a 3.4km long outfall pipe. Beads began to wash up on Camber Sands beach during the week of 3 November. After initial reports that the beads had originated from shipping, on 10 November we confirmed the beads came from our site.
- This is a rare and extremely serious occurrence. We are very sorry for the impact it has had and completely understand the anger and anxiety it has caused to communities along the affected coast.
- We are determined to do all we can to put things right; we are paying for the clean-up, and we recognise this is a long-term, substantial commitment.



Eastbourne WTW beads: Next steps

- Southern Water teams, including specialist contractors, continue to support the clean-up effort at Camber Sands, working with Rother District Council, which is leading this work. We remain committed to supporting this work in every way we can.
- We've also committed to an independent investigation into the cause, have commissioned expert advice relating to the longer-term impact, and are working closely with the Environment Agency as part of the clean-up and environmental response.



Our Business Plan: 2025 to 2030



- **BACKGROUND:** In December 2024 we received our Final Determination from Ofwat for the regulatory period April 2025 – March 2030
- After very careful consideration, our board decided to appeal the Final Determination to the Competition and Markets Authority (CMA)
- Our argument was that Ofwat's Final Determination would not enable us to deliver the environmental and performance improvements and new infrastructure that our customers and communities rightly expect



CMA appeal – where we are now



- On Thursday 9 October 2025, the CMA published its Provisional Determination on our 2025-2030 business plan.
- We reviewed the CMA's Provisional Determination, and responded to it on 11 November.
- The CMA is due to issue its Final Determination in the near future.
- The CMA appeal process does not hinder plans for 2025-26: these are being delivered as laid out in our Business Plan.
- We will keep you updated in the coming weeks.





Wastewater: Winter readiness

Floyd Cooper, Programme Manager, Wastewater Networks

Paul Riordan, Head of Wastewater Treatment

Winter Readiness – Sewer Networks in Hampshire



Groundwater Preparation Highlights

Critical spares stocked for all **34** sites to enable **fast effective maintenance and response**

6 km of **pre-season sewer jetting** completed across **6** Hampshire catchments, to ensure sewers are clean and free flowing ahead of winter

36 site specific **Tankering Plan Documents** created to help reduce customer impact and Highways damage in rural areas

Increased and improved **Sewer Level Monitoring** capability in **4** Hampshire Groundwater catchments

Regular engagement throughout Summer/Autumn with Parish Councils of **8** of the most impacted Hampshire Groundwater Catchments

A **structured comms plan** in progress which will see **proactive weekly site-specific updates** shared with **13** Hampshire Parish Councils throughout Winter

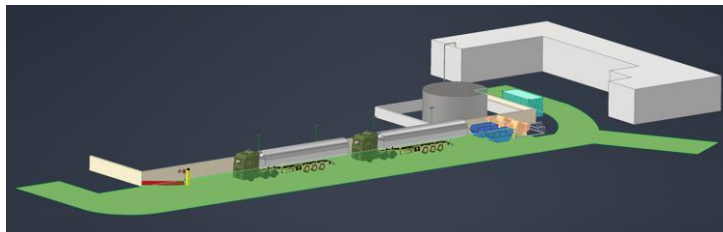
Extensive sewer lining programmes underway and planned in the coming months across the **4** most impacted catchments



Winter Readiness – Hampshire



Projects and New Contracts



Tankered Waste Inlet installations are being constructed at Fullerton and Budds Farm Wastewater Treatment Works, to enable us to better manage the flows from groundwater tankers. These can also be used during operational response incidents

A new Contract **with Flow Management Solutions Ltd** brings measurable benefits to our groundwater operation. Delivering efficiency in our tankering operations, meaning less vehicles on the road and in our villages. This partnership enhances health and safety and strengthens customer awareness and engagement



Ahead of groundwater season, we're installing CCTV across 12 of our most impacted Groundwater sites. This operational advancement will enable us to monitor and measure tankering operations to ensure operational efficiency, site safety and customer consideration.

