

Southern Water: East Sussex update

22 January 2025



from
**Southern
Water** 

Agenda

- Welcome – John Penicud
- Company update – Tim McMahon
- Wastewater Asset Strategy, Planning and Future Growth – Nicholas Davies and Daniel Whitcher
- Wastewater – Groundwater Infiltration update – Catherine Marriott
- FOG and Unflushables – Working with our communities to prevent blockages – Matt Collins
- Clean Rivers and Seas Task Force – James Latter
- Closing words



You said, we did – working with Hastings' stakeholders

Created a letter to help businesses and residents with insurance claims, if affected by flooding.

Launched a multi-million-pound plan to upgrade Hastings' water and wastewater networks.

Sharing of network and reservoir maps with elected members.

Dedicated contact within our Stakeholder Team for all Hastings-related queries or concerns.

Regular full council meetings, ensuring we are following up on commitments and actions.



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Company update

Tim McMahon, Managing Director for Water



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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 into the business, 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%).



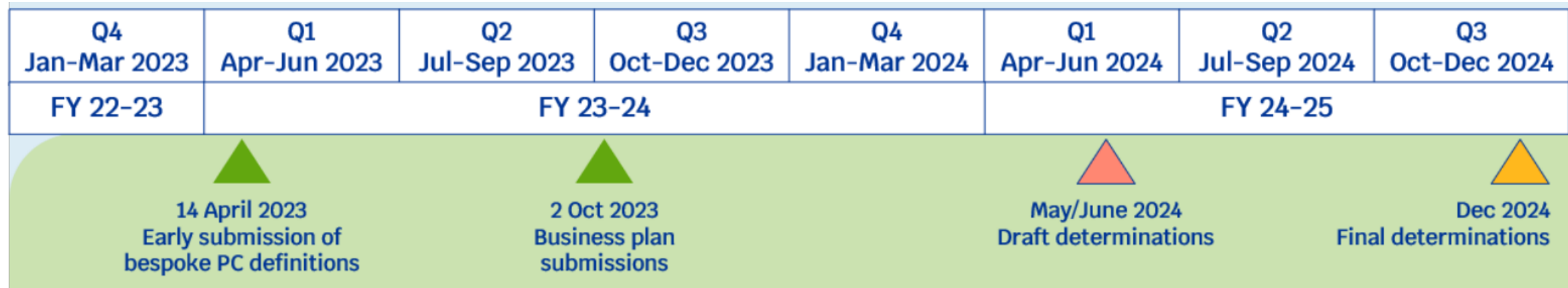
Providing resilient Wastewater Services in East Sussex

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



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Water Industry Regulatory Investment Cycles

