

Southern Water: Kent update

12 June 2025



from
**Southern
Water** 

Agenda

- Welcome
- PR24 / CMA appeal update
- Planned investment
- Support for customers with bill increases
- Clean Rivers and Seas Task Force
- Bathing water – preparation for the new season
- Water Resources
- AOB



Our Business Plan – 2025 to 2030

- As you know, in December 2024 we received our Final Determination from Ofwat for our Business Plan for the period April 2025 – March 2030.
- After very careful consideration, our board decided to appeal Ofwat's Final Determination to the Competition and Markets Authority (CMA).
- We felt 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.
- It is important to note, the CMA appeal will not affect customer bills for 2025-26.



CMA Appeal – where we are

- Last month Ofwat submitted its Statement of Case (SOC) to the CMA on disputing company cases.
- The CMA appeal process does not hinder plans for 2025-26, which will be delivered as laid out in our Business Plan 2025-30.
- The CMA appeals process is due to be completed before the end of the calendar year 2025.
- During the appeal process, and to continue advancing investment in the improvements and new infrastructure our network and assets need, we've also announced our intention to raise £900million of new equity from our investors.



Investment

Kent

£1,265.9m

£73.6m

Ashford

£211.5m

Canterbury
and Whitstable

£51.5m

Dartford and
Gravesham

£93.5m

Dover and Deal

£54.8m

Faversham
and Mid Kent

£18.2m

Folkestone
and Hythe

£11.8m

Maidstone
and Mailing

£105.5m

Medway

£105m

Sittingbourne
and Sheppey

£194m

Thanet, Sandwich
and Herne

£116.7m

Weald of Kent

£55.4m

Tonbridge

£174.4m

Tunbridge Wells



from
Southern
Water



Supporting our Customers

Ashley Marshman, Head of Customer Service



from
**Southern
Water** 

Support for our customers with their bills

- Over the next five years we are offering more support for customers than ever before with a £235 million support package for those in the most vulnerable of circumstances.
- Our Essentials tariff, currently supports more than 150,000 households, will rise to approximately 180,000 households by 2030.
- Our Hardship Fund is planned to increase to £1.25m and our Priority Services Register to 20% of our customer base (currently 16%).
- We have spoken to our Kent customers about their options at more than 196 engagements across the county in the last year.



Essentials Tariff

- In place to provide a discount for future charges for customers who meet the eligibility criteria.
- Assessed on a total housing income threshold of less than £22,020 per year
- We don't include the following as income; personal independence payment, attendance allowance, disability living allowance.

Income threshold	Tariff Band	Bill Discount %
£3,080 to £22,020	1	45%
£2,600 to £3,079	2	65%
Less than £2,599	3	90%

Any households who are all in receipt of Pension Credit will automatically qualify for a **fixed discount of 45%** provided they do not have savings above £16,000



