



Hastings Borough Council

Tuesday 23 July 2024

from
Southern
Water. 

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

Agenda

- Our Business Plan and Turnaround Plan
- Wastewater update
- Water outage
- Flooding in Hastings



Incidents affecting Hastings

- Five wastewater bursts in Bulverhythe between 2021 and 2023
- Beach closure following a power outage in Bexhill in summer 2022
- Town centre flooding January 2023
- Town centre flooding October 2023
- Water outage May 2024
- High number of storm overflow (CSO) releases

Our plan



Phase I – Full company reset



- Ethics and transparency reset, incl Beachbuoy
- Invested over £26m in wastewater treatment works 'capacity'
- £123m customer bill refund
- Improved organisational compliance
- No external dividends since 2017

Phase II – Sale and sustainable finance



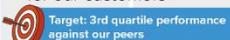
- Investment of £1.55bn by funds managed by Macquarie Asset Management
- Extra investment of £550 million completed
- Appointment of new CEO (2022)

Phase III – Delivering operational turnaround



CORE PILLARS

- A reliable supply of water for our customers



- Healthy rivers and seas



- Trusted and easy customer service



- Empowered and supported colleagues



ENABLING PILLARS

- People and culture
- Digitalization and technology
- Value for money

Phase IV – Building for a green future



- PR24 business plan and long-term delivery strategy
- Further operational transformation to 4 star and second quartile across all other areas
- AMP8 supply chain readiness
- Reduction in the use of storm overflows
- Carbon reduction and progress towards Net Zero
- Water resilience four site strategy
- Customer CRM and billing
- Smart metering to help customers reduce water usage
- Havant Thicket and water recycling to ensure sustainable water supplies

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

Some highlights from our plan for 2025-30...

Ofwat's Draft Determination of our business plan reduces this figure to £6.9 billion

£7.8 billion
investment programme

Investing in a new billing system

Investing in package 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

Reducing the amount of water we take from the environment

Investing in new sources like water recycling and a new reservoir

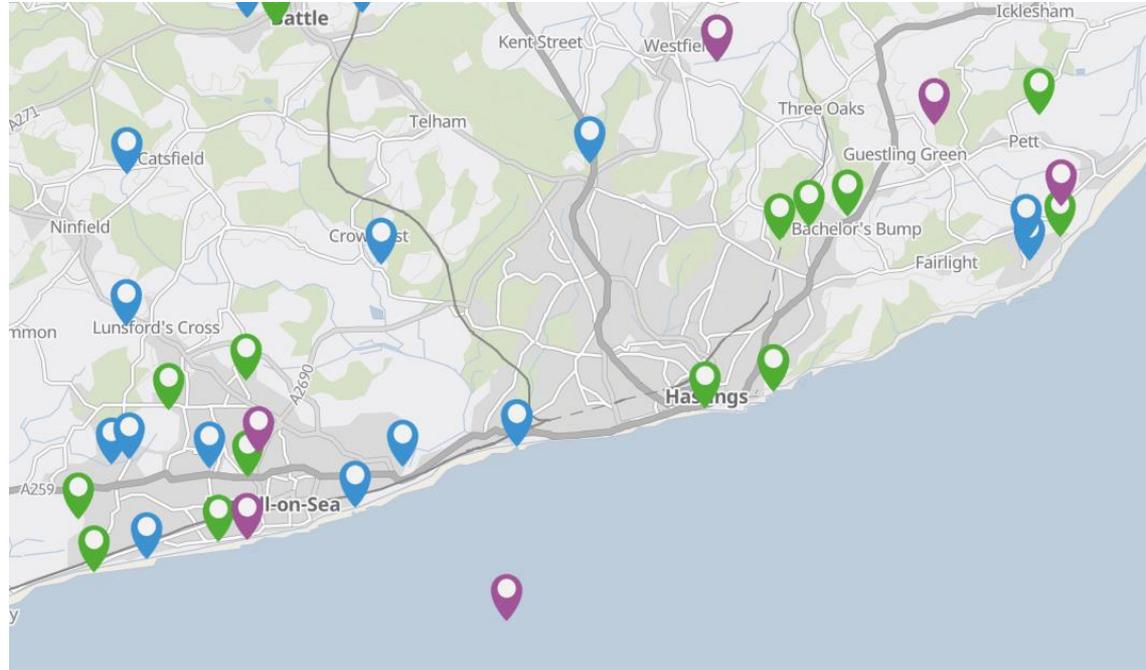
£3.4 billion
between 2025-35
for a reliable supply of water

£3.3 billion
in the environment

Wastewater Update

1. Reducing Storm Overflows from 2025-30
2. Tackling Illegal Connections in Old Roar Gill and Improving Water Quality
3. Repairing our Pipes in Bulverhythe and improving our Pumping Stations
4. Actions to Prevent Flooding in Hastings Town Centre

Cleaner Rivers and Seas Plan for Hastings



Hastings Treatment Works

What causes storm overflows here:
Too much rainwater getting into the network

Average annual releases from site: 121

Estimated investment required: £41.4m

When work is planned to commence (subject to regulatory approval):
2025-2030

Solutions:
Sustainable drainage solutions in the community and increased & optimised storage capacity. We estimate we need to manage approximately 74 hectares of impermeable land in the area, by installing sustainable drainage systems (SuDS) (e.g. planting trees, installing raingardens, etc.). This may include the installation of at least 5726 household water butts and similar solutions for businesses and public buildings.

Clean Rivers and Seas Plan

When work is planned to commence

- 2025-2030
- After 2030
- Work currently not in scope as already achieving the Government's target of less than 10 spills per year

Old Roar Gill, Hastings and Illegal Connections



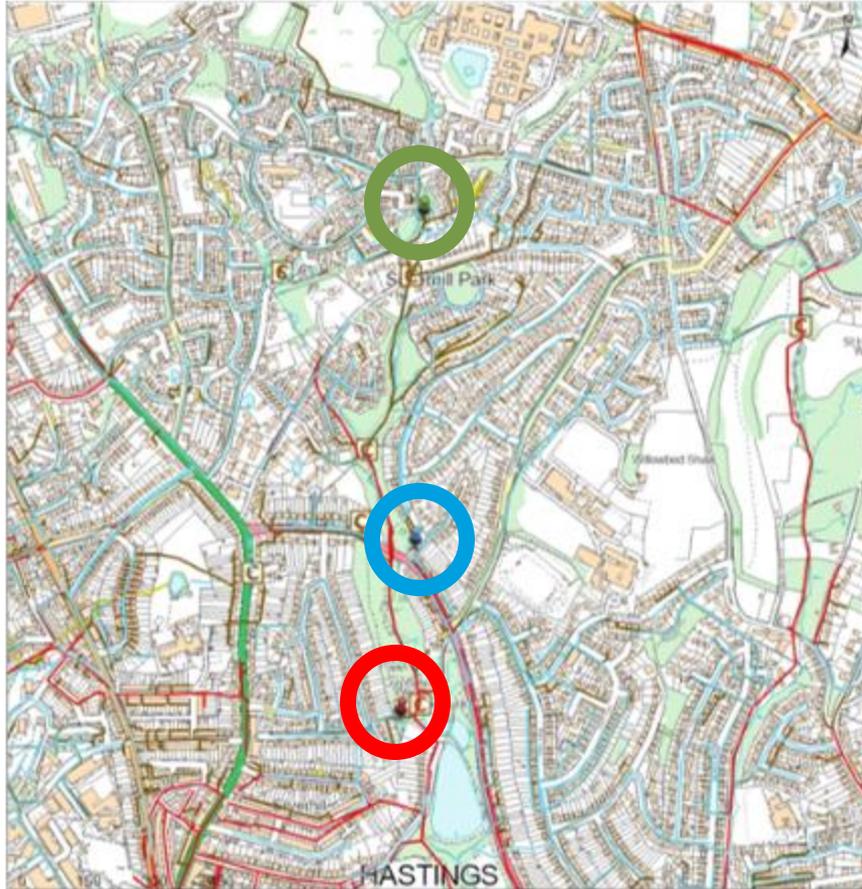
- Our Illegal Connections Team **are focussed on improving the water quality in the Old Roar Gill**. Whilst surface water was separated out as part of improvement works in 2012 by Southern Water there has continued to be high levels of pollution (ammonia) detected in the surface water. The team are currently pumping this into the sewers for treatment at the treatment works, to protect the environment. To correct this Southern Water has;
 - Scanned the sewers in the area to determine their condition, resulting in the following;
 - **315m of sewer being lined to stop sewage leaching into the surface water sewers** and an additional **260m of lining was completed in the Madeira Drive / King Edward avenue** where pipework was found to be in poor condition
 - **15 illegally connected properties** were discovered (toilets connected directly into the surface water) and Southern has worked with the council and property owners to rectify these

In Hastings more widely we have found the highest numbers of illegally connected properties anywhere in the Southern Water Region. This did flow onto your beach, all year around:

- 59 misconnected properties discharging the equivalent of an Olympic swimming pool per annum.
- Comprising: 6 toilets, 30 kitchen sinks, 26 hand basins, 22 baths / showers, 31 washing machine

Bathing Water	2015	2016	2017	2018	2019	2021	2022	2023
Hastings Pelham Beach	Good	Good	Good	Sufficient	Sufficient	Good	Good	Good
St Leonard's	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent

Tackling Illegal Connections in Hastings



Green pin: Folkington Gardens

- Foul misconnection identified
 - Toilet, shower, hand basin and washing machine
 - Resolved by the homeowner



Blue pin: Ghyllside Drive

- 3 grey water misconnections identified
 - 2x kitchen, 2x washing machine
 - All 3 resolved by the homeowners
- Main foul sewer in road lined – approx. 200m
- 11 of connecting sewers lined – approx. 110m
- Mitigation in place while investigations are ongoing



Red pin: King Edward Avenue & Madeira Drive

- 2 grey water misconnections identified
 - 2x bath, 2x hand basin
- 575m of foul sewer lined
- 315m in Madeira Drive
- 260m in King Edward Avenue
- Mitigation in place while investigations are ongoing

Repairing Our Assets in Hastings

- Five bursts occurred between 2021 and October 2023 on the main, installed in the 1990s conveying sewage through Bulverhythe from Cinque Ports Pumping Station. This caused flooding to the Bulverhythe Tower area and significant disruption and road closures. We have spent over £8m refurbishing an existing pipe to transfer flows, minimising road closures and excavations.
- Sewage flows turned from current 800mm rising main sewer into new route and overland pipe in February 2024.
- New route is c.75% complete and all in new pipework, which has been slip lined. Remaining 25% on temporary pipework pending access through the industrial estate, to minimise disruption, forecast for completion by end of 2024.
- Following a significant failure in 2022 at one of our pumping stations in Hastings we have also undertaken over £4m of refurbishments at Galley Hill, Coombes and Rock A Nore pumping stations fitting new pumps, electrical upgrades and enhanced monitoring to predict failures before the occur.