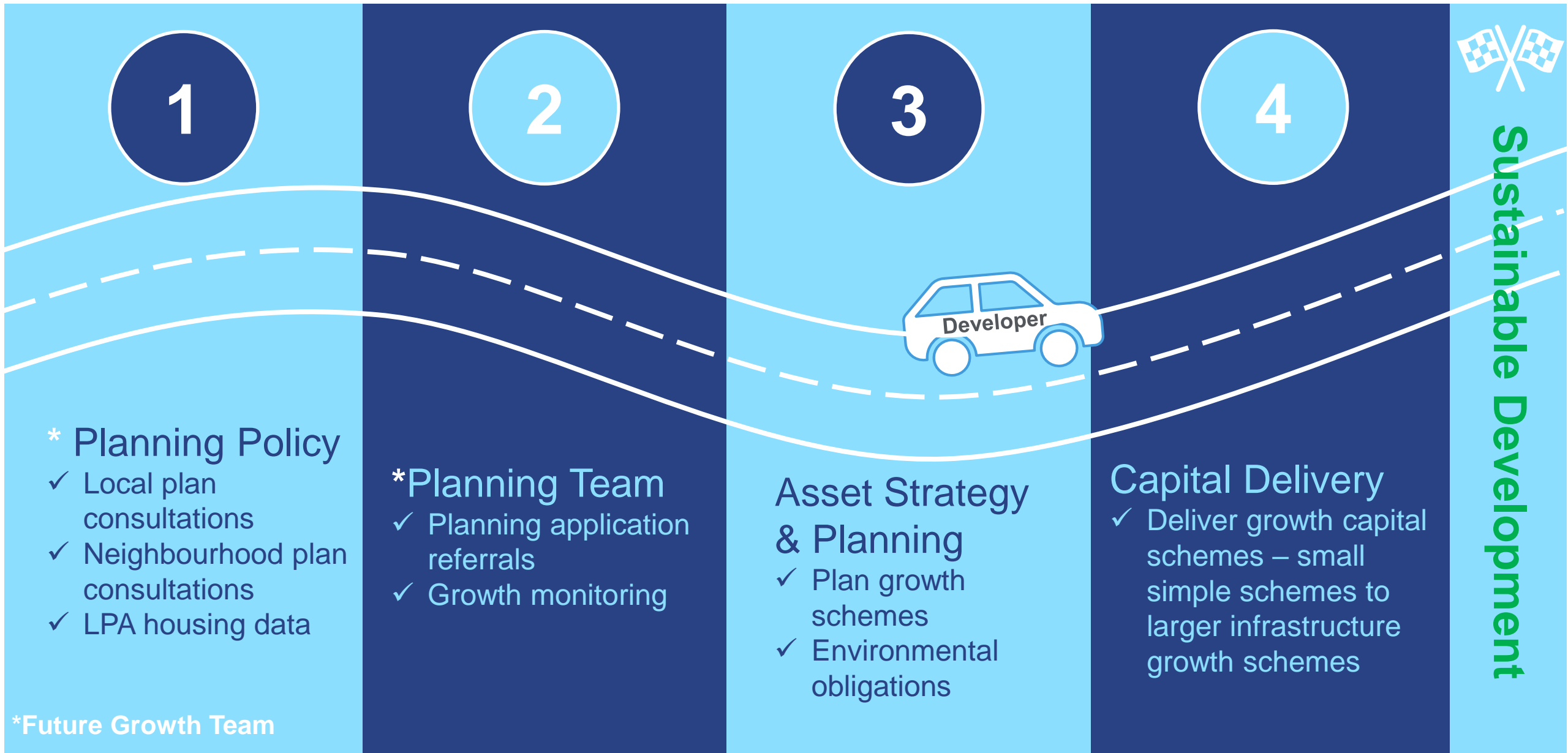


- Ofwat's 5 year cycle Price Review (PR) process sets allowances for water company investment for each Asset Management Plan (AMP) period
- Ofwat's Final Determination was announced for AMP8 (2025-2030) in December 2024
- Includes the Environment Agency's Water Industry National Environment Programme (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

Developer Services experience on average **470** local planning referrals per month

We have reviewed **70** wastewater catchments with specific growth needs resulting in reinforcement requirements across **19** of those catchments