Winter readiness – wastewater treatment



Our winter readiness programme includes a 45-point check per site, to ensure we are resilient.



Checks range from making sure our backup generators are working as they should in case of an emergency, to ensuring the site is gritted and staff are safe.



Gritting is crucial for staff safety but also ensuring tankers can get on/off sites collecting/removing sludge, ensuring our sites remain compliant.



Continuing to work with the Environment Agency to push more flow through sites which have additional capacity, to reduce storm spills and the impact of groundwater.



Morestead Road WTW



Wastewater infrastructure investment across Hampshire

Chris O'Grady, Head of Project Delivery – Wastewater

Wastewater Capital Delivery Investments - Hampshire



During AMP8 (2025-2030) we are investing £445m, which includes:

Network Projects

- Growth Schemes (£8m)
- Rising Mains (£8m)
- Rising main surveys and rehabilitation works includes Titchfield (£4m) and Barton Stacey (£2.5m)

Treatment Enhancement

- Increase Flow to Full Treatment (£128m)
- Shellfish (£37m)
- Improved quality of treated wastewater, including Phosphorus removal (£210m)

Combined Heat and Power Replacement

- Budds Farm and Millbrook (£6.5m)

Wastewater Capital Delivery Investments - Hampshire



Photos



Storm shaft at Ashlett Creek, Southampton



Typical phosphorus removal scheme - regional

Top Ten Schemes

Project Name	Programme	Investment Value (£m)
Fullerton Multi Scope	WINEP - Nutrients	£33
Portswood WTW N Removal	WINEP - Nutrients	£24
Chickenhall Multi Scope	WINEP - Nutrients	£22
Morestead Road Multi Scope WTW	WINEP - Nutrients	£19
Ashlett Creek Fawley WTW N Removal	WINEP - Nutrients	£13
Slowhill Copse WTW N Removal	WINEP - Nutrients	£11
Woolston WTW N Removal	WINEP - Nutrients	£10
New Alresford WTW P Removal	WINEP - Nutrients	£8
Stockbridge WTW Growth	Treatment Works Growth	£8
Lyndhurst WTW N Removal	WINEP - Nutrients	£7



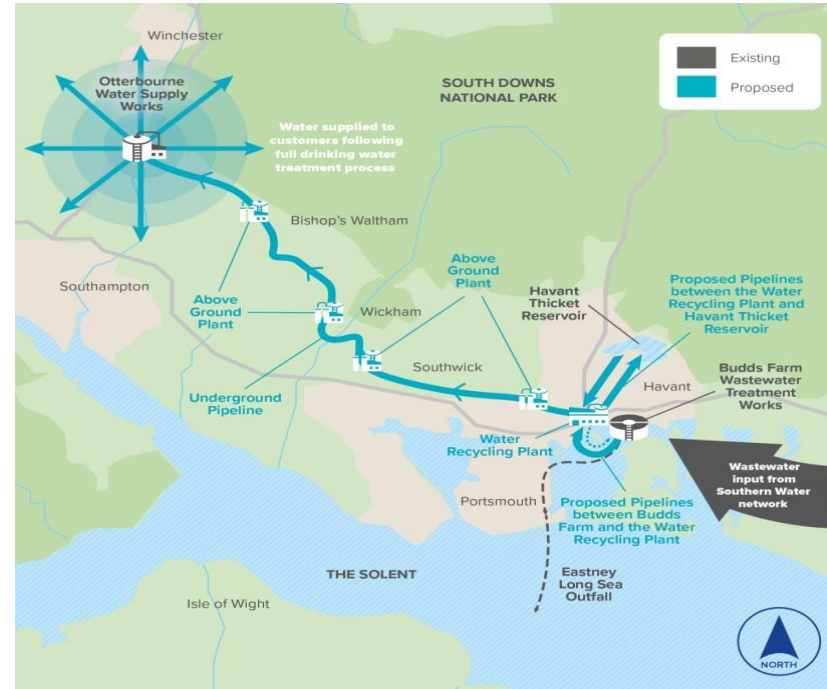
Hampshire Water Transfer and Water Recycling Project

Samuel Underwood, Senior Engagement Manager – Major Projects

The Hampshire Water Transfer and Water Recycling Project



- Would be able to produce up to 60 million litres of purified recycled water a day.
- Would top up Havant Thicket Reservoir – so we can take up to 90 million litres a day from it during a drought.
- All water supplied to customers would continue to meet strict UK Drinking Water standards.
- Reject water would be released 5.7km to sea.
- We've held several public consultations, the latest was in Spring 2025.
- Construction could start in 2029 with the water recycling plant operational by 2034.



