

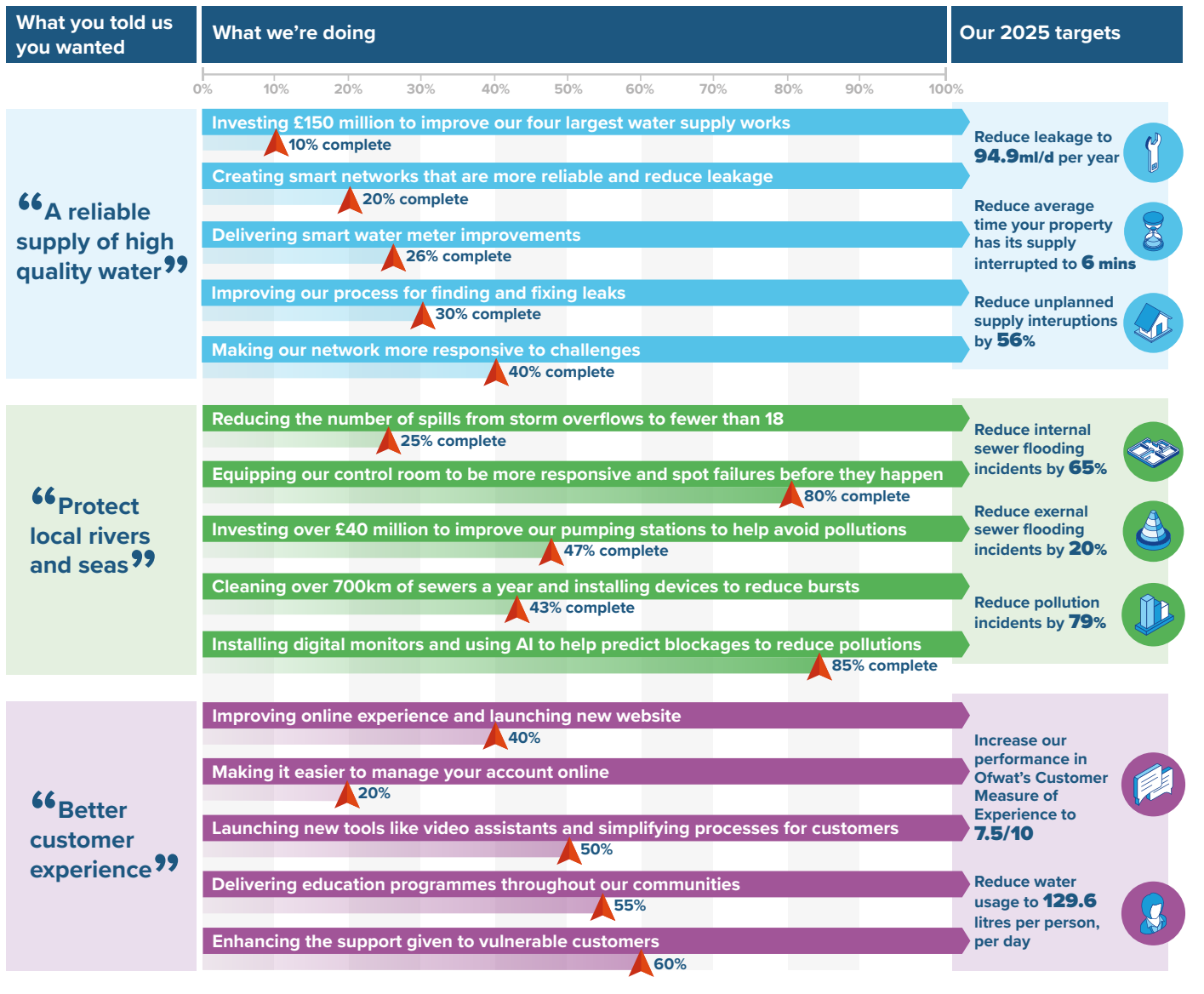


Making progress towards our goals

Our six month update on our Turnaround Plan, November 2023

Our Turnaround Plan aims to speed up performance improvements where they're needed most. The plan runs from 2023–25 and we've taken all our 2,500+ employees through it so they are 100% focused on achieving the targets. Our Board reviews progress against these clearly defined goals each month.

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



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 30 actions have been completed across 20 sites, with new teams recruited and new maintenance schedules in place, improving the reliability of our treatment works.

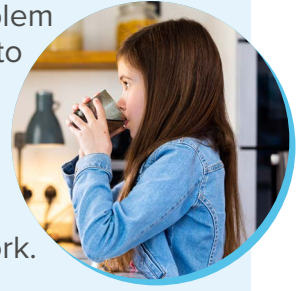
Our Turnaround Plan will see us spend £150 million to upgrade our four largest water supply works. We've also improved the

resilience of our pumps at problem sites and made improvements to our UV treatment processes.

We've increased the amount of water we can treat and installed 7,500 new loggers to better track leaks on our network.

These changes will help to reduce the amount of time that you're without water when we have a site shut down or need to carry out urgent repairs.

You may also spot our new fleet of tankers out and about, as they support our teams, moving water around our network to where it's needed most.



Protecting local rivers and seas

We know that keeping our rivers and seas clean is important to you, which is why it's a top priority for us. Our Turnaround Plan will see us reduce pollutions by 79%.

We're 47% complete in our work to upgrade pumping stations and limit the number of failures. Work to improve our Control Room capability means we can respond more quickly, monitoring our network in real time and spotting issues before they become a problem for customers.

Following the installation of 23,000 sewer monitors, we're also close to reaching our goal

of proactively predicting all blockages, reducing the number of unpleasant flooding incidents for our customers.

At the same time, our Clean Rivers and Seas Task Force is upgrading storm tanks and relining pipes across our region and working to 'slow the flow' of surface water – the run-off from roofs and roads – reducing our use of storm overflows by as much as 70% in some areas*. Read all about our plans:

southernwater.co.uk/water-for-life/clean-rivers-and-seas-plan/map

* Sandown – Isle of Wight.



Case study

Find out how we're preventing pollutions by upgrading our Control Room



Better customer experience

If you need to contact us, we want the experience you have to be easy.

We've launched new tools, including a video assistant, so we can answer your questions and concerns more quickly – reducing inspector call outs by 55% and improving customer satisfaction and speed of resolution. Customer complaints have also fallen 29% since the beginning of 2023.

We've achieved 60% of the actions planned to get more support to customers in vulnerable circumstances, by increasing the number of people registered with us for Priority Services and partnering with organisations like Age UK to get our customers onto better tariffs.

We're also increasing our support for customers to use less water such as trialling smart meters so customers can see how much water they're using in real-time. We've launched a new suite of education resources that have been used by more than 7,000 students since April 2023, helping them better understand the water treatment process.



Case study

Find out how our online video assistant is improving customer service