Update on Flooding of the Town Centre – Jan and Oct 2023



- We have **sealed the manhole in South Terrace.**
- **We have surveyed the outfall and surface water system around the Pelham outfall**, which we adopted from Hastings Borough Council in 2022. We have rebuilt the outfall back to its original length.
- In completing the survey, we noted that some of the tidal flaps (these act as a barrier to prevent the tide flooding up towards the town) were damaged and needed to be re-hinged. The pumps which we placed on the seafront were to allow us to continue to pump flows out when the tide was high.
- This work was completed in May 2024 and the pumps were removed as the tidal flaps will now do their job. **Now the system for conveying flows through the town centre is back operating as it was designed to by the original engineers**
- We meet regularly with council and highways to get a good understanding of **the extent and operation of the surface water system and have a study in process with independent engineers**, due at the end of August 2024. This will form the basis of an **action plan to protect the town** and its central business district from the effects of climate change.

Water outage

May 2024



from
Southern
Water 

We have invested £5.3m since 2020, with a further ~£2m to be invested to improve resilience in the short term

Since 2020

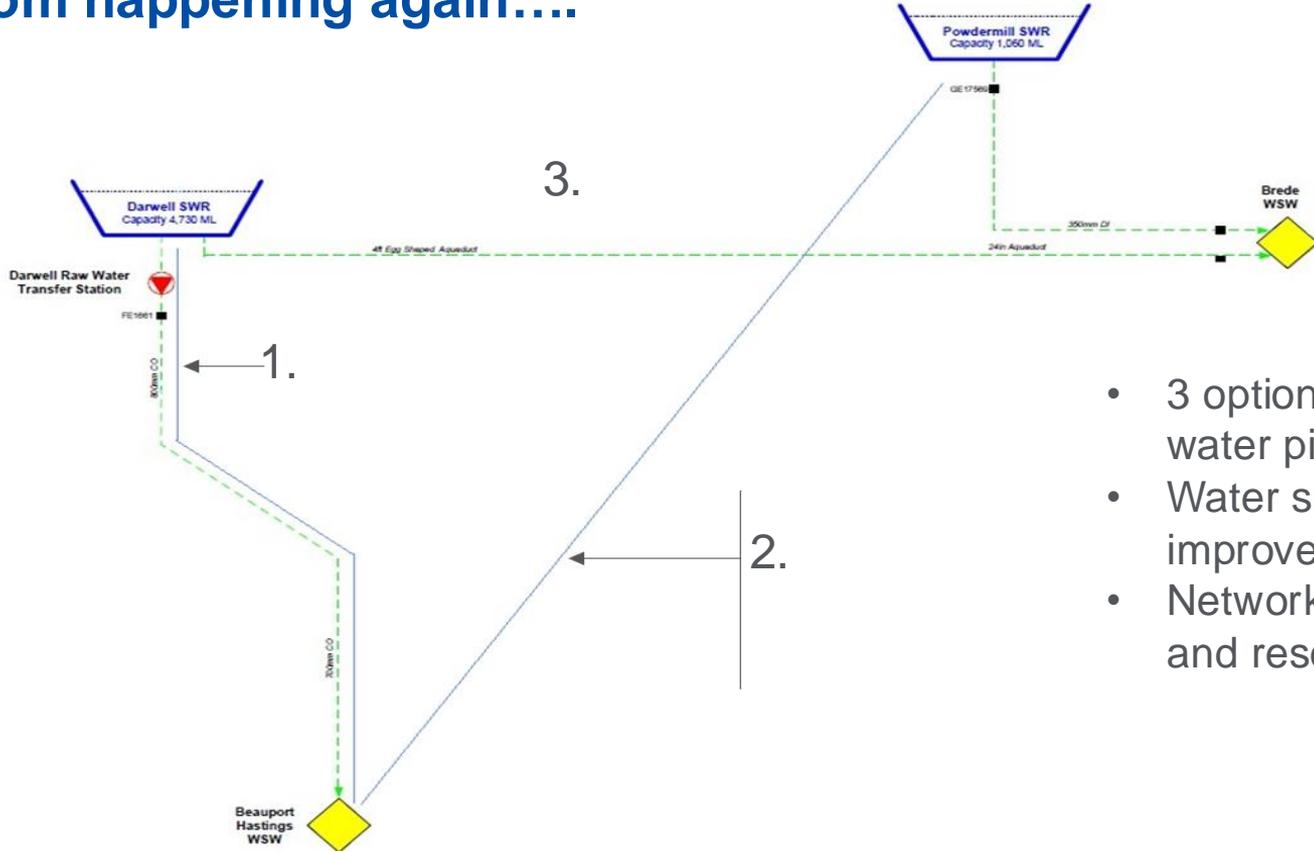
- Replacement of chemical dosing systems on both sites.
- Improvements to both water supply works to meet new Water Quality Standards.
- Eel screen installation
- Improvements on key filters to improve water quality
- New chlorination unit at Udimore.

In 2024

- Repairing known leak on the Darwell to Beauport main.
- Refurbishment of Darwell pumps.
- General maintenance improvements at Beauport Water supply works
- New technology to identify leaks.
- Pipe insertion under railway to protect Udimore / Rye area.

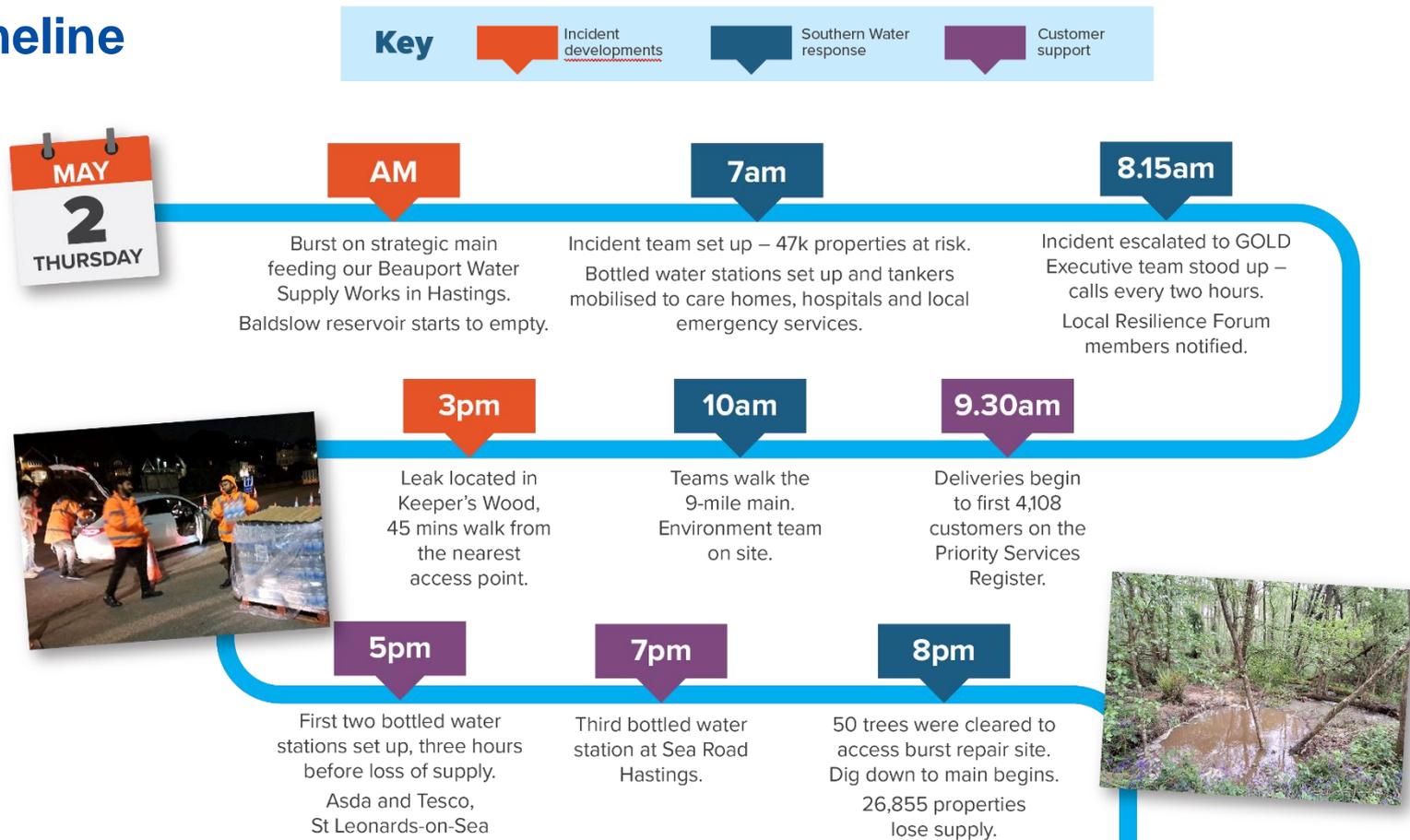


We understand we need to stop this from happening again....