Next steps



- A Consultation Report and Environmental Impact Assessment will be submitted as part of our Development Consent Order application – expected in Spring 2026.



For more information visit:
[Water for Life - Hampshire - Southern Water](#)



Water: How we're responding to drought

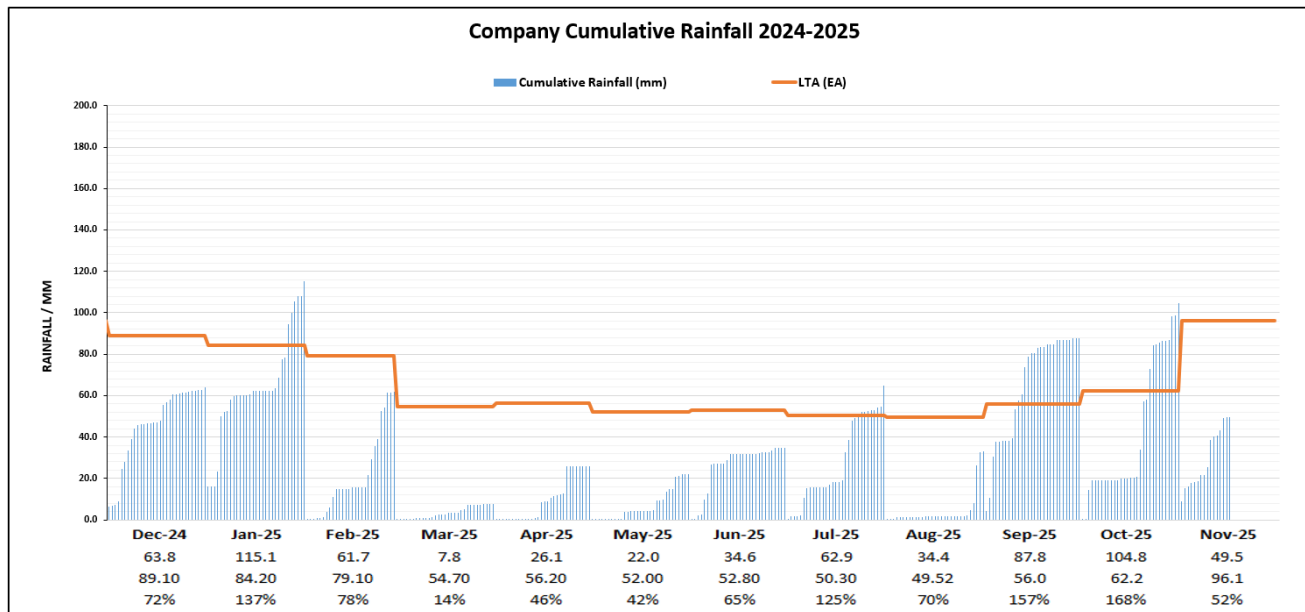
Richard Smart, Drought, Resilience and Emergency Planning Manager