Clean Rivers and Seas Task Force

Kent update

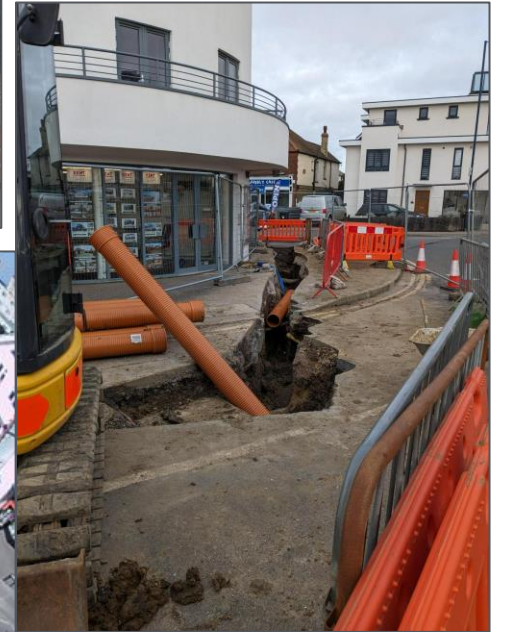
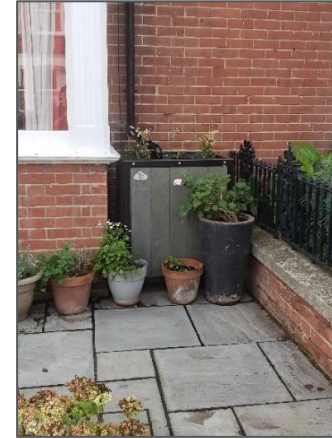
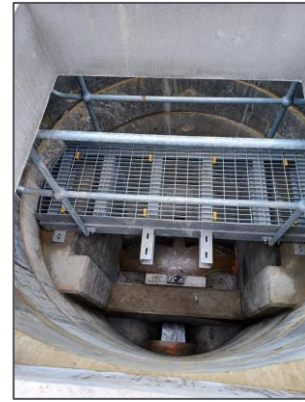
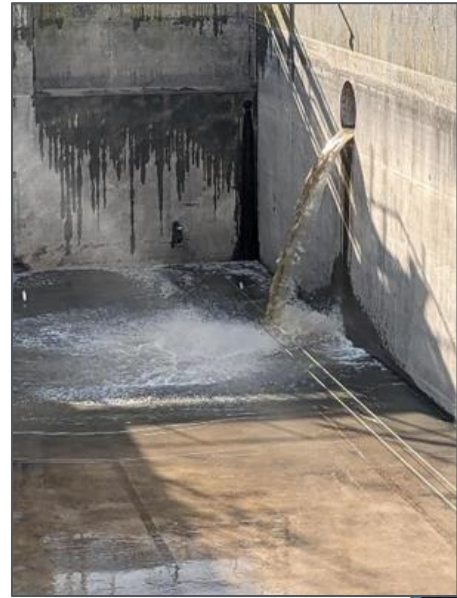


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AMP7 Results

AMP7 in numbers

- 52/44 spills saved
- 1.3km sewers sealed
- Over 500 slow drain water butts fitted
- 3 network optimisations installed
- Over 2000 properties, business and industrial estates surveyed
- 5 SuDS schemes developed



AMP8 – Year 1



AMP8 in numbers

- **33 overflows to be investigated**
 - 10 have a 2027 Regulatory date
 - 23 have a 2030 Regulatory date
- **£50m first year budget**
- **£245m AMP Budget (years 1-5)**

Margate

- Gloucester Avenue SuDS. Completed
- First Highways SuDS retrofit delivered by Southern Water and Kent County Council in partnership in Kent.
- Managing 0.55ha of impermeable area.
- Slow the Flow water butts being rolled out in the Palm Bay area



Network Optimisation: Centaur



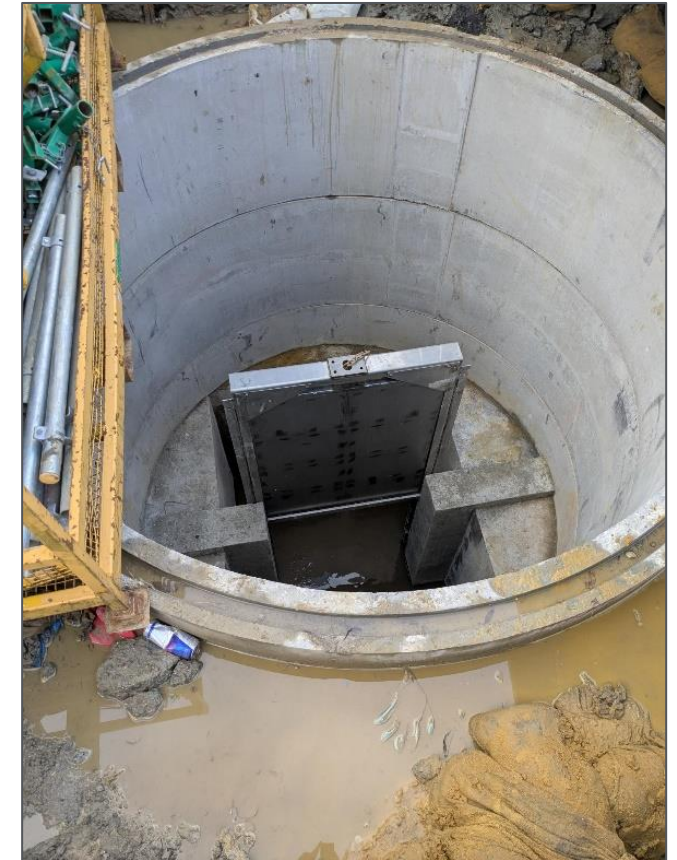
Tankerton Circus (left):