Development planning and phasing

Network capacity assessment

Network modelling and flow surveys

Upgrade options, costs and programming

Scheme design

Delivery and handover

“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

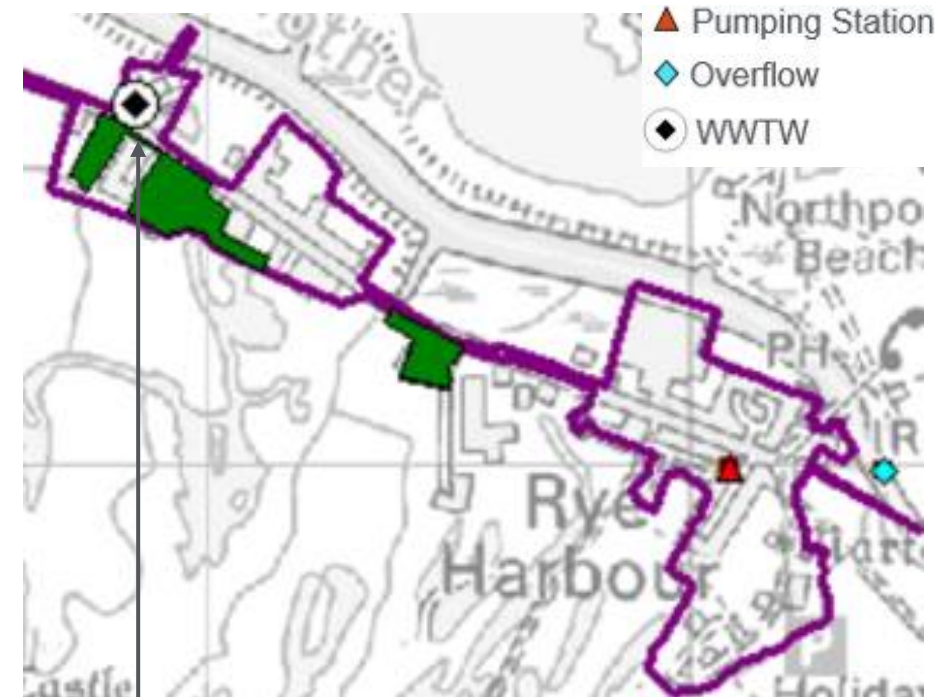
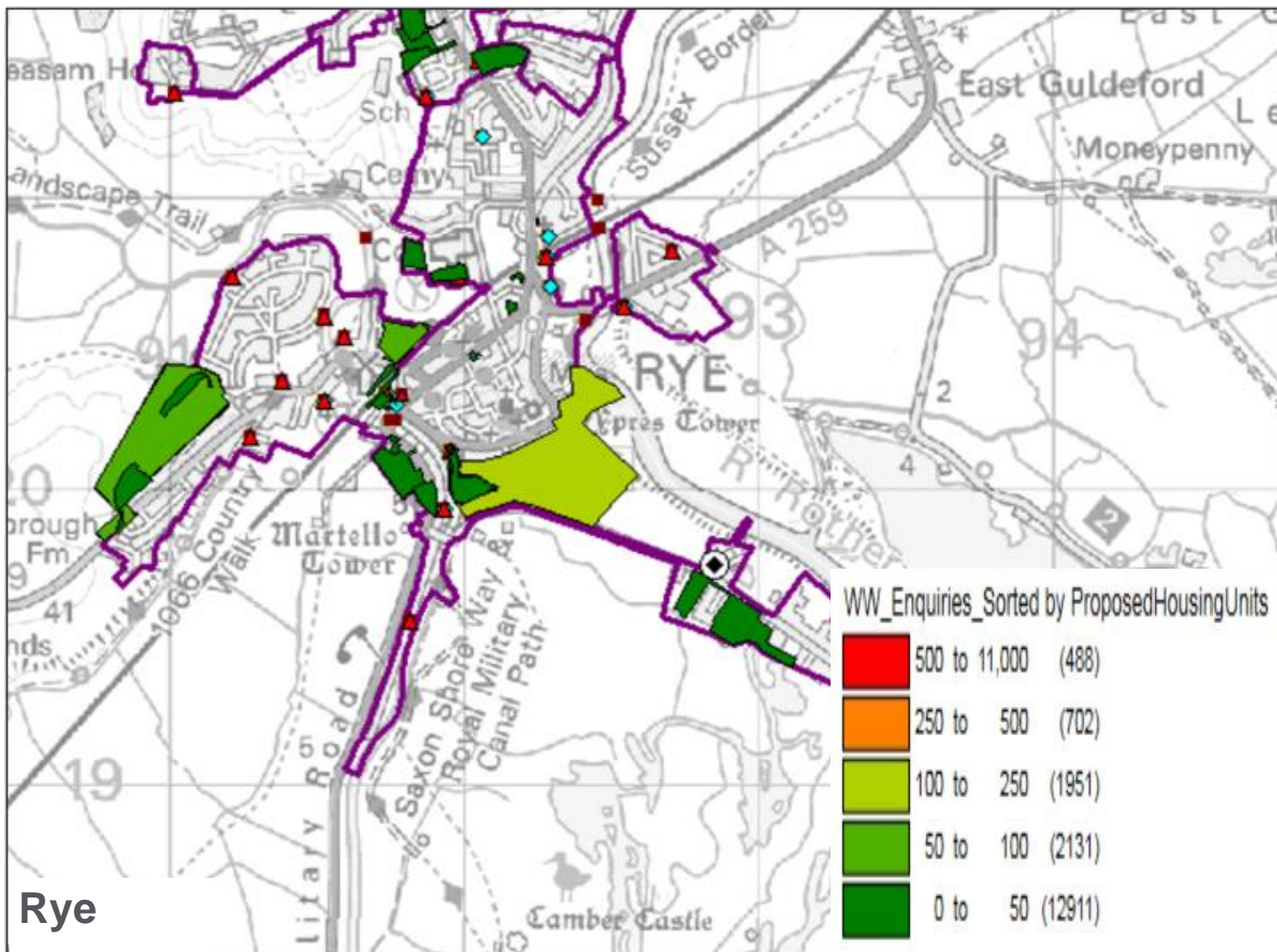
Approach (based on growth clusters):