- 3 options for raw water pipeline
- Water supply works improvements
- Network connectivity and reservoirs

Timeline





PM

29 hours to complete the four-metre-deep excavation and gain full access to the main and repairs continued into the night.



8.30am

Schools able to open as we tanker in water.



6.35am

Water main repaired and we began slowly recharging the network and Beauport. Recharge continued into the evening.

12pm

Fourth bottled water station opens at Hastings Academy, Rye Road.

11pm

Water reaches Beauport. Site flush through begins



6 May

Sampling carried out at Baldslow reservoir and Beauport Supply Works.



5 May

Sampling carried out at Baldslow reservoir and Beauport Supply Works.

7.30am

Beauport fully restarted.

8am

Three original bottled water stations open. Hastings Academy closed.

12pm

Tesco bottled water station replaced with more convenient location at Pelham Place Car Park, Carlisle Parade.



2.30am

All repairs completed and all customers back on mains supply.

9.30am

Incident closed.



What Caused the Burst



- The length of main that burst on Thursday 2 May is concrete cast. This simply means it is encased by a layer of concrete.
- When the burst was found, there was visible water damage to the concrete shell. This will have allowed water to leak through to the main causing erosion of the pipe over time.

Our Response...



- At the time we thought 35,000 properties impacted, but most incident calculations show it was closer to **25,000 properties impacted.**
- >400 staff working on this incident.
- Hand delivered **1m litres of water to our vulnerable customers**, in which >9000 props were completed on Sunday.
- **4 bottled water stations** open throughout the incident.
- **13m litres of water distributed to customers** / tankered into our pipes.
- Conquest **hospital remained in supply** for the entire incident.
- >15 **media briefings** completed.
- **600,000 text messages** issued to customers.
- Part of **Local Resilience Forums (LRFs)**



How can we ensure we make water available to everyone and minimise the disruption this causes?

- Currently operate large Bottled Water Stations but understand that this does not provide a broad enough service.
- We're working with LRFs to identify sites that can be used as walk-in community hubs.
- We are reviewing the use of temporary traffic control measures of how we can minimise disruption when Bottled Water Stations are used.
- Continuing to increase our ability to deliver water to vulnerable customers, with increased support from a secondary supplier.
- We've designed an App to autonomise the internal management of vulnerable customer data and track water deliveries.



Compensating customers

Town centre flooding

- £1.2 million paid to households and businesses
- Additional support to customers who were not covered by insurance including temporary accommodation, food vouchers, utility bills and repairs to homes.

Bulverhythe burst sewer

- £100k paid to beach hut owners
- Customers supported with repairs & clean ups following internal/external flooding

Supply interruption

- £360k paid to businesses
- Additional support to businesses who were not covered by insurance
- Goodwill community fund (*more details on next slide*)



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Hastings and St Leonard's Good Will Fund

Phase 1 – £120K funding pot

Selection of awards for local Festivals and events selected by:

- suggestions by Hastings Town Centre Manager
- input from Local councillors
- suggestions by Hastings BC
- email suggestions received by local community
- conversations with local stakeholders
- employee steering group made up of employees who live and work in Hastings.

Phase 2 - £500K funding pot

Longer term grants to local groups and charities providing services in Hastings and St Leonards

Grants officer to lead a local stakeholder steering group to co-create and decide on criteria and selection of grant recipients.



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Building trust

We know we have a long way to go to gain your trust. Steps we have taken include:

- Regular quarterly meetings with the full council to discuss progress on wastewater infrastructure
- Quarterly meetings with all Sussex council stakeholders to update on activity in the county
- Your Water Matters customer drop-in events
- Regular customer insight sessions to hear what matters to you