- Works Completed, commissioning underway
- Estimated 20% spill saving



Diamond Road (Right):

- Works Completed, commissioning underway
- Estimated 30% spill saving



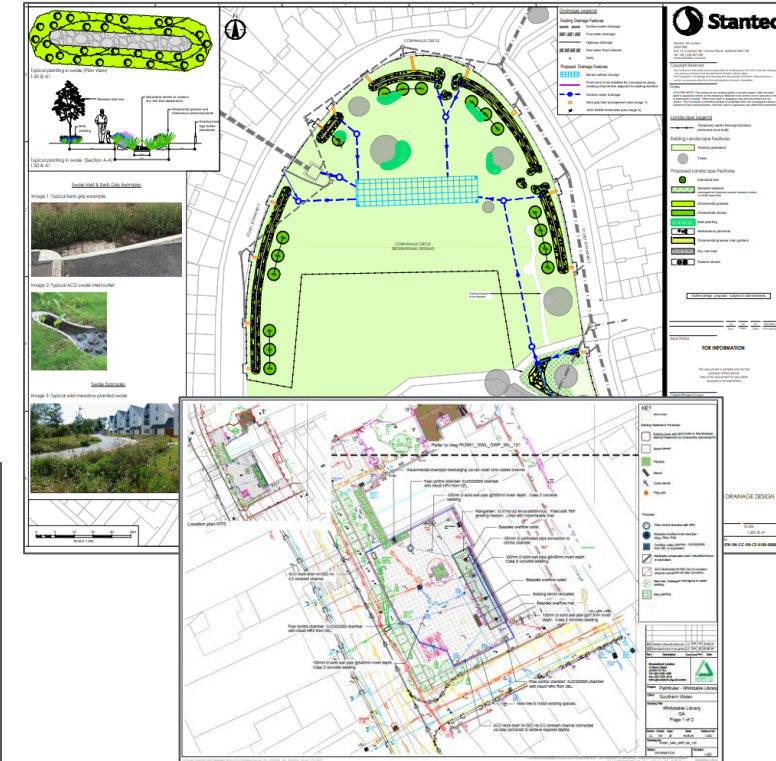
Sewer Sealing and SuDS



- Mortimer Street Herne Bay – concept design currently being revised.



- Sittingbourne –The Old Paper Mill to be sealed along with more surveys in the surrounding area

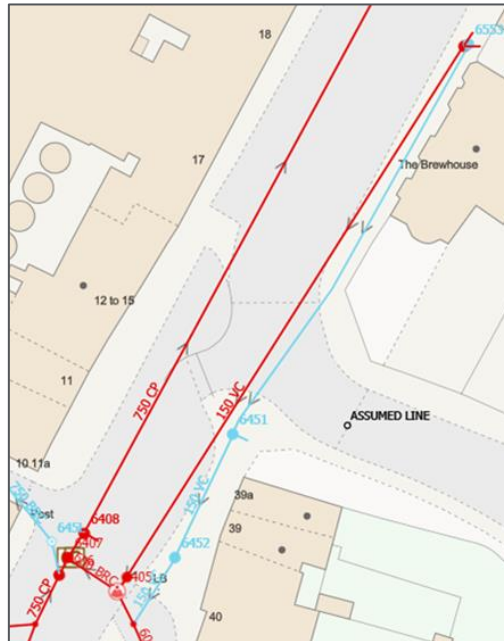


- Cornwallis Circle and Whitstable Library, License and permit applications submitted to LA's, start on site Autumn 2025