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



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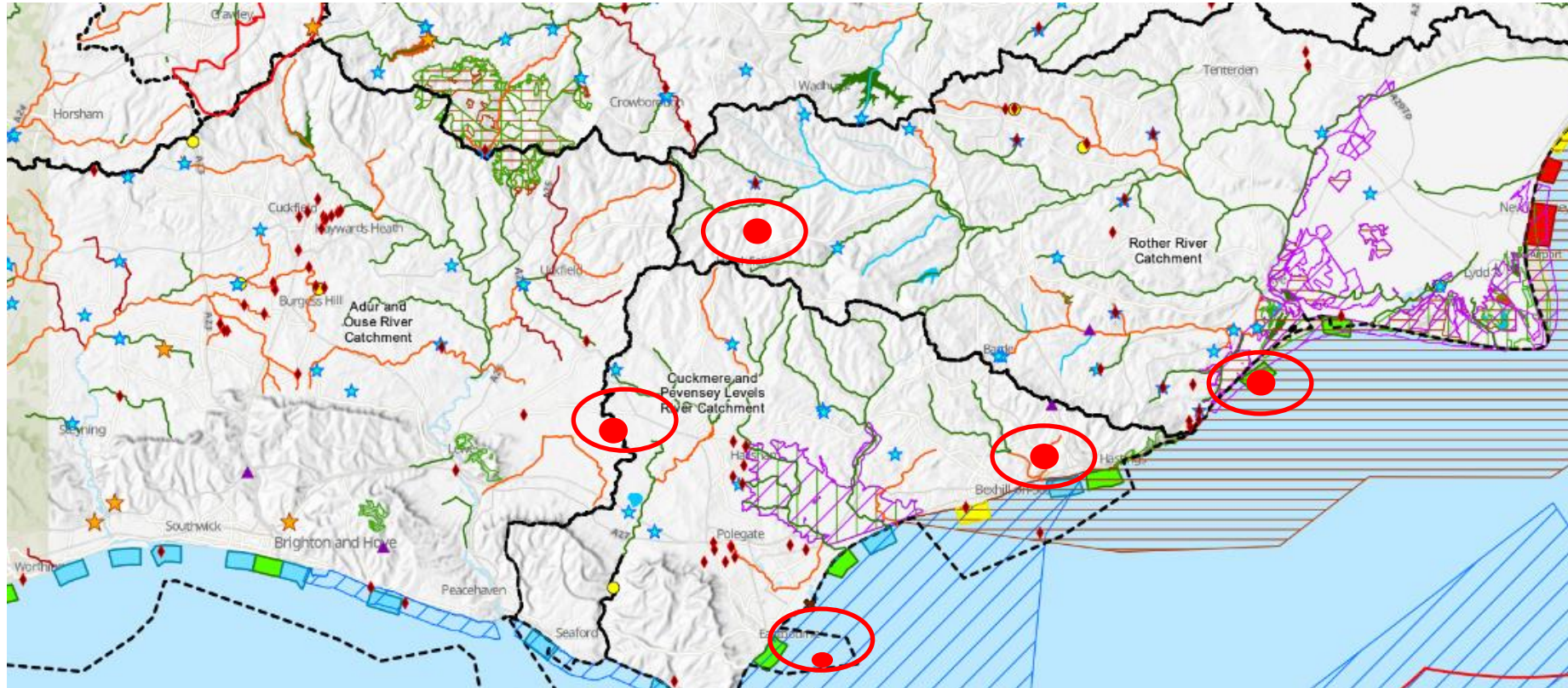
Planned growth in the Rye Catchment



Rye Wastewater Treatment Works



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



Network growth. 19 wastewater systems currently in modelling and optioneering phase. 4 are in East Sussex.

- Bexhill and Hastings
- Eastbourne
- Hailsham North
- Hailsham South

Treatment Works. 19 wastewater systems currently in modelling and optioneering phase. 4 are in East Sussex.

- Bexhill and Hastings
- Eastbourne
- Hailsham North
- Hailsham South

Providing Resilient Wastewater Services in East Sussex

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Future Growth working with Planning Authorities

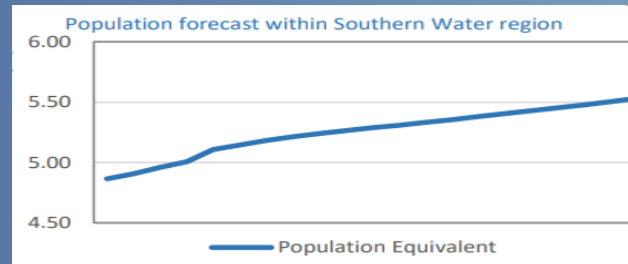
Long term (beyond 10 years) Sustainable Development

- 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



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East Sussex Sewer rehab and whole catchment view



Groundwater in East Sussex – status update

- We currently have no groundwater issues within our sewer network affecting customers in East 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.