Benedict Sansom, Water Resources Planning Manager

Record Breaking Dry Weather

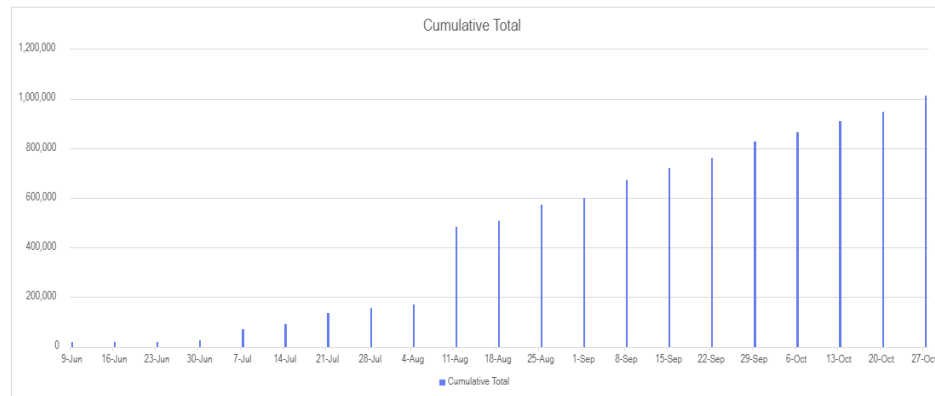
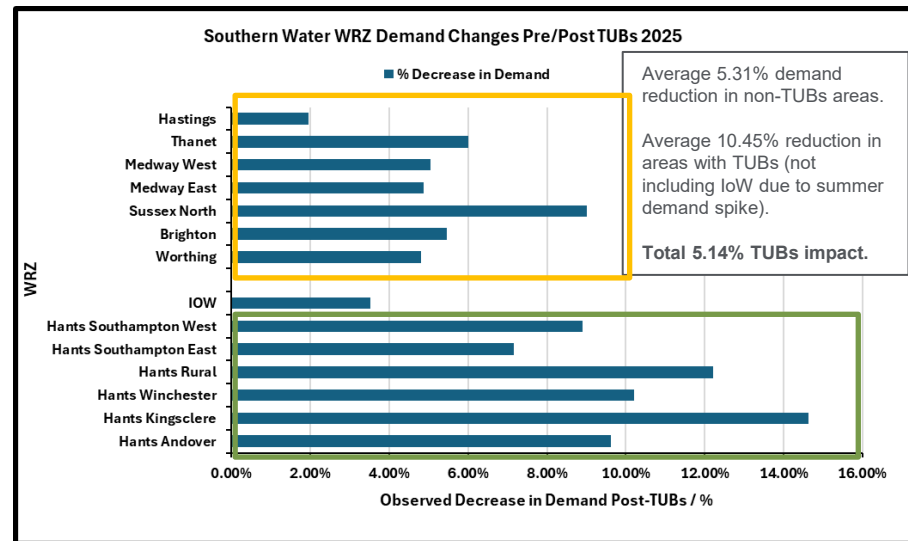


- Summer 2025 rainfall averaged at 62% of Long-Term Average (LTA).
- March – May recorded 630 hours of sunshine, breaking previous records.
- Driest Spring in over 100 years and the warmest June on record.
- 4 Summer Heatwaves recorded, with Faversham peaking at 35.8°C
- By August, the whole of the South East of England was declared as in “pro-longed dry weather”.



Water Savings: Enhanced leakage detection, water efficiency and hosepipe restrictions