Q & A



from
Southern
Water 

Appendices



Incident in Beauport

Supporting information





CIM2284 – Beauport

13th May 2024

Slides 2 – 6 Incident Timeline

Slide 8 DMA Impact Timeline

Slide 10 – 19 Customer Communications

Slide 21 Alternative Water

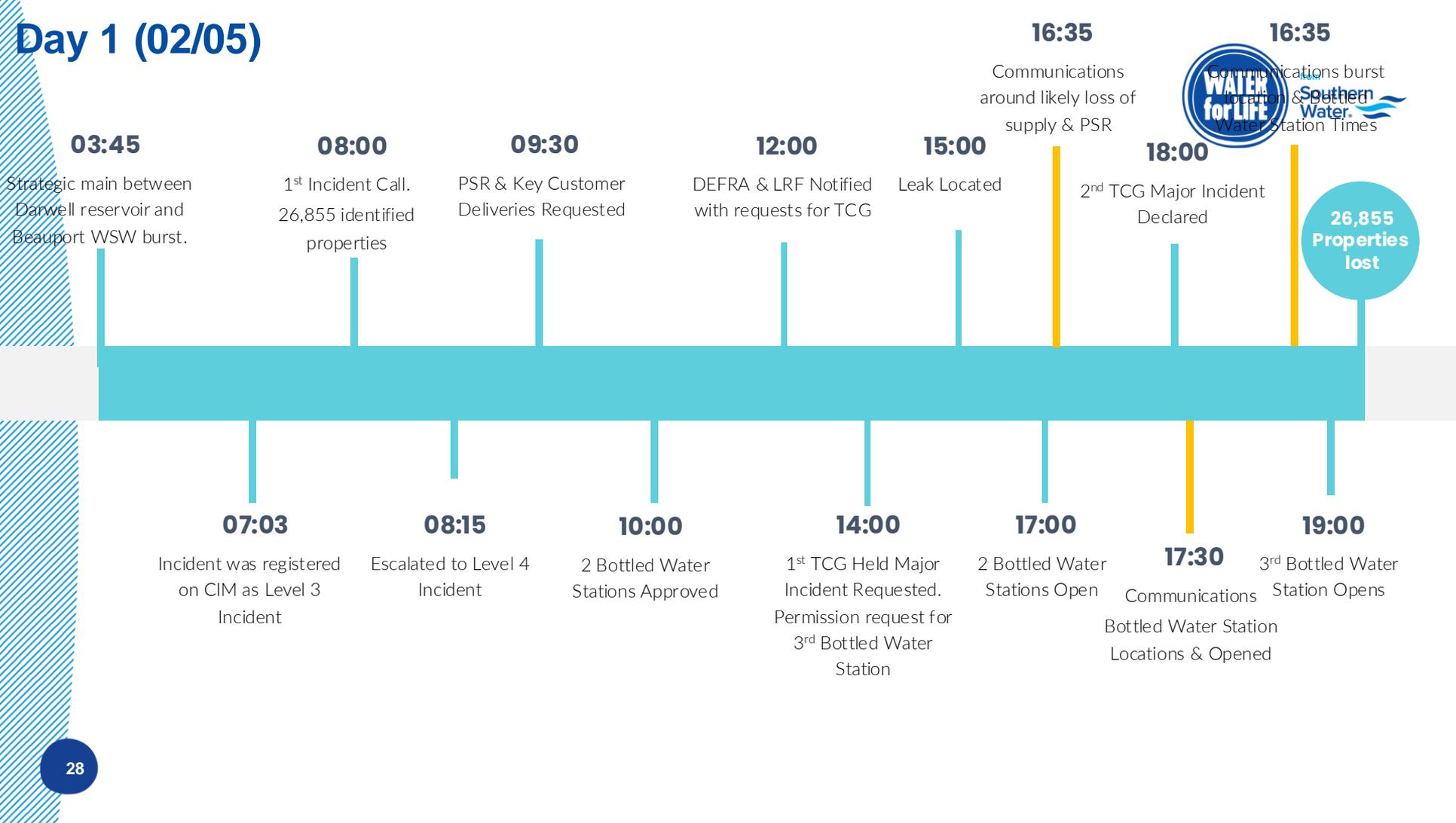
Slide 23 – 24 Lessons Learnt

Incident Timeline

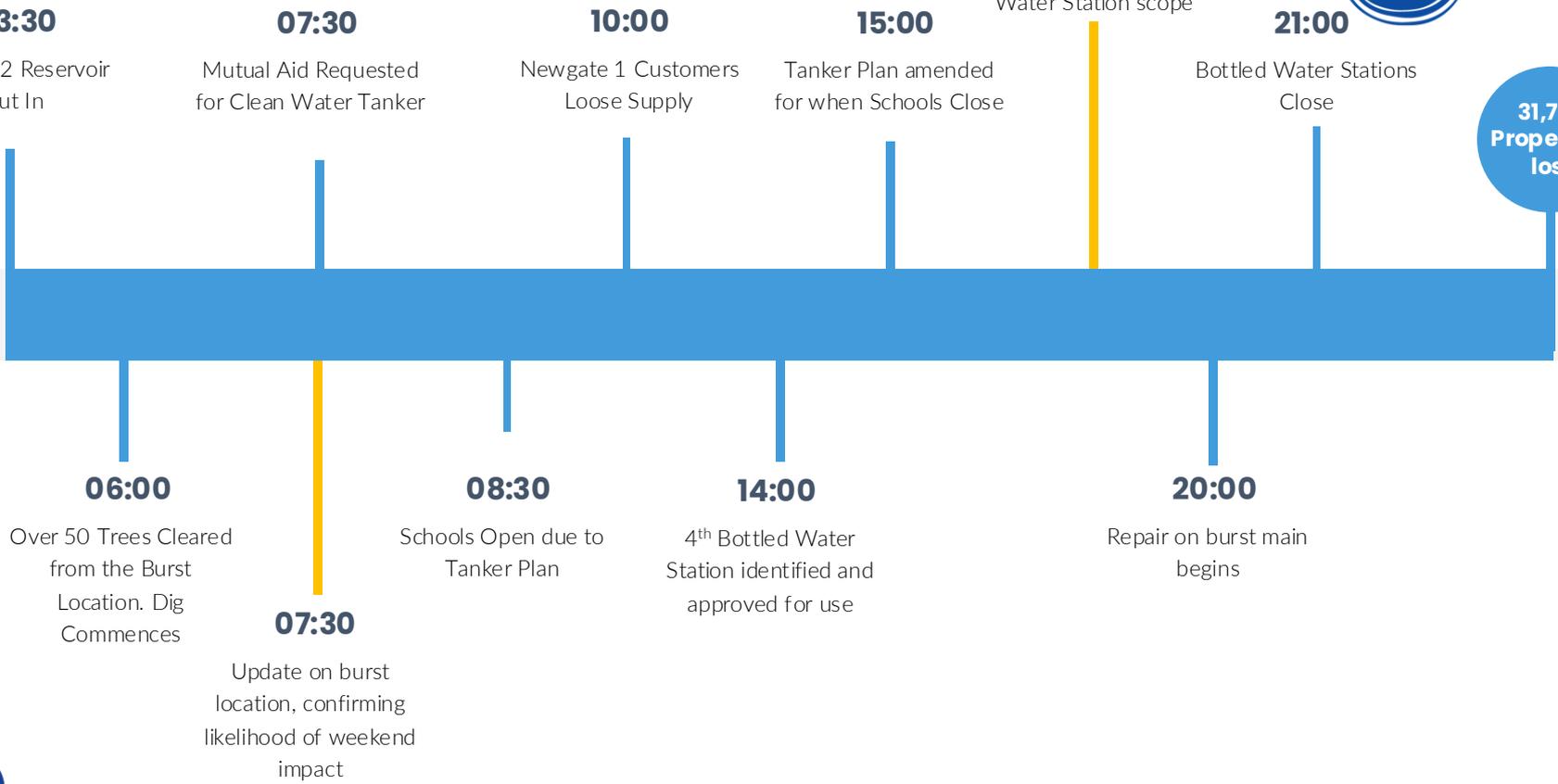
Critical Points



Day 1 (02/05)

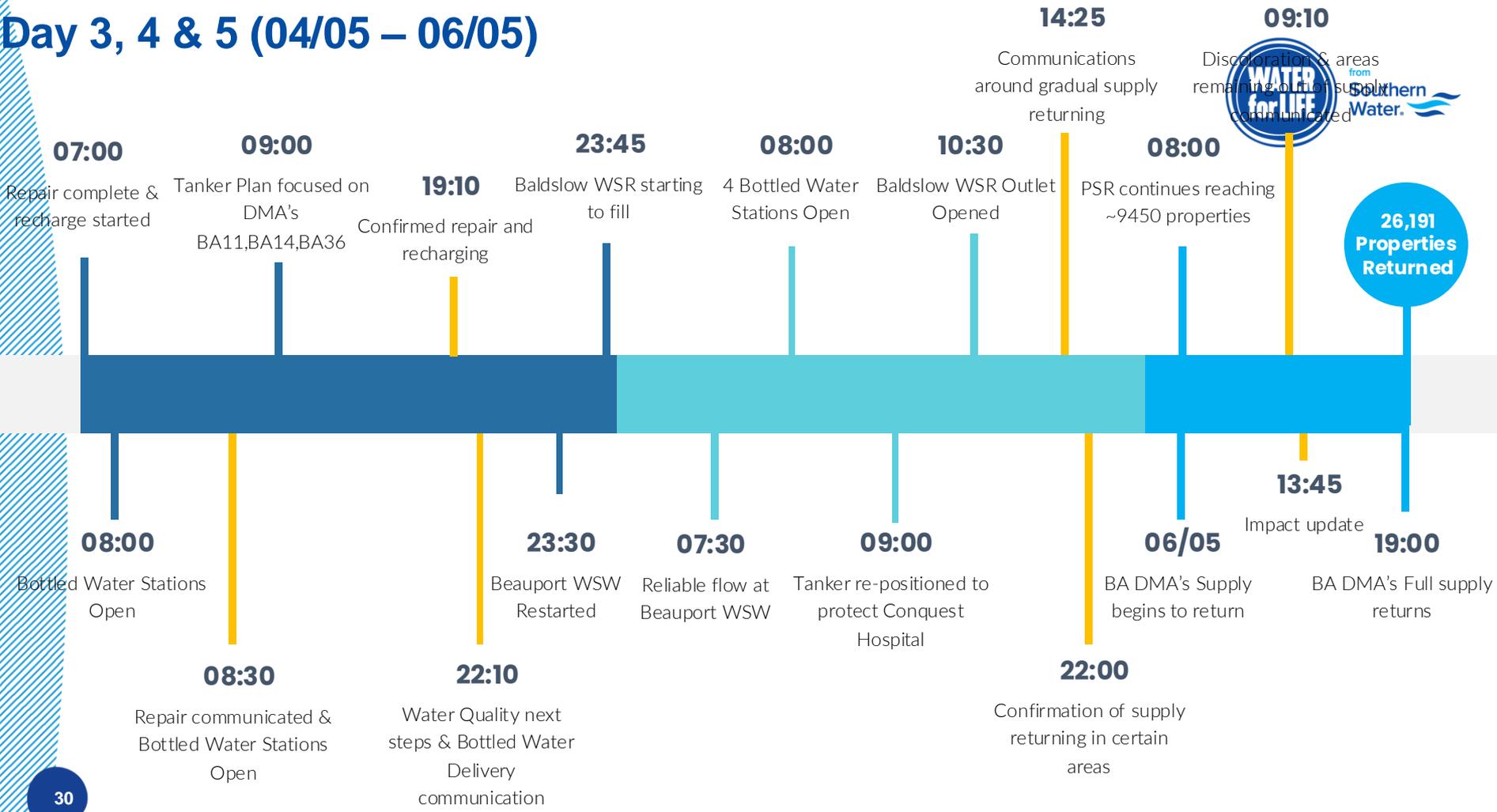


Day 2 (03/05)

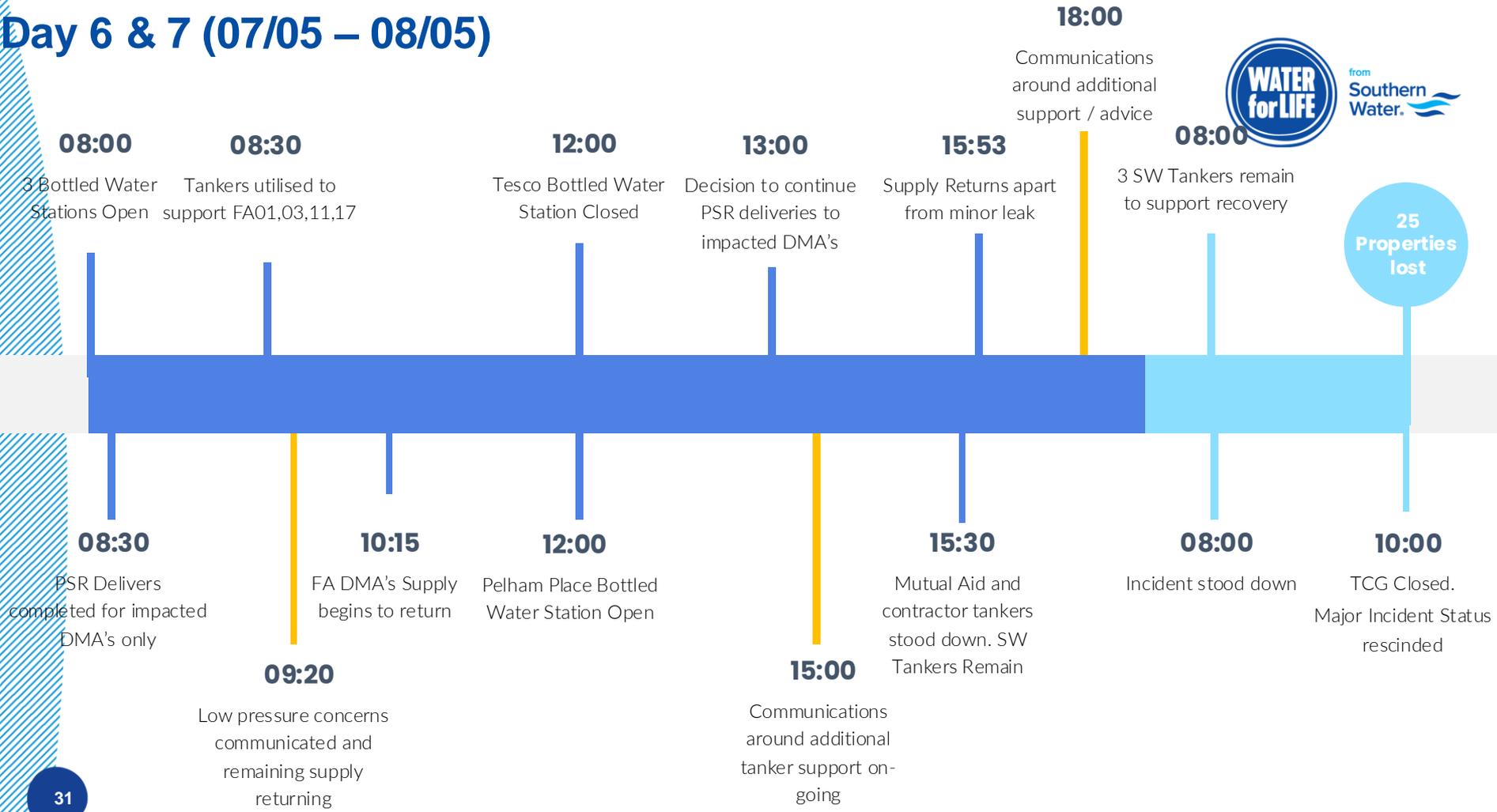


31,793 Properties lost

Day 3, 4 & 5 (04/05 – 06/05)



Day 6 & 7 (07/05 – 08/05)



25 Properties lost

DMA Impact Details



DMA Impact Timeline

DMA	Property Count	Water Off	Water On
BA08	539	02/05/2024 15:00	07/05/2024 03:00
BA07A	2,139	02/05/2024 17:00	06/05/2024 03:00
BA09A	2,385	02/05/2024 17:00	06/05/2024 07:15
BA25	842	02/05/2024 17:00	07/05/2024 00:15
BA36	580	02/05/2024 17:00	06/05/2024 01:30
BA41	60	02/05/2024 17:00	04/05/2024 03:30
BA05 Outlet	1,383	02/05/2024 18:30	05/05/2024 11:45
NG03	143	02/05/2024 23:00	07/05/2024 00:45
NG02	3,197	03/05/2024 00:00	06/05/2024 21:15
NG01	1,595	03/05/2024 19:00	06/05/2024 00:15
BA06	1,316	02/05/2024 00:00	05/05/2024 23:00
BA01 Inlet	403	02/05/2024 18:15	06/05/2024 04:00
BA16	140	02/05/2024 18:15	05/05/2024 13:30
BA14	3,772	02/05/2024 18:30	05/05/2024 12:00
BA12	539	02/05/2024 18:30	05/05/2024 20:00
BA13 PRV 1392 Inlet	1,717	02/05/2024 18:30	05/05/2024 01:00
MZ02	4,672	02/05/2024 18:30	05/05/2024 17:00
MZ01	980	02/05/2024 19:30	05/05/2024 18:00
BA01 Outlet	403	02/05/2024 19:45	05/05/2024 22:45
MZ03	1,986	02/05/2024 20:00	05/05/2024 12:30

DMA	Property Count	Water Off	Water On
BA32 PRV BA3291	1,221	03/05/2024 05:30	06/05/2024 00:30
BA11B	525	03/05/2024 06:45	03/05/2024 18:30
BA13 PRV 1392 Outlet	1,717	03/05/2024 07:15	04/05/2024 02:15
BA13 PRV 1392 Outlet	1,717	04/05/2024 08:00	04/05/2024 22:45
BA11B	525	04/05/2024 09:45	04/05/2024 13:00
BA02 Outlet	399	04/05/2024 12:00	05/05/2024 11:00
BA15	170	04/05/2024 17:15	06/05/2024 13:00
BA20	640	04/05/2024 17:30	06/05/2024 11:30
BA18	285	04/05/2024 17:45	06/05/2024 11:15
BA02 Inlet	399	04/05/2024 18:30	06/05/2024 12:00
BA13 PRV 1392 Outlet	1,717	04/05/2024 20:30	05/05/2024 10:30
BA32 PRV BA3291	1,221	05/05/2024 06:00	05/05/2024 23:00
FA03 GRAVITY	737	05/05/2024 15:30	07/05/2024 02:15
FA01 Gravity	1,398	05/05/2024 15:45	07/05/2024 11:15
FA03 PRV	737	05/05/2024 16:15	07/05/2024 10:30
FA17	152	05/05/2024 16:30	07/05/2024 10:15
FA11	92	05/05/2024 21:45	07/05/2024 02:00
FA01 PRV	1,398	05/05/2024 21:45	07/05/2024 01:45
FA03 GRAVITY	737	07/05/2024 04:15	08/05/2024 01:00
BA25B	842	06/05/2024 04:15	06/05/2024 11:15
NG03	143	07/05/2024 00:45	07/05/2024 12:30

Customer & Stakeholder Communications



Communication and stakeholder engagement



- Comms and stakeholder were involved in all incident calls throughout the incident to ensure we had latest info to inform our comms
- Internal messages went out on BWS need but limited sign up
- Aim for regular drumbeat of info (every 2 hours) with good visuals; this was impacted by need for accurate info and sign off by incident lead
- 29 web updates published throughout the incident – messaging focused on regularly updates on BWS, repair progress and updates on supply return
- Once web update in place then messaging pushed out to our socials and stakeholders
- Good link up with customer team to ensure SMS messages were aligned with our updates
- Stakeholders were kept up to date via email with additional calls/contact for particularly interested MPs/councillors

Communication and stakeholder engagement



- Regular calls with SWIG group (Sussex Warning & Informing Group – comms people from council, police, NHS) – they were then able to share our key updates
- Extensive media interest with 50 media enquiries – both regional and national
- Some issues around photographer at incident site (incorrect PPE) and photo approval
- 88 update posts over X (Twitter) and Facebook
- Facebook engagement: 119,254
- Facebook Reach: 907,384
- X engagement: 29,982
- X Mentions: 2,300

Day one comms – Thursday 2 May



Update 4.35pm Thursday 2 May

We're sorry that customers in St Leonards-on-Sea and some areas of Hastings are likely to lose their water supply today.

This is due to a burst water main which has meant our water supply works at Beauport is not receiving the normal flow with which to supply our customers in the area. Supply disruption will centre on St Leonards and the west of Hastings.

Our teams have been working flat out since early this morning to pinpoint the exact location of burst main.

Once we have pinpointed the exact location will need to carry out significant repairs which could take more than 24 hours and restarting our supply works is also likely to take a number of hours.

Our teams will be working around the clock to repair it and restore supply, but unfortunately, we expect this incident to continue into the weekend.

We are delivering bottled water to our vulnerable customers on our [Priority Services Register](#).

Our helpline number for vulnerable customers needing access to bottled water as a priority, or for other customer queries relating to the supply interruption, is 0330 303 0368.

We are also setting up bottled water stations for customers. These will be open later today and will remain open tomorrow and into the weekend. We will let you know their locations and opening and closing hours shortly.

We will provide further updates this evening. We are very sorry for the impact and inconvenience this burst main is causing, and are doing everything we can to repair it and restore supply.

Update 5.30pm Thursday 2 May

We have now opened a number of bottled water stations this evening following a burst water main impacting supplies in St Leonards and parts of Hastings

Our teams are working around-the-clock to find and fix the burst main, which is located in dense woodland

Our bottled water stations are now open at the following locations and will close at 9pm and reopen again tomorrow morning

- Asda, St Leonards-on-Sea, TN37 7AA
- Tesco - Church Wood Dr, St Leonards, Hastings, Saint Leonards-on-sea TN38 9RB
- Sea Road, Hastings, TN38 OAG *this site is temporarily closed until 7.30pm

We are continuing to deliver bottled water to our vulnerable customers on our Priority Services Register.

Our helpline number for vulnerable customers needing access to bottled water as a priority, or for other customer queries relating to the supply interruption, is 0330 303 0368.

We will provide further updates this evening and we expect this incident to continue into the weekend.

We are very sorry for the impact and inconvenience this is causing, and are doing everything we can to restore supplies.

Update 9pm Thursday 2 May

Our teams are continuing to work around-the-clock following a burst water main that has meant customers in St Leonards and parts of Hastings are without water.

We have extended the closing hours of our bottled water stations to 10pm tonight, and have put in place plans to open them earlier than we initially announced tomorrow morning.

We're sorry for the continued impact this is having on customers in this area, unfortunately this incident is likely to continue into the weekend.

We have located the burst in an area of dense woodland and are working to get machinery on-site to carry out a repair as soon as the site is safe to do so.

We are continuing to deliver bottled water to our vulnerable customers on our Priority Services Register.

Our helpline number for vulnerable customers needing access to bottled water as a priority, or for other customer queries relating to the supply interruption, is 0330 303 0368.

Day two comms – Friday 3 May

Update 7.30am Friday 3 May

We're sorry customers in St Leonards-on-Sea, Hastings and areas in and around Westfield have woken up to no water this morning.

This is due to a burst water main in an area of dense woodland that has impacted the flows to Beauport Water Supply Works. We have located the burst, and our teams worked through the night to get machinery and equipment ready to start making the repair today.

We will provide further updates about this throughout the day, but we expect this incident to continue into the weekend as making the repairs will take time but we're working as quickly as is safe to do so.

All of our bottled water stations are open but anyone travelling to them should be aware of traffic and waiting times this morning.

We are continuing to deliver bottled water to our vulnerable customers on our Priority Services Register.

Our helpline number for vulnerable customers needing access to bottled water as a priority, or for other customer queries relating to the supply interruption, is 0330 303 0368.

We are very sorry for the impact and inconvenience this is causing, and are doing everything we can to restore supplies.



Update 7pm Friday 3 May

Our teams are continuing to work around the clock to fix a burst water pipe in isolated woodland near Hastings.

We're at the site in Keeper's Wood, near the A21, and our team are making good progress in removing the broken pipe and replacing it with a new length of pipework.



We understand the concerns around bottled water stations, and our teams are making good progress in identifying a fourth bottled water station to be opened tomorrow. When it is open we will provide further

Day three comms – Saturday 4 May



Saturday May 4 Update 8.30am

We're sorry for the continued impact and disruption our customers are having in St Leonards, Hastings and rural areas around Westfield.

Our bottled water stations at Tesco and Asda and Sea Road are open. Please be aware of traffic when travelling to these.

Our teams worked through the night to remove the broken pipe and replace it with a new length of pipework. We are making good progress on the repair.



When the repair work is completed, we will then recharge the network and restart our water supply works. However, this will take time and we expect disruption to continue over the weekend.

If you are a vulnerable customer, or need access to water for medical reasons, and have not received a water delivery, please call 0330 303 0368.

We are very sorry for this disruption and will keep customers informed via our website and social media channels, as well as text messages and emails direct to impacted households.

Update Saturday 4 May, 10.10pm

To all our customers in St Leonards-on-Sea, Hastings and in Westfield we are so sorry you are still without water tonight.

The team are working hard to restart service. Once the water has passed stringent quality tests, supplies will start to return for customers.

We're hopeful that water supply could start to return gradually over the course of Sunday with different areas getting water at different times. We will provide further updates on our website and social media from tomorrow morning.

We will continue to deliver bottled water throughout Sunday to customers on our Priority Services Register.

Our bottled water stations are now closed but are re-opening at 8am tomorrow. The bottled water stations are often busiest first thing so we would encourage customers to consider coming later in the day if possible.

We're sorry for the continued impact this is having and are doing everything we can to restore supplies.

Update Saturday 4 May, 7.10pm

We're sorry that customers in north west St Leonards-on-Sea and around the Hollington area are now without water tonight.

This is due to pressure on our reservoirs as a result of the burst that happened on Thursday. We're doing everything we can to minimise the number of customers affected.

However, we've now made the repair on the burst and we will be restarting our treatment works at Beauport overnight. Once the water has passed stringent quality tests it will be released to customers taps.

We will be posting further updates and timelines about this to provide greater clarity on when supply will be restored, however we expect customers to experience disruption into Sunday.

In the meantime, we're delivering bottled water to more than 6,000 customers who are on our Priority Services Register. If you are on this list and have not received water please contact please call 0330 303 0368.

Our four bottled water stations will be closing at 9pm tonight and will reopen at 8am, we're sorry for the continued impact this is having and are doing everything we can to restore supplies.

Day four comms – Sunday 5 May



Update Sunday 5 May 2.25pm

Customers' water supplies are gradually being restored in St Leonards and Hastings as we work hard to ensure our water supply works at Beauport consistently pumps treated water into our network.

This follows the water main burst in remote woodland which caused the incident on Thursday night and which was repaired by Saturday morning.

This phased return of supplies to homes and businesses will see lower-lying areas and those nearest to Beauport coming back into supply first, with the remainder following as pressure increases in the pipes between now and tomorrow morning.

Specifically, west and central areas of St Leonards-on-Sea, west Hastings and rural areas around Westfield should see supplies return gradually during the rest of Sunday.

However it will take longer for areas north of Hollington and east Hastings and rural areas east of Hastings to return to supply; we expect these to have supply from Monday morning.

To preserve supply to the part of Hastings including the hospital as we fully recharge the network, around 3,500 homes in the east of the town will lose supply temporarily from this afternoon.

We are very sorry that we have had to take this short-term precautionary measure, which is essential to ensure the hospital remains in supply. We expect customers' supplies in these additional areas to return tomorrow, along with the rest of the network.

Beauport is capable of supplying 18.5 million litres of water a day (more than 214 litres a second), but the size of the network it serves makes it difficult to say exactly when each area will come back into supply.

As supplies return, customers may notice their water is cloudy. This is normally caused by air bubbles, which can be seen rising from the bottom of a glass of the water as it clears.

Discoloration can also occur: this is normally caused by harmless iron deposits in the pipes. It can be remedied by running the kitchen tap, which is usually the first on the household system, until the water runs clear.

We thank customers for their understanding and apologise for the disruption this outage has caused, especially over the bank holiday weekend. We will continue to update our website and social media with our progress and keep you informed.

Update Sunday 5 May 10pm

Customers in St Leonards and Hastings are gradually having their mains water supplies restored.

Our water supply works at Beauport continues to fill the local network – pumping more than 200 litres of water a second into supply.

More than 17,000 customers in the west of the affected area and lower-lying areas nearest to Beauport, (west and central areas of St Leonards-on-Sea, west Hastings and rural areas around Westfield), have already seen their supplies return.

More than 4,000 others in the east (north of Hollington and east Hastings and rural areas east of Hastings), are seeing their supplies return overnight.

However, the remaining properties that are the furthest areas from the supply works – which is pumping more than 18 million litres of water into the network every 24 hours – should see their supplies return on Monday.

As supplies return to homes and businesses, customers may notice their water is cloudy. This is normally caused by air bubbles, which can be seen rising from the bottom of a glass of the water as it clears.

Discoloration can also occur – this is normally caused by harmless iron deposits in the pipes. It can be remedied by running the kitchen tap, which is usually the first on the household system, until the water runs clear.

We apologise for the disruption this outage has caused, especially over the bank holiday weekend.

We will continue to update our website and social media with our progress and keep you informed.

In the meantime, our bottled water stations are open from 8am-9pm and we are continuing to deliver bottled water to customers on our Priority Services Register.

If you are on this list and have not yet received water, please call 0330 303 0368.

More information on what to do when your supplies return after an outage can be found here. We've also posted guidance on our social media channels.

Update Sunday 5 May 6.50pm

Mains water supply continues to be gradually restored in St Leonards and Hastings as our water supply

Day five comms – Monday 6 May

Update Monday 6th May 9:10am

Water should now be returning to customers in St Leonards-on-Sea and the surrounding area this morning. But there are still some areas that do not have supply this morning.

More than 20,000 properties in St Leonards-on-Sea, Hastings and areas north of Hastings should have seen supplies return yesterday and into this morning.

A number of properties in Hastings and St Leonards-On-Sea and surrounding areas are without water currently or have intermittent supply.

A number of these will be supported by a fleet of tankers today injecting water into the network. We will provide more detail of where our customers are being supported by tankers.

The areas affected include:

- Parts of central Hastings including the Belmont area along with Forest Way and Newgate South
- St Helen's area of Hastings including St Helen's Wood.
- Those living west of Fairlight.
- North of the Hollington near The Ridge and Queensway.

We expect them to be back into supply today and will be providing further updates about this and timelines.

As supplies return to homes and businesses, customers may notice their water is cloudy. This is normally caused by air bubbles, which can be seen rising from the bottom of a glass of the water as it clears.

Discoloration can also occur – this is normally caused by harmless iron deposits in the pipes. It can be remedied by running the kitchen tap, which is usually the first on the household system, until the water runs clear.

We apologise for the disruption this outage has caused, especially over the bank holiday weekend.

We will continue to update our website and social media with our progress and keep you informed.

In the meantime, our bottled water stations are open from 8am-9pm and we will continue to deliver bottled water to customers on our Priority Services Register until everyone is confirmed to be back in supply.



Update Monday 6th May 13:45

More than 25,000 properties in St Leonards and Hastings, which lost water supply after Thursday night's burst water main, have now had mains supply restored, though they may experience reduced pressure for a time.

Of the remaining 7,500 properties affected, the vast majority - some 6,000, are expected to be back on supply later today. However, around 1,500 properties in parts of St Helen's and St Helen's Wood, which are normally served by the Fairlight reservoir, are unlikely to see supply restored until tomorrow morning or lunchtime. This is because the reservoir is not yet sufficiently stocked to meet the demand.

As areas are being brought back onto supply, Southern Water is redeploying its fleet of 24 tankers to support those areas still without supply. Our bottled water stations will remain open from 8am-9pm and we will continue to deliver bottled water to customers on our Priority Services Register until everyone is confirmed back in supply.



Efforts are underway to ensure supplies to enable all primary and secondary schools and colleges in the

Day six comms – Tuesday 7 May



Update Tuesday 7 May 09:20:

Around 30,000 properties in St Leonards and Hastings, which lost water supply after Thursday night's burst water main, have now had mains supply restored, though they may experience reduced pressure for a time.

The remaining households are being brought back into service through today. Peak demand is causing low pressure problems due to the geography of the area and we therefore expect customers to experience intermittent supplies as we build up reservoir levels and increase water pressure. We're also dealing with a small burst in the Fairlight area as a result of restoring supply, which we have a team working on right now. During peak demand times, customers are likely to still experience fluctuations in pressure. Understandably, customers will be using more water than usual as well and we're working hard to manage the demand.

As areas are being brought back into supply, Southern Water continues to deploy its entire fleet of tankers to support those areas still without water.

Supplies have been assured to enable all schools and colleges in the area to open as normal today, and this arrangement is currently on track.

Over 1 million litres of bottled water were delivered to vulnerable customers on the Priority Services Register (PSR) over the last four days, making this incident one of the biggest for bottled water operations ever handled by Southern Water. Around 400 employees of the company have been involved in managing the incident since Thursday night, as well as contractor partners. We will continue to deliver for customers on our Priority Services Register, until we are confident that they are back in supply.

If you are one of our Priority Service customers that is back in supply, you may continue to receive bottled water as a precautionary measure.



Update Tuesday 7 May 18:00

Nearly all properties are now restored to mains supply in St Leonard's and Hastings. We're so sorry for the disruption and appreciate the enormous help from across the community and our people over the past few days.

Although most are now back on supply, we're still working hard to restore services to a small number of properties and there may still be some intermittent issues which we're monitoring closely. During times of peak demand, customers are also still likely to experience fluctuations in pressure.

Getting help:

You can get advice here on what to expect as your supply comes back on.

Our bottled water station at Pelham Place will now close at 2100. Our doorstep deliveries will continue for those still not on mains supply and those on the Priority Service Register who have not yet had a delivery today, also by 2100.

Once we're confident that all of our customers have their water supply restored and we are fully stabilised, we will go beyond our regulatory and statutory obligations in compensating the businesses affected, on a goodwill basis, and will explore all options for residents. We will update you on this as soon as possible.

Next update:

We'll keep updating our website and social media, and our next update will be tomorrow at 0900.

Report A Problem – Southern Water

If you're experiencing an issue with your water, such as a leak, flood or issue with your supply, you can report your problem here - [My water looks unusual](#)

Update Tuesday 7 May 15:00

The majority of residents and businesses are now back on mains supply and our focus is now on those customers whose services are still not fully restored.

We're continuing to support these customers with tankers - putting water into the local network - running three bottled water stations, and carrying out doorstep deliveries for all customers in the impacted areas. These will be complete by 9pm.

We're also continuing to deliver water to our Priority Services customers in areas we know are still not back on mains supply.

We expect to restore full services today.

We're sorry for the delay in fully restoring mains supply. Peak demand is causing low pressure problems due to the geography of the area and we therefore expect customers to experience intermittent supplies as we build up reservoir levels and increase water pressure.

We're also dealing with a small burst in the Fairlight area as a result of restoring supply, which the team are currently repairing. During peak demand times, customers are still likely to experience fluctuations in

Social Media



Southern Water
Published by Hootsuite • 4 days ago

While we work to make sure all customers in Hastings have their water supply restored, three bottled water stations will remain open in the following locations:

- ASDA, St Leonards-on-Sea, TN37 7AA
- Sea Road Hastings, TN38 0AG
- NEW Pelham Place Car Park, Carlisle Parade, TN34 3AD

Please note the bottled water station at Tesco, Church Wood Drive has been moved to Pelham Place Car Park. Please do not travel to the Tesco location. <https://ow.ly/Hakm50RyVms4>

Bottled water stations

Pelham Place Car Park, Carlisle Parade, TN34 3AD
ASDA, St Leonards-on-Sea, TN37 7AA
Sea Road, Hastings, TN38 0AG



We have now restored water for around 30,000 properties in Hastings and we're working hard to bring supply back into service for the remaining houses. We're very sorry for the continued disruption for customers in the area.