Surface water separation

- Works continuing with the Domestic Separation, of the properties surveyed, 32% are connected to our foul network in the initial Whitstable area.
- We have extended the Separation Surveys to
 - Chestfield, Swalecliffe and South Street areas in Whitstable
 - Yorkletts and the A299
 - Faversham
 - Herne Bay (Beacon Hill)
 - Sittingbourne
 - Queenborough



— Whitstable Ground Water

Separation Investigations

Separation Design water

Partnership and Engagement



Thanet CommunityAd Magazine www.communityad.co.uk

Broadstairs Town Team - Mains to Rains project

Broadstairs Town Team community Garden Group is working in Partnership with Southern Water to make our Community Gardens more sustainable.



Water Butts installed

To this end we approached Southern Water with a request to have a representative come to talk to our group about ways we could potentially work in partnership to gain leverage to site a water butt on business premises near our gardens. Sadly, at this stage Southern Water did not have an expert in rainwater usage and storage.

A chance meeting at a local Southern Water community event led to a discussion about their Clean Rivers and Seas Pathfinder projects. This in turn led to a meeting with their project manager. By early summer 2023 we had found the right person to speak to at Southern Water and our "Mains to Rains" partnership project began. Together we started to look at potential commercial sites near our gardens where we could get permission to site a rain water capture butt or tank.

The Crampton Tower Museum have always supported us with grace and favour access to their water tap. They were more than happy to agree to the siting of at least one water butt on their premises. Site visits ensued and I am delighted to report that on 7th November Southern Water installed two large water butts in close proximity to our community garden Crampton Tower.

The water butts are now full and are ready to support all the gardeners at Crampton Tower next season. We are also looking at other locations and we hope this partnership will deliver more Mains to Rains savings next season.

If you are interested in finding out more about the mains to rains project or join our group of garden volunteers please email: info@broadstairs-townteam.org.uk or message us on our website:

Back in autumn 2022 after an exceptionally dry summer Broadstairs Town Team Garden Group started to review how we could make our gardens more sustainable. Our focus was specifically on what changes could we introduce to help our gardens to survive long periods of drought. We had already successfully introduced using watering holes where we planted new shrubs. (Squash bottles with the bottom removed sunk into the ground). This encourages the plant to develop deeper roots thus making them less susceptible to drying out in dry spells.

We also looked closely at our watering methods. Our group are very fortunate to have partner organisations that give us unrestricted access to mains water. While this is very much appreciated we were reducing our dependence on mains water.

Broadstairs Town Team Project Manager Sue Wainwright with Southern Water Project Manager Angus Cramp and the team installing the water butts

30



"I am pleased that we are working collaboratively with Southern Water to find sustainable solutions that will reduce storm overflows across the county, starting with Gloucester Avenue in Margate."

"Flooding has a serious impact on Kent communities and with increasing periods of intensive rainfall, the council is committed to working with partners on finding ways to minimise the impacts and better manage surface water."