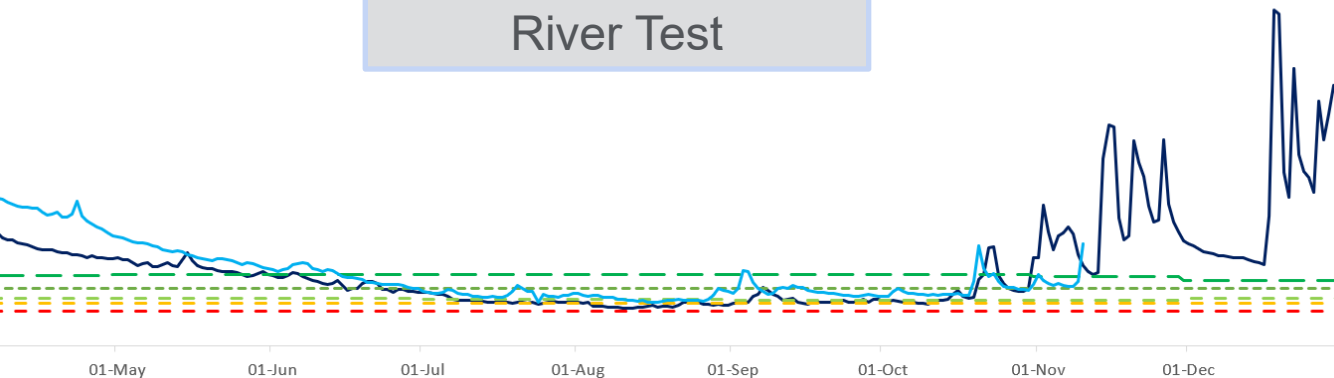
- Compared average daily demand from **1 June to 20 July** against the period **after TUBs were implemented**.
- Focused solely on **numerical changes in demand**, without attributing causes.
- Hampshire** shows a **greater % decrease** in demand than **Sussex & Kent**.
- Multiple **external factors** (e.g. temperature, rainfall, agriculture, school holidays) likely **influenced demand**.
- Demand difference in Hampshire indicates **TUBs have had a positive impact**.
- Isle of Wight** demand remained stable due to **increased summer holiday usage**.
- Property type and demographic has an impact on usage, with **Kingsclere and Hampshire rural seeing biggest decrease**.
- Water Efficiency Audits have **saved over 1 million litres** of water by supporting homes and businesses, **reducing leaks** and installing water saving devices.
- Enhanced leakage activity **has stopped 10.5ML/d of water leaking** from our network. This is above our target, and in addition to business as usual leakage activity.
- Both actions will **continue throughout winter**, with additional investment secured.



River Test and Itchen flow levels 2025 vs. 2022

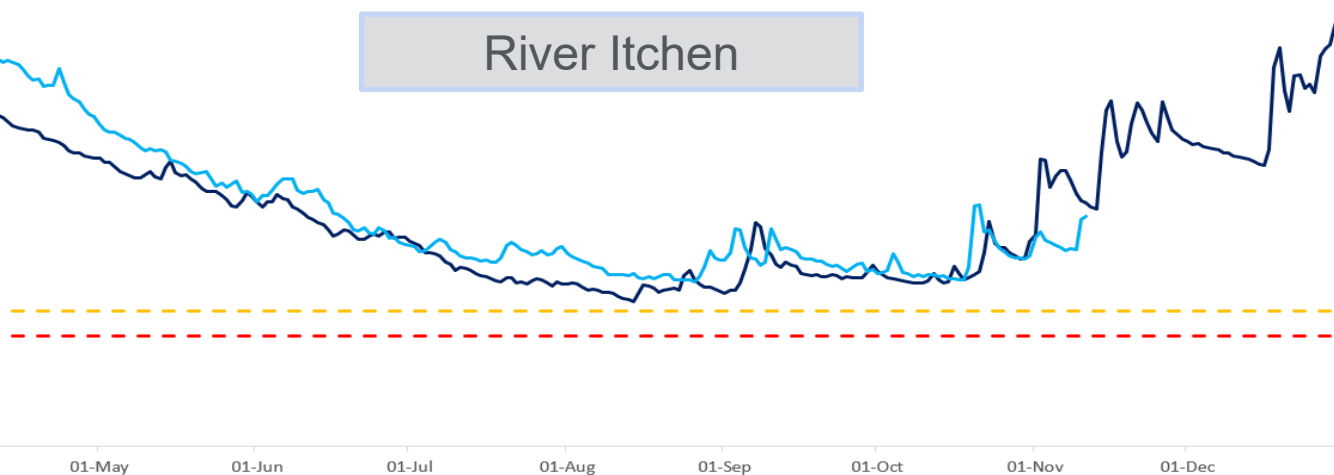


River Test



- River flow levels in both the Itchen and the Test have tracked slightly better than 2022 for the duration of the summer.