As your supply returns, you may experience reduced pressure and intermittent supply, while demand is high and we build reservoir levels back up.

Three bottled water stations remain open at the following locations:

- ASDA, St Leonards-on-Sea, TN37 7AA
- Tesco, St Leonards-on-Sea, TN38 9RB
- Sea Road, Hastings, TN38 0AG

We will continue to deliver bottled water to customers on our Priority Services Register throughout the day and until we are confident all of our customers are back in supply. Find the latest update here <https://ow.ly/75CX50RyVch>.

Here's what to expect as water starts to return...



Low pressure
- while demand is high.



Discoloured water
- this is normal after a supply interruption, and is only temporary.



If your water is cloudy
- try leaving it in a glass for a few minutes to see if it clears.



If your water is brown or black
- run your tap for a few minutes. If this doesn't work, turn tap off, and try again in 20 minutes.

Southern Water
Published by Hootsuite • 4 days ago

We're sorry customers have experienced issues and delays at our bottled water stations this morning.

We're working hard to rectify these and ensure that our operation can run smoother for our customers.

We have now opened a fourth bottled water station at Hastings Academy, Rye Road, Hastings, TN35 5QV.

We are working hard to deliver to more than 6,000 customers on our Priority Services Register, but we know that some customers are still waiting on deliveries. We're doing everything we can to speed this up and resolve this issue.

If you are a vulnerable customer, or need access to water for medical reasons, and have not received a water delivery, please call 0333 303 0368.

Although the repair on the pipe is complete, restoring supplies will take time as we have to recharge our network and restart our supply works. This means disruption is likely to continue throughout the weekend.

We will provide further updates about this throughout the day.



Southern Water
Published by Hootsuite • 4 days ago

We're sorry customers in St Leonards-on-Sea and parts of Hastings are still without water.

This is due to a burst pipe, located in deep woodland. The complexity of the burst and hard-to-reach location has made gaining access very challenging. However, we are on-site and we are working as quickly as possible to remove the broken section of pipe and install a new section in its place.

Bottled water stations remain open and can be found at the following locations:

- ASDA, St Leonards-on-Sea, TN37 7AA
- Tesco, Church Wood Drive, St Leonards, Hastings, St Leonards-on-Sea, TN38 9RB
- Sea Road, Hastings, TN38 0AG

We are continuing to deliver water to our vulnerable customers and those on our Priority Services Register.

The latest update can be found here <https://ow.ly/OnQE50RvW5l>



See insights and ads

Boost post

Social Media



Southern Water @SouthernWater · May 7
Most customers in Hastings should now have their water restored. We are supporting customers who are yet to see their supply come back on with tankers and three bottled water stations will remain open. Find the latest update here ow.ly/UlrV50Rywjje



Southern Water @SouthernWater · May 6
We are deploying our fleet of tankers to support areas still without water supply. We're delivering over 1 million litres of bottled water to vulnerable customers. Update here: ow.ly/CAJP50RxHLT



Southern Water @SouthernWater · May 5
Mains water supply continues to be gradually restored in St Leonards and Hastings as our water supply works at Beauport fills the local network with treated water.

We're sorry for the continued disruption this has caused customers.

ow.ly/TZQo50RwWUq

Here's what to expect as water starts to return...



-  **Low pressure** – while demand is high.
-  **Air locks** – these can happen, but running your taps for a short while can help water flow again.
-  **Discoloured water** – this is normal after a supply interruption, and is only temporary.
-  **If your water is cloudy** – try leaving it in a glass for a few minutes to see if it clears.
-  **If your water is brown or black**

Alternative Water



Alternative Water distributed over 6 days



Cobra Hydro
Delivered 526,524
litres of water to
PSR Customers

Water Direct
delivered 761,496
litres of water to
PSR Customers

Cobra Hydro
Delivered 669
pallets of water to
Key Customers
(738,576 litres)

Water Direct
delivered 22,208
litres of water to
Key Customers
and Farms

Water Direct
distributed 1,792
pallets of water at
Bottled Water
Stations
(1,978,368 litres)

Water Direct
injected
5,551,647 litres of
water into the
network with 8
tankers

Southern Water
tankers injected a
total of 3,553,844
litres of water into
the network

A total of
13,132,663 Litres
of Alternative
Water was
provided

Hastings

Total customers: 90,787 

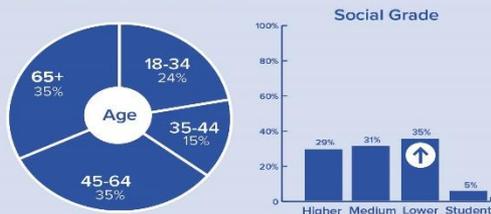
The seafront and history are at the heart of the community, and these are believed to be amongst the things that make Hastings special.



Who our customers are

Hastings has an increased need for a Priority Services Register to support vulnerable customers, and a lower than average social grade when compared across our region.

- 99.4% have both water and wastewater services from us
- 17% are on the Priority Services Register
- 100% live in an urban area.



Ethnicity:

White	Mixed / Other	Asian	Black
91% 	4%	3%	1%

Household size:

1 or 2	3 or 4	5 or more
68%	26%	6%

 Higher than average  Lower than average

Why customers live here

Many people were born there, moved there as children or grew up nearby and it is the sea and what goes on there along with the community that are some of the best things. Although some people described Hastings as poor and forgotten, it was also described as up and coming, friendly and with a strong sense of community. Those who live there can see how much potential it has but it is being held back by a lack of funding.

What customers here think about us

Many unhappy with Southern Water as result of repeated water outages, flooding sewerage spills - with a lot of people relying on the sea for leisure or income. Many are avoiding swimming in the sea because of the issues, and they worry about the impact on tourism.

The community want Southern Water to do what they say they will do.

Key commitments/issues

 Ensuring rivers, beaches and bathing waters are cleaner and higher quality

 Preventing wastewater polluting or spilling into the environment

 Ensuring our bills are as low and stable as they can be for customers

Important issues

-  Poverty and deprivation
-  Antisocial behaviour
-  Lack of affordable homes
-  Underfunded seaside town

How satisfied our customers are

Low reputation on operational performance due to loss of supply and flooding as community focus on use of beaches.

 Reputation		4.5
 Operations		7.1
 Billing		8.1

(Scores out of 10)

   Indicates higher, lower or the same average satisfaction.



Video

Scan to watch Hastings video:



Hastings and St Leonard's Good Will Fund Project Timeline



Business Payments

- £380K compensation for business
- Completed

Phase 1 – Local Festivals and Community Assets

- £120K
- Employee Steering group
- Town centre and community recommendations
- Direct payments from SW
- Aim to complete contact and payments by end July

Phase 2 – Grants supporting local charities and projects

- Circa £500K
- In partnership with Sussex Community Foundation
- Grants Partnership Officer
- Local steering group
- Criteria and selection in consultation
- Longer term project giving



Events & Festivals



Coastal Currents

Fringe Festival

Hasting Fat Tuesday

Hastings Storytelling Festival, Children's Day

The St Leonards Kings Road Street Market

Hastings Garden Festival 2024 – Next year

Hastings Pride

The St Leonards Frost Fair

Hidden Beach Hastings Music Festival 2024

Old Town Carnival Week 2024

Jack in the green

St Leonards Festival, Warrior Square. 12 - 10pm

Hastings Pirate Weekend

Bonfire

Hastings Seafood Wine & Music Festival



JACK AT THE JENNY
6 days of music leading up to the 12th Hastings Jack

Tuesday 30th, 7.30pm Lost Reveliers	Wednesday 1st, 7.30pm Rob Quo Duo
Thursday 2nd, 8pm Shanty Night with Completely Scuppered	Friday 3rd, 5pm - 7pm McNiff's Sundowner ft Danny Goring & Anita Jardine
Saturday 4th, 6pm The Singing Loins	Sunday 5th, 4pm Sittie Moose

Monday 6th, from 11am
JACK-in-the-GREEN 2024

Exploring...
Christmas ice skate rink.
Vouchers for wellbeing groups.
Swimming and sports vouchers
for schools



SUSSEX CONCEPTS CIC PRESENTS
SHIVER-ME-TIMBERS
THE CRYSTAL VOYAGER'S
HASTINGS
EST. 2009
PIRATE DAY

PIRATE CABARET
SATURDAY JULY 20TH 2024
MATINEE @ 4PM. EVENING @ 8PM
THE OBSERVER BUILDING, CAMBRIDGE ROAD, HASTINGS

4. Goodwill payments from water supply outage



- **Flooding**
 - £1000 to household customers, free clean up and repair to properties where insurance didn't cover.
 - £7500 to businesses.
- **Interruption**
 - £1m goodwill fund includes:
 - £120,000 for local festivals and events
 - £500,000 for community projects, allocated with the support of local partners
 - £380,000 to support businesses.

Water Resources Management Plan (WRMP)

July 2024 update



Our Water resources plan is ambitious and challenging



Our Water Resource Plan

Scale of our Water Resources Management Plan (WRMP) larger than other companies and matches regional challenges

- We need to identify alternative sources for 2/3rds of supplies across our area of operation by 2075
- We will be delivering significant environmental improvements and future resilience

Our revised draft WRMP has been submitted to Defra:

- We've worked with the Environment Agency and Natural England to understand and address technical issues

Awaiting Defra decision before we can proceed to consultation

- There are possible impacts from election period, September start estimated
- A full 12 week consultation planned

Please get involved, we'd love to hear your thoughts!