Sewer Level Monitors in the Hastings and Bexhill areas, which provide early warning of potential sewer blockages



Fat, Oil, Grease & Unflushables

Working with our communities to prevent blockages



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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**



Commitioned
data led
**behaviour
change
campaigns**



2,900
food
businesses
supported



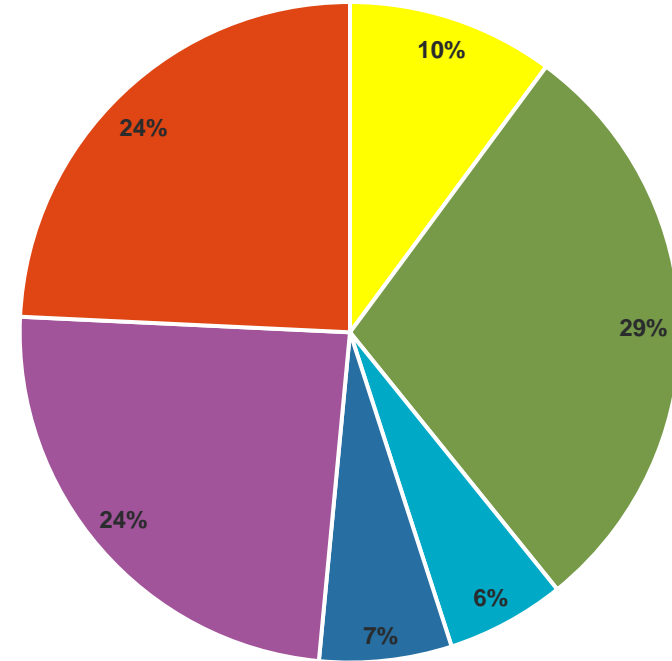
40
national and
international food
chains engaged



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

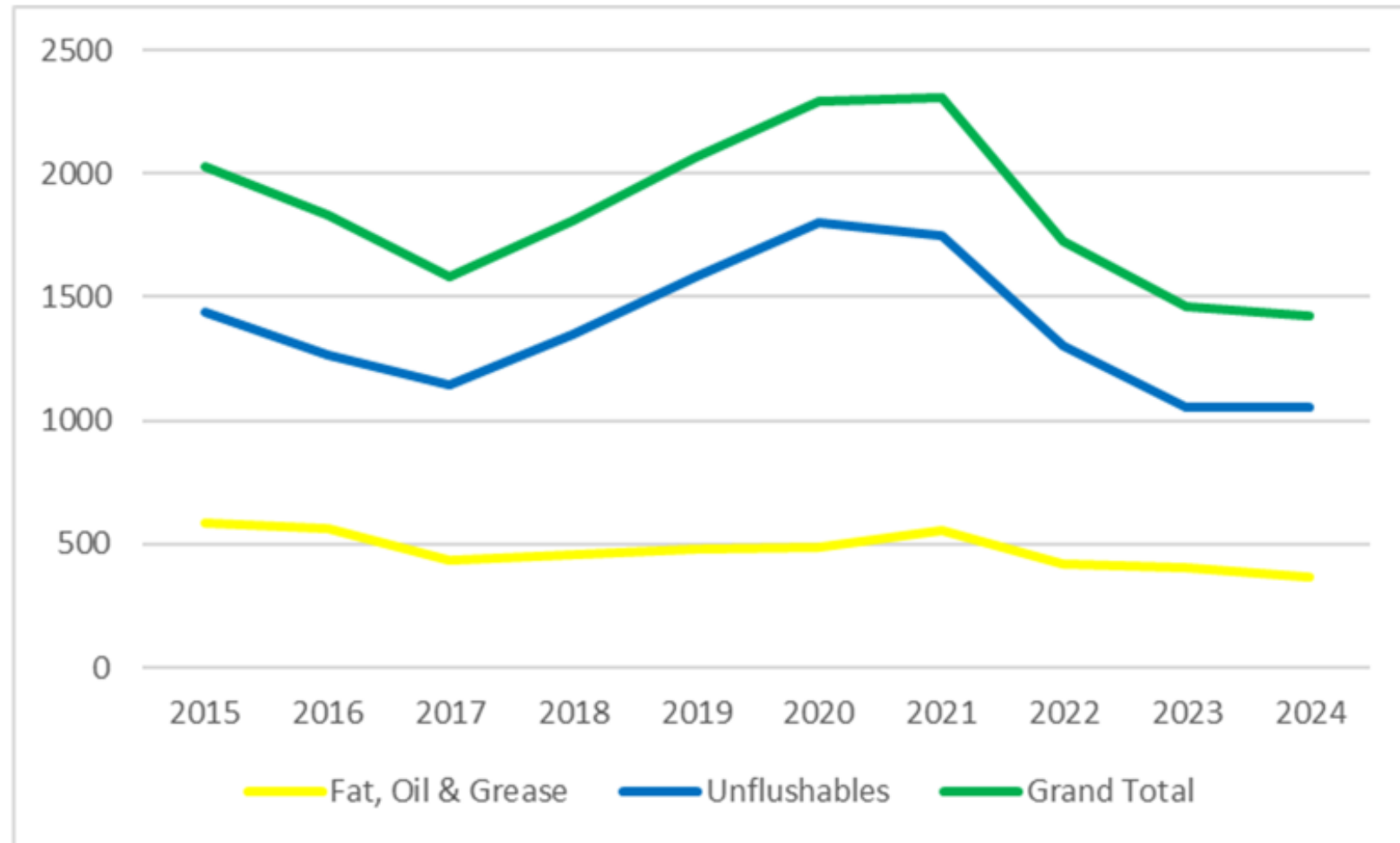
FOG and Unflushable blockages – East Sussex 2024

- 1421 **preventable blockages** in 2024
- 367 of these blockages caused by Fat, Oil and Grease
- 1054 of these blockages caused by wipes and sanitary products
- **Hotspot areas**
- Eastbourne = 231
- Brighton = 210
- Bexhill = 95
- St Leonards on Sea = 89



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

FOG & Unflushables Blockage History – East Sussex 2015-2024



FOG & Unflushable Team Activity in East Sussex

- 204 presentations to schools, uniformed groups & Adult talks
- 28 local community events attended
- If you would like us to attend one of your groups to deliver a presentation or attend an event you may, get in touch:
Fog&flushables@southernwater.co.uk





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.
- Only flush the three Ps (pee, poo and paper)

Clean Rivers and Seas Task Force

East Sussex update



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Our progress in East Sussex and 2025-2030 plans



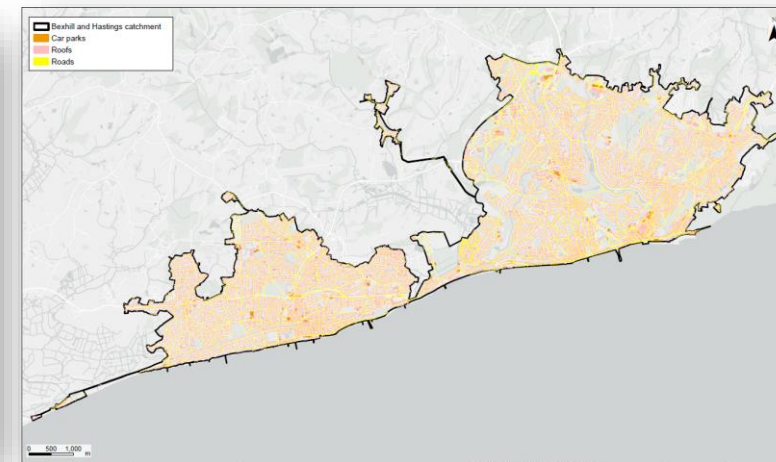
Working in partnership



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



Illegal connections team have been working tirelessly in East Sussex, and very pleased to see the bathing water classification in Hastings go from ‘sufficient’ in 2019 to ‘excellent’ in 2024. Working hard in Bexhill to improve the bathing water quality



Working with East Sussex County Council to explore potential highway SuDS scheme – held two workshops and work ongoing to build a potential programme, managing surface water in communities. Already funded £60k for SuDS in schools

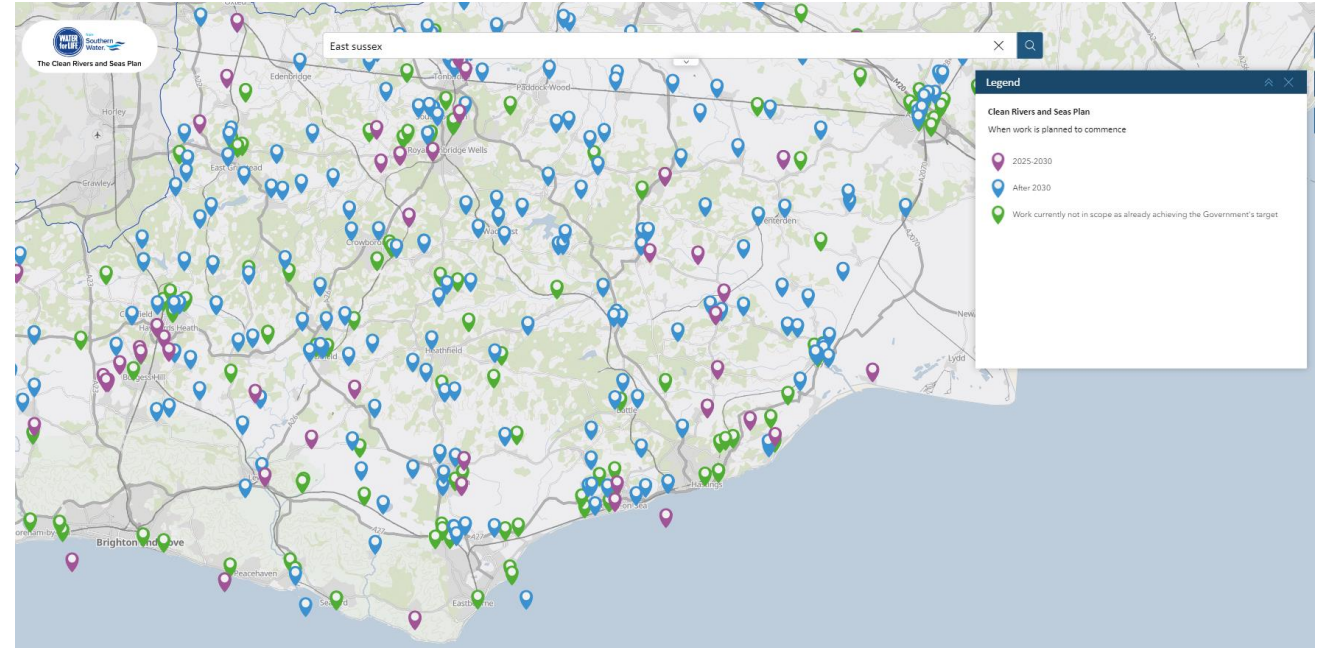


Overflows in East Sussex

Key stats

- 199** Storm Overflows in East Sussex
- 132** Require work/investment to achieve Govt. targets before 2050
- 22** Overflows working on between 2025-2030

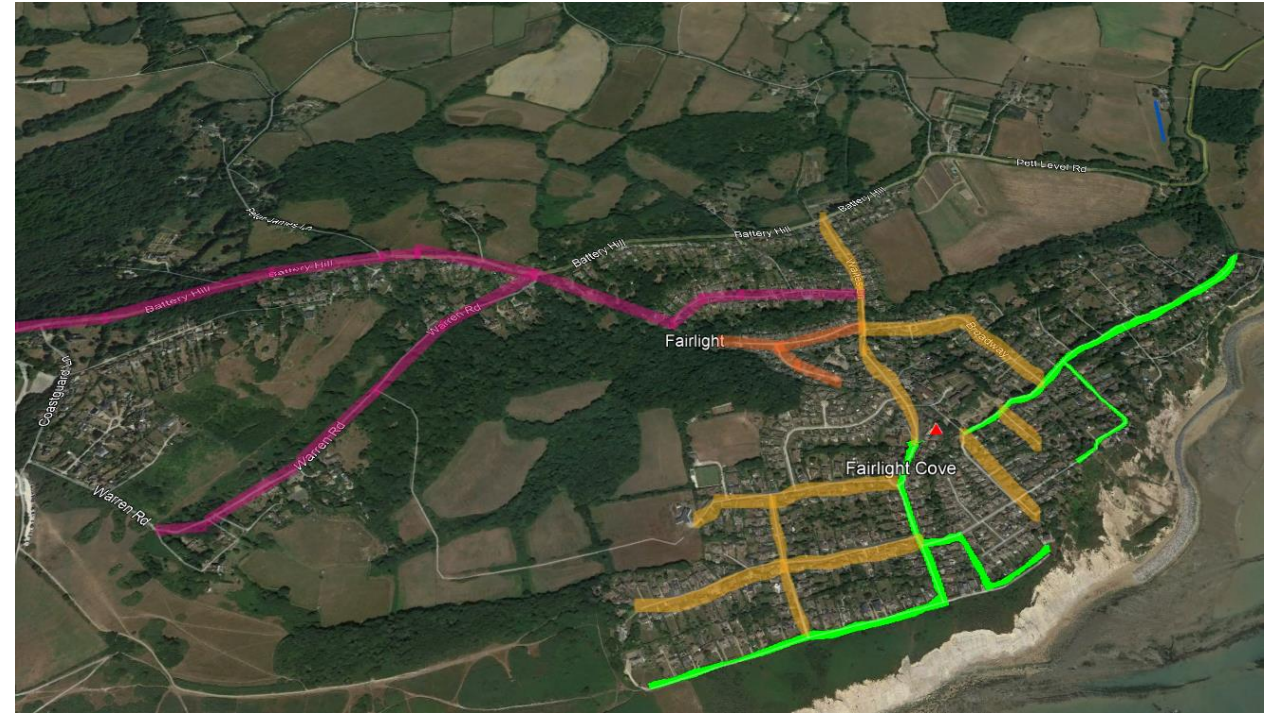
Approximately **£220m investment**
in next five years