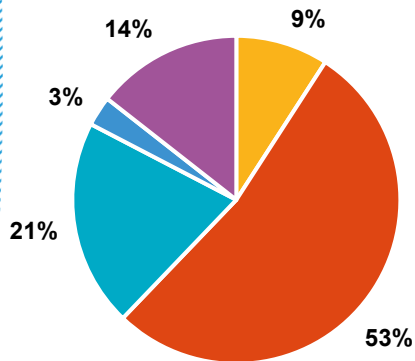
River Itchen



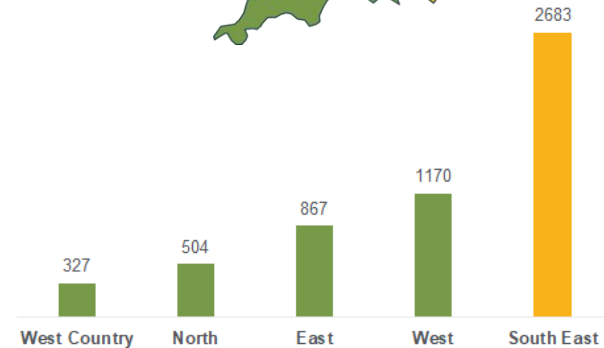
- We are not yet seeing a clear recovery trajectory, with periods of recession following recent heavy rain.

The South East of England is seriously water-stressed

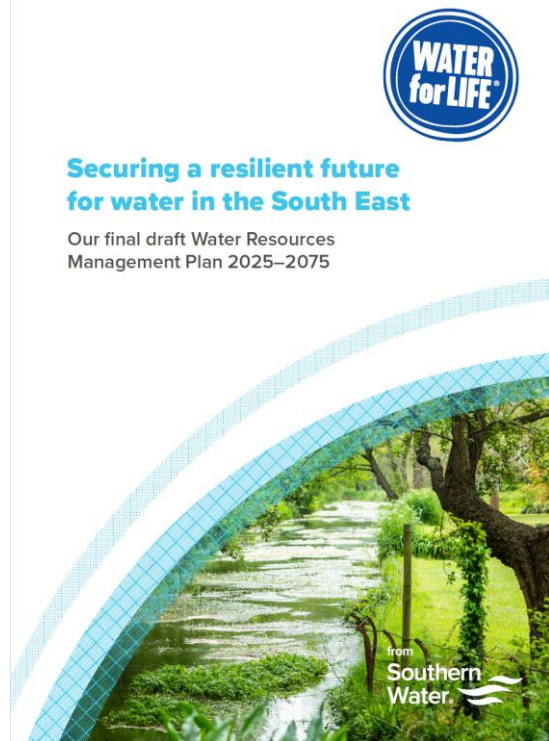
- The Environment Agency has identified that by 2050, almost 5 billion extra litres of water will be required every day, to maintain public water supplies in England.
- More than half that need is in the South East.
- The main driver in the South East is what the EA defines as “Environmental Destination” which means improving and enhancing the natural world.



- Climate Change
- Environmental Destination
- Household Population Growth
- Business Growth
- Drought Resilience



WRMP24 Update



- Consultation finished in December 2024
- fdWRMP24 submitted to Defra on 30 May 2025.
- Awaiting final review.
- S20 Agreement renewed during 2026
- Candover drought option prepared during 2026
- River Itchen licence renewal early 2026

Draft WRMP29 Update



- EA published draft guidance for consultation in October 2025.
- Unconstrained options assessment started. Deadline December 2026.
- Public consultation planned for 2028.

Water resources planning guideline

For consultation

Drought Plan 2025 Update



- Drought Plan 2022 published in August 2025
- Pre-consultation ended 31 October 2025
- DP27 draft deadline – 31 March 2026
- Public consultation – Summer 2026
- Final publication – March 2027
- Emergency Drought Plan development





Clean Rivers and Seas Storm Overflow Reduction Programme: Hampshire

Dr Nick Mills, Director of Environment and Innovation

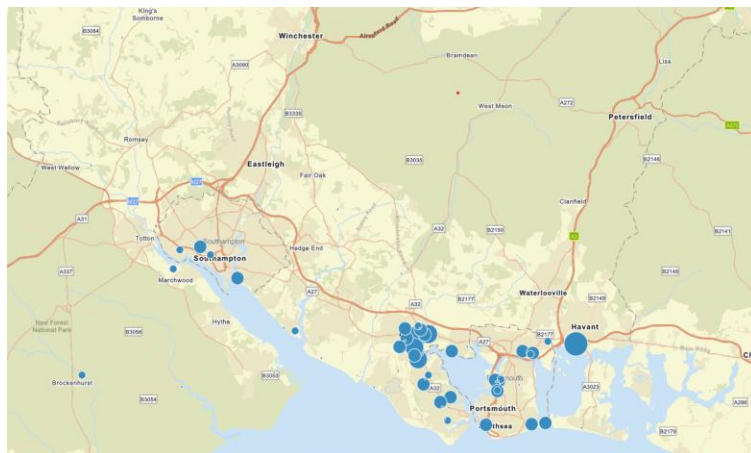
Overflows in Hampshire

- 186** Storm Overflows in Hampshire
- 89** Require work/investment to achieve Govt. targets before 2050
- 50** Overflows working on between 2025-2030



Approximately **£290m**
investment in next five years

2027 target overflows



Fareham	Gosport	Portsmouth Harbour	Cosham, Drayton & Portchester	Hamble
ARUNDEL DRIVE	BREWERS LANE	GLADYS AVENUE	COURT LANE	SCHOOL LANE
BRIDGEFOOT	BURY ROAD	HOLBROOK ROAD	KIRTLEY CLOSE	
CAMS HILL	CAMBRIDGE ROAD	MILE END NO 1	MAINLAND DRAYTON	
COTSWOLD WALK	FAREHAM ROAD (OUTSIDE No 259)	MILE END NO 2	COW LANE	
ELMHURST ROAD	FAREHAM ROAD (OUTSIDE No 68)	NEWCOMEN ROAD	WICOR MILL LANE	
HIGH STREET	FOSTER ROAD	NORTH END AVENUE		
HOEFORD	GREEN CRESCENT	PIER ROAD		
QUAY STREET	GROVE ROAD	STAMSHAW ROAD		
REDLANDS LANE	LEES LANE	WIDLEY ROAD		
SALTERN'S LANE	MIDDLECROFT LANE	WINSTANLEY ROAD		
THE GILLIES				
WALLINGTON HILL				
WICKHAM ROAD				

Areas we're targeting



Catchments

- Fareham
- Gosport
- Cosham
- Portsmouth Harbour
- School Lane, Hamble

Why we're focusing on these locations



Storm overflow prioritisation: Government and Regulatory targets

- Shellfish waters
- Environmentally sensitive sites
- Bathing waters

What we've been up to

- We've delivered a large-scale separation scheme at **Corpus Christi School and Church in Portsmouth** removing **2250m²** from the combined sewer
- We've removed 4,000m² from the combined sewer at **Hoeford Bus Station, Fareham** and installed an interceptor to manage the run-off of oil
- Disconnected multiple gullies at **Sundridge Close, Cosham** removing **4,000m²** from the combined sewer
- **9 pilot Highways schemes** are progressing for Portsmouth & Fareham in collaboration with Hampshire and Portsmouth County Councils
- **Confirmed connectivity at 9 schools**, progressing to separation/suds phase
- Key partners in **Portsmouth City Council's Nature Positive Portsmouth**
- Saved over **65 spills** so far in 2025 due to the interventions already put in place



What have we got planned?