Responses to consultation around January, start date dependant

Investment area*	AMP8
Smart metering and water efficiency	£186m
Managing leakage	£239m
Transfer pipelines	£164m
5 Water reuse plants	£651m
Short term drought mitigation options	£91m
Other supply schemes and long-term transfers	£326m
Havant Thicket reservoir	£134m
Total	£1,791 m

We will be smart metering all our customers to help them manage usage and identify leakage

5 Water reuse schemes providing new sources of water through recycled water

We are delivering a new reservoir with Portsmouth Water as part of an integrated system for Hampshire

Replacing 300km of water mains to drive our lowest levels of leakage and provide increased resilience

We are working on collaboratively on long term plans to bring water from a new reservoir proposed in the Thames area

*As submitted in Oct. 2023 and subject to finalising the revised draft WRMP24

** need to understand the impacts on timeline of general election

Risks remain in our plan that we will need to continue to develop mitigation for collaboratively with regulators and stakeholders



Issue	Risk	Mitigation	Other actions
Risk of drought orders and permits in the Western Area post 2030 until Western Area solution is delivered	Risk we won't get these approved if required	We have proposed short term supply options covering more than half the deficit	Maintain adaptability in plan for new mitigation solutions alongside needed review of the S20 agreement
Water neutrality in the Central Area	Water neutrality remains a challenge in Sussex North	Accelerated package plant for Weir Wood by 2025, alongside smaller schemes for headroom and ongoing work with LA's	Assessing the potential of an intertidal abstraction options (<i>will not be ready for consultation</i>)
5 significant recycling schemes key to delivery between 2030 - 2033	Gated processes alongside consenting, and permitting	As part of PR24 schemes planned for DPC style route and proposed RAPID process	Maintaining current delivery activities across all schemes, Sandown and Budds well progressed and land purchased
Significant investment in future proposed transfers – SESRO / Thames to Southern needed to 2040+	Risk of delay to these very large complex projects	We are now leading on the T2S project and embedded in the core team for SESRO	Remain as key deliverables in the plan to be consulted on – aligned to Thames plan
Significant leakage reductions required by 2030	Risk we don't deliver leakage start point by 2025	Additional investment in our execution plan driving for end of AMP target level	Leakage strategy review underway alongside enabling key deliverables on mains replacement and meter rollout
Significant customer demand reductions required by 2030	Risk that we don't see savings expected	Enabling Investment targeted (metering) in the high-risk areas 1 st – Sussex North and Hampshire	National Water Efficiency Fund and group established, key to recognising the true level of benefit possible and gov. requirements

Hastings Flood Progress Update



Immediate actions



Immediate recommended actions are to return the system to pre-2018 state by delivering items 1-5 and then monitor and maintain the culvert, flap valve and outfall.

1. Pipe through the 2100mm culvert to remove the manhole that was constructed on the culvert in 2018 that now floods – **complete**
2. Survey the surface water system to make sure there are no obstructions – **complete**, no obstructions found. A trash screen at the inlet from Alexander Park protects from large debris entering the culvert
3. Inspect and repair the flap valve upstream of the outfall which may be restricting flow to the outfall– **completed**
4. Recreate if possible the original outfall by installing a swan neck. Swan Neck is within the line from the promenade to the outfall. **No work required**
5. Install overpumps at the Pelham outfall to ensure the discharge to sea is not impeded– **pumps installed whilst the flap valve was repaired. Pumps removed on 22nd May after flap valve was repaired.**

Actions to Aug/Sept 2024 – understanding system capacity



1. Discussions with ESCC, HBC, SW and consultants regarding the system extents, knowns and unknowns – **initial meetings held**
2. Appoint Stantec as independent consultant to build and verify a detailed model of the holistic surface water system - **complete**
3. ESCC to provide unverified model of the open watercourse sections of the system to include in the model - **complete**
4. Install 12 week flow survey of around 50 flow monitors into system to record flows in line with industry standard for hydraulic models – **in progress**
flow survey was installed in May and is now (15th July) in week 10 of 12
5. Build base model from existing asset data – **complete**
6. Undertake surveys as required to build additional detail and reduce/remove assumptions – **complete**
7. Verify model against flow survey data recorded to industry standard tolerances – **post flow survey, to commence late July 2024**
8. Further calibrate model to accurately reflect historic events – **late July/August 2024**
9. Use verified model to determine current base level of flood protection provided and report – **September 2024**

Actions post base risk assessment – post September 2024



1. In partnership agree appropriate level of flood risk required
2. Use model to determine physical asset constraints
3. Undertake an optioneering phase to increase flood risk protection if required, to include (not exhaustive):
 - Flow conveyance
 - Below ground storage
 - Flow attenuation in open watercourse sections – slow the flow
 - Sacrificial flood areas
 - Optimise use of storage reservoirs in Alexandra Park
 - Greening up the town

Modelling Update



Hydraulic model



- Stantec appointed as an independent consultant to build and verify a computer hydraulic model of the surface water system draining to Pelham Outfall.
- Steps involved:
 - Build model from physical asset data - complete
 - Install monitors to record flows in system – in progress. 54 monitors and 9 rain gauges installed. Standard duration is 12 weeks but dependent on rainfall as we need to record three rainfall events of a required minimum intensity, depth and duration to be able to extrapolate the model predictions to extreme rainfall events. Survey is in Week 10.
 - Survey assets to fill gaps in data and confirm assumptions – complete
 - Verify model against flow surveys data – to commence on completion of flow survey
 - Use verified model to understand level of flood protection provided by the system – to commence on completion of verification
 - Report – targeting end of August/September
 - In addition to the in-sewer flow survey a survey is included of the open channel stream in Alexander Park to allow long period data to be collected in case we need to look at flow management in this area to reduce flood risk at a later stage. Monitors to be installed during July. Not dependent on this for the initial verification stage.

Hydraulic model



Surface water network
draining to Pelham Outfall

Green = flow monitor
locations



Hydraulic model



Locations of river
proposed level
monitors

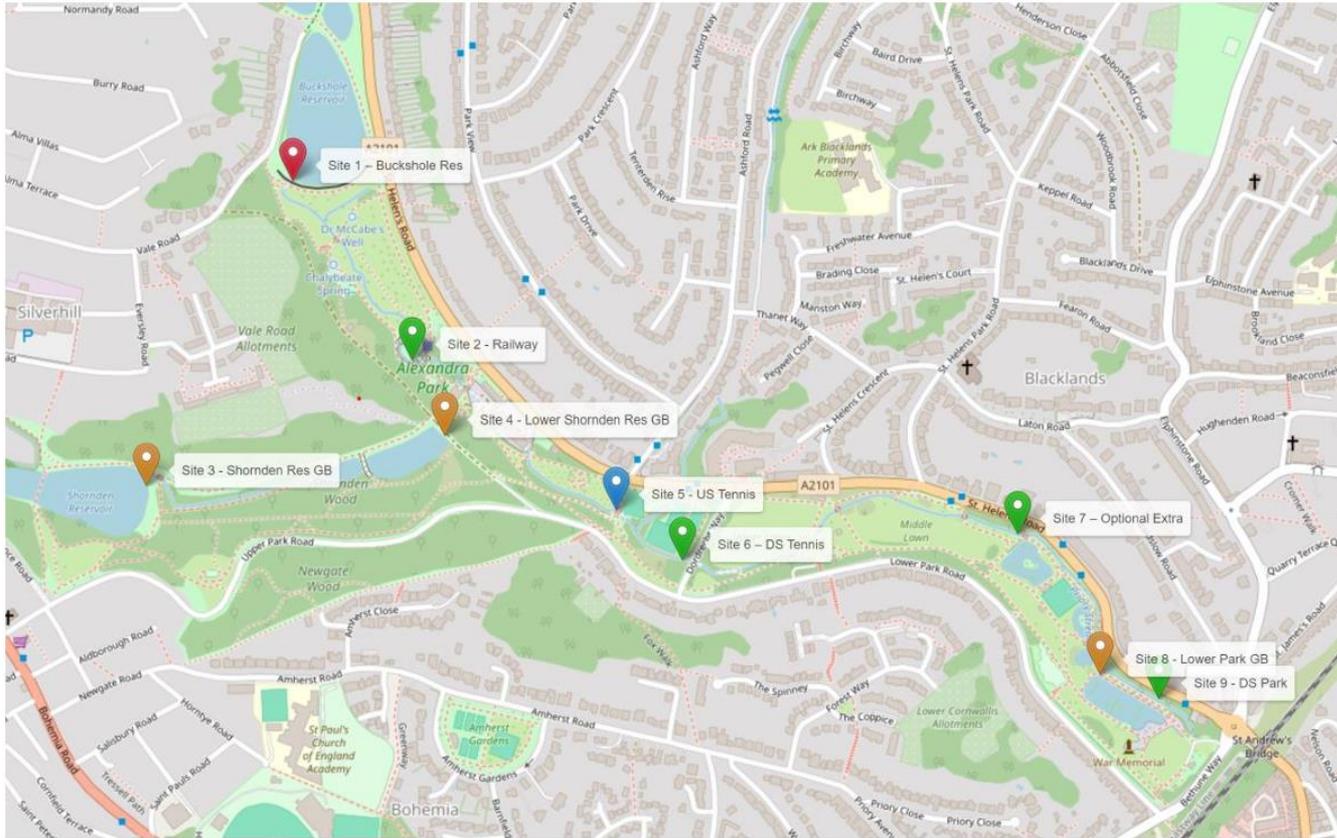


Figure 1: Map of Alexandra Park site Locations – (from Grid Reference Finder)
(Existing Gaugeboard reading only Continuous water level, Spot flow gauging,
Spot flow gauging / Continuous water level / Flow data)

Section 19 Report



Section 19 report

We welcome the publication of this report and are reviewing its findings very carefully. Although we do not agree with all aspects of the report, we are very keen to work closely with Hastings Borough Council and other partners to look at how we can improve our operations and help to prevent incidents like the town centre flooding happening in the future