

# We're making significant progress

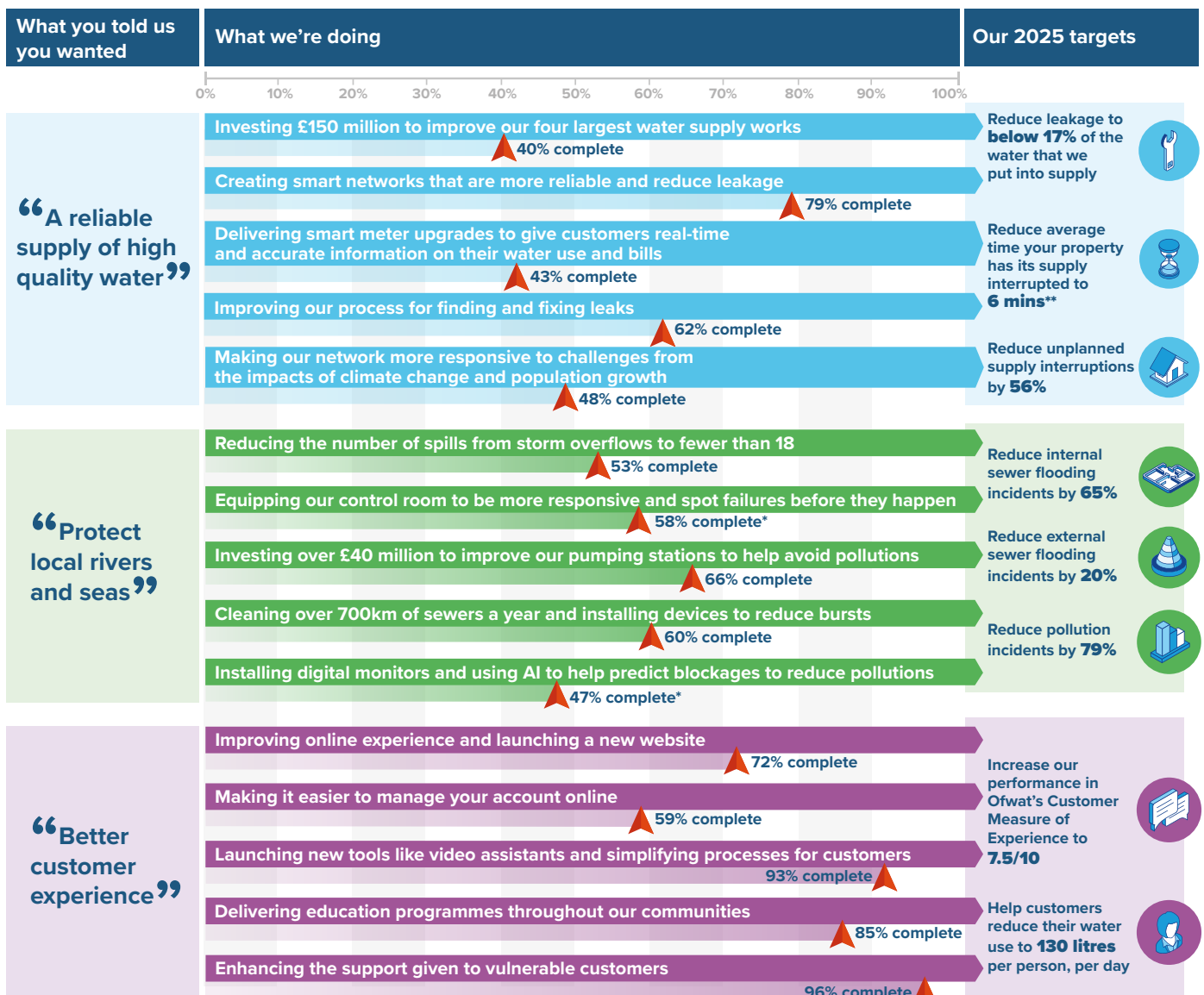


## Our six-month update on our Turnaround Plan, May 2024

In April 2023, we set out an ambitious Turnaround Plan to deliver a step-change in our performance over two years. This was enabled by an additional £550 million investment from our shareholders, which followed a £1.1 billion equity investment in 2021. Shareholders have not received a dividend since 2017 as we have continued to invest in the network.

All of our 2,500+ employees are 100% focused on achieving the targets set out in this plan – it is our service commitment to customers. Our Executive and Board review progress against it each month.

Over the past six months, we've been busy...