- **Seal 2.3 km of tidal infiltration** on Spice Island Portsmouth.
- **Highway SuDS** - we are building a programme with councils across Hampshire to look at opportunities to deliver SuDS.
- **A large-scale sewer diversion scheme in Portsmouth** is proposed to remove **10,000 m³** from the combined sewer.
- **One smart control scheme** is planned in Hamble– using real-time flow control to store stormwater within existing pipes and tanks to increase resilience.
- **Investigate over 100 surface-to-foul connections** to disconnect.
- **Five pumping station upgrades** are planned.
- Carrying out **connectivity surveys across railway estates**
- Starting to **investigate and plan** our 2030 areas. For more information please see:

<https://www.southernwater.co.uk/water-for-life/clean-rivers-and-seas-plan/map>





Share your thoughts

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AOB



Appendix



Free Water-Saving Audits for school and local businesses

Free Water-Saving Audits for school and local businesses



- To help reduce business water use and bills, we're offering free Water-Saving Audits to schools and businesses.
- Since June 2025, we've completed 435 audits across **Hampshire and the Isle of Wight**, installing 6,773 water saving devices and fixing 545 leaks. The total water saved is 987,811 litres per day.
- Audits can include fixing leaky toilets, taps, showers and/or fitting water-efficient devices, as well as recommending other water efficiency improvements such as rainwater harvesting.
- Businesses can apply by calling **0808 1968711** or emailing SouthernWaterNHH@groundwork.org.uk





Community Centre Grants

Supporting Community Centres across our region



Our Community Centre Grants

As part of our programme to support making the community stronger, our Community Centre Grants are back for a fourth year.

Focused grant allocation

Concentrating resources on five key areas; Chatham, Folkestone, Eastbourne, Bognor & Southampton, this approach ensures meaningful impact and supports communities facing significant challenges.

Sustainable community support

Providing deeper, sustainable assistance to community centres strengthens vital lifelines in our community.

Measuring impact and accountability

Narrowing focus allows better measurement of outcomes, ensuring transparency and accountability in grant allocation.

Maximising Impact

The approach aims to enhance resilience, trust, and operational efficiency for maximum social benefits.



How to apply



Application Timeline

Applications open on 1 December and close on 15 December, with announcements in mid-January.

Eligibility Criteria

Applicants must be independent community centres without local authority core funding and host a minimum of three weekly in-person activities and offer a wide range of services for the whole community.

Call to Action

Encourages centres to apply now to strengthen sustainability and support resilient communities.

Visit our website to find out more:

[Community Centre Grants](#)



Apply now

Applications close on 15 December 2025.



Drainage and Wastewater Management Plan (DWMP)

Be part of our second DWMP



- Work has started on our second Drainage and Wastewater Management Plan (DWMP), which set out our plans for investment in drainage and wastewater services.
- This is to ensure our networks of sewers, pumps and wastewater treatment works meet the needs of our customers and protect the environment into the future. It is now a Statutory Plan, sitting alongside our Water Resources Management Plan (WRMP) and it will be used to inform our future Business Plans.
- We want to work with all local authorities to protect and improve the environment and take account of all issues relating to flooding, drainage, growth and climate change for the benefit of the communities we serve.
- In January 2025 we're hosting webinars to explain the DWMP process and we're starting to contact the relevant council officers.





Leakage performance in Hampshire

Leakage in Hampshire



Total leak repairs 2023/24

	Hampshire
Bursts	493
Customer leaks	746
Network leaks	4542
Total	5781

Total leak repairs 2024/25

	Hampshire
Bursts	477
Customer leaks	901
Network leaks	5066
Total	6444

Total leak repairs Apr 25 to date

	Hampshire
Bursts	338
Customer leaks	609
Network leaks	3564
Total	4511

Leakage in Hampshire: additional Activity and Enhancements



- Additional Leak Detection resource dedicated to Winchester
- Additional Leak Detection across all other Hampshire regions with Ovarro
- Continuation of Pressure Management schemes, protecting the network and reducing the risk of bursts
- Specific location splits – Improving analytical capability and reducing survey time, finding & fixing leaks quicker
- SME Paradigm – health reviews within specific locations, to improve targeting and analytical capability
- SME Radar – Acoustic logging optimiser model, improving efficiency, speed of survey and area coverage
- Playbook – Campaign Management, improving our strategic approach to each survey
- Leak Detection Dogs – Canine Leak Detection

327-04 - St Georges Road