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

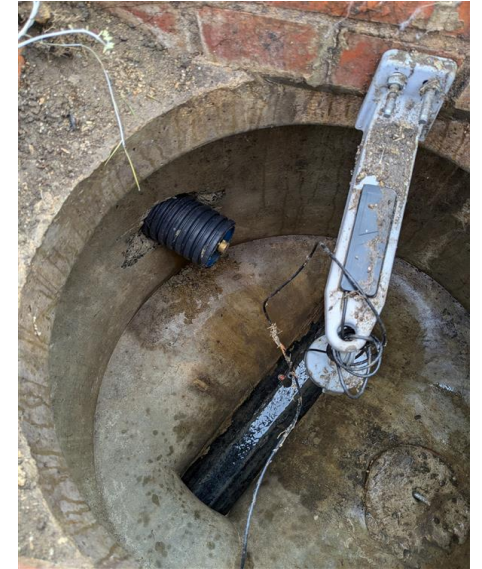
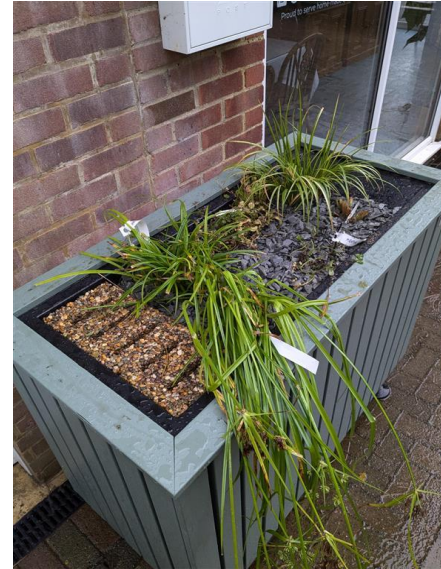
Fairlight – what we've done so far

- 5km of detailed surveys in the catchment on the main sewer spines
- CCTV surveys of sewers for potential sealing in 2025-highlighted in **Amber**
- 1850m of sewer sealing now completed-highlighted in **Green**.
- A further 2.1km to be sealed spring 2025-highlighted in **Pink**
- Knowle Road eight illegal surface water connections within existing foul manholes managing 0.5Ha-highlighted in **Orange**
- Redundant Sewer WTW capped off and remaining 125m to the WTW to be sealed Spring 2025-highlighted in **Blue**



Fairlight – what we've done so far

- 341 slow the flow water butts installed managing 0.6Ha
- Replacement of damaged manholes that posed a H&S risk
- Fairlight WTW-storm return pumps optimised
- A new self-assemble planter at the coastguard café to manage up an area of 50m
- Cleaning and remedial works to our CSOs
- Investigations into manhole chamber condition along sealed sewer lines
- Knowle Road illegal surface water connection rectified



Fairlight – what we've done so far

- Continue to build on our customer engagement through customer events
- Support the local community
- Continue working together with both local and national authorities
- Supporting the Future Landscape Trust with funding for surveys and the installation of flow monitoring to the Marsham Brook



AMP8 2025-2030

- Over the next five years, the Clean Rivers and Seas Task Force will be expanding out into more areas in East Sussex
- Continuing with a programme of Sewer Sealing the main trunk sewers in Fairlight, with the possibility of expanding this out into the wider catchment
- Investigating the condition of the manholes in Fairlight for surface water infiltration and sealing where required



Share your thoughts



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#3605824



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Community Centre Grants



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Community Centre Grants – East 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 four were awarded in East 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.

East Sussex winners:

- Exeter Street Community Hall
- Ore Community Centre
- The Pelham CIO
- Hillcrest Community Partnership