\* Initial actions delivered or on track for but additional scope has been added to deliver the Pollution Incident Reduction Plan (Jan-Dec 2024) developed in consultation with the Environment Agency.  
\*\* Our supply interruption performance remains challenging with a small number of high impact incidents masking underlying performance.

## Providing you with a reliable supply of high-quality drinking water

**We're here to provide you with water for life but keeping the taps flowing for over 2.7 million customers, takes a lot of work.**

Over the past six months, our teams have put in place a new risk calculator for planning and scheduling of maintenance at our sites as well as tactical fixes across 20 sites. This has led to our best performance in terms of our sites maintaining supply with around an extra 50ML/d of water returned getting to your taps. They've also been out cleaning our service reservoir tanks – some of which were built by the Victorians – to make

sure that they can be brought into supply whenever we need to manage demand, reducing the amount of time you're without water when something goes wrong.

We've been focused on reducing leakage installing a further 3,000 listening devices and a new mapping system, allowing teams to find and fix leaks more quickly – we're now repairing high-priority leaks three times faster than in 2019.

Our new Logistics team has also been busy, improving access to critical spares and our new water tankers – in operation 24/7 – to support our teams running our networks and sites so they can keep your taps running or get your water turned back on more quickly in an emergency.

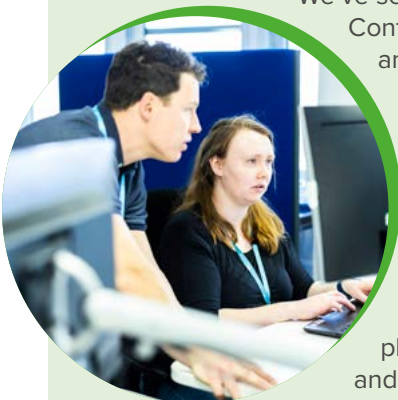


## Protecting local rivers and seas

**We know that keeping our rivers and seas clean is important to you, and that we haven't always met your expectations in terms of our environmental performance.**

We're committed to changing that and we're focused on upgrading our sites and networks so they fail and cause pollutions less often. Since November 2023, we've upgraded 35 key sites, improving compliance with our environmental permits by 89%.

We've set up a new team in our Control Centre which will analyse data 24/7, with the support from AI, so we can predict failures so we can send our teams out to carry out repairs before a pollution happens. At the same time, data from our 24,000 Sewer Level Monitors is being used to plan routine maintenance and repairs.



We've also reduced the risk of 30 large sewer mains bursting by installing air release valves and pressure monitoring devices.

We've updated our online spill notification service to include inland storm overflow releases, automating our internal verification processes to speed up any updates. It's been renamed Rivers and Seas Watch and will replace Beachbuoy on our website.

We also launched our Clean Rivers and Seas Plan which outlines how we are spending £1.5 billion between 2025–35, prioritising shellfish and bathing waters. Our task force has already carried out six Pathfinder pilot projects, installing sustainable drainage solutions, increasing the size and capacity of our wastewater sites and fixing sewer misconnections, across our region and is using the learning from them to inform how we will deliver our plan.

Over the past six months the task force has provided 93 schools with sustainable drainage systems to reduce rainwater run-off from impermeable areas like playgrounds and roofs, installed more than 3,000 slow-drain water butts on the Isle of Wight, replaced 200 pipe joints and sealed 1.2km of private pipework to prevent groundwater flooding.

**Read about our [Healthy Rivers and Seas plans](#).**

## Better customer experience

**If you need to contact us, we want it to be easy.**

Since November 2023, we've redesigned our complaints process so you can call us rather than filling in a form online. We've also launched our new website; designed using the latest insight to help you find the information you need faster. With a simplified, modern, mobile-friendly design, it's more accessible and reliable. We'll continue to update it in the coming months.

We have improved the system our operational teams use for logging customer issues, speeding up repairs or visits and tracking any follow up actions from our teams.

Our new school engagement programme went live and includes site visits at our Peacehaven Wastewater Treatment Works. Local children can now book in to tour the site and find out what really happens 'Beyond the Drain'.

Also, following the success of our first face-to-face customer engagement event in Hastings in October

2023, we've also rolled out our Your Water Matters events to a village hall near you. So far, we've hosted events in Whitstable and Southampton, but more are planned so look out for our monthly newsletter where we'll announce the dates and locations. These events give you the opportunity to air your concerns and have your questions answered.

Supporting our customers who find themselves in vulnerable circumstances is always a priority, which is why we've continued to promote our financial assistance schemes during the difficult Winter months, with 70% satisfaction with support offered by year end in March 2024. We've also increased the number of customers on our Priority Services Register to 235,900 (2022–23: 166,384).