Cllr Rob Thomas, Environment Cabinet Member, KCC



Working in partnership



Supporting Faversham Creek Trust to dredge the creek

Supporting Kent and Medway Resilience Forum,
building connections



Discussing further opportunities for Highway SuDS
with KCC



Bathing Waters: Kent update



from
**Southern
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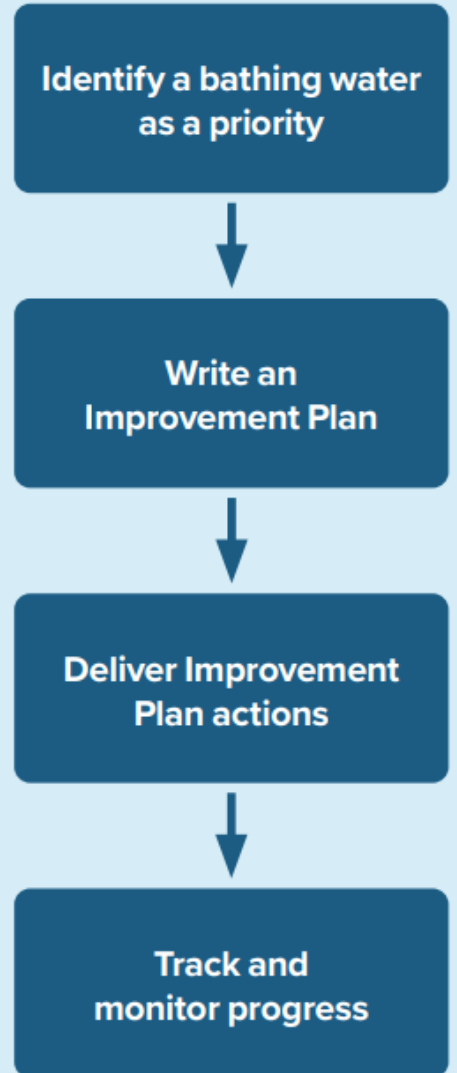
What is Southern Water's role in bathing water quality?

- We recognise the key role we have in trying to improve bathing water quality.
- We are a key custodian, alongside others like the Environment Agency. The local authorities are responsible for public health.
- It's vital we work with local partners to tackle these issues collaboratively, and that we work closely with the Environment Agency and other regulators to monitor improvements.
- Work to improve bathing water quality has been defined in our Improvement Plan Strategy, which prioritises key locations for targeted work based on a number of factors.

Check out our
bathing water
pages!



The Improvement Plan
Strategy process:



What can impact bathing water quality?

There are a variety of issues which have the potential to impact water quality. For us, these include:

- Leaking assets
- Blockages
- Illegal connections
- Storm overflow releases.

Other sources of pollution **outside of our control** include:

- Road, farming and industrial surface water run-off
- Waste from other water and beach users
- Seabirds also have an impact.



Bathing water quality

Test data shows that **storm overflow releases do not always cause poor bathing water quality**. There are several other factors that can impact bathing water quality including:

- **Agricultural/farm run-off** which can include pesticides, animal medicines and animal waste
- **Blockages and other asset issues** which can cause serious pollution
- **Private sewer issues such as misconnections and illegal connections** which cause sewage to end up in bathing waters
- **Seabird and other animal waste** causing spikes in bacteria concentration
- **Disposal of waste/liquid contaminants down surface water drains** which go directly out to sea unfiltered and untreated
- **Seaweed and algal blooms** protecting bacteria and allowing them to live longer and sometimes providing a medium for them to reproduce
- **Marine activities** such as discharging on-board toilet and hygiene facilities
- **Road surface run-off** which at scale, can have a significant impact on water quality



Folkestone & Hythe Bathing Water Classifications

Bathing Water	2023	2024	Change
Dymchurch	Sufficient	Poor	↓
Folkestone	Sufficient	Sufficient	↔
Hythe	Excellent	Excellent	↔
Littlestone	Poor	Poor	↔
Sandgate	Excellent	Excellent	↔
St Mary's Bay (Kent)	Poor	Sufficient	↑

Dover District Council Bathing Water Classifications

Bathing Water	2023	2024	Change
Deal Castle	Sufficient	Poor	↓
Sandwich Bay	Good	Good	↔
St Margaret`s Bay	Excellent	Excellent	↔

Thanet Bathing Water Classifications

Bathing Water	2023	2024	Change
Botany Bay, Broadstairs	Excellent	Excellent	↔
Broadstairs, Stone Bay	Good	Good	↔
Broadstairs, Viking Bay	Sufficient	Good	↑
Joss Bay, Broadstairs	Excellent	Excellent	↔
Margate Fulsam Rock	Excellent	Excellent	↔
Margate The Bay	Good	Excellent	↑
Minnis Bay, Birchington	Excellent	Excellent	↔
Ramsgate Sands	Good	Excellent	↑
Ramsgate Western Undercliffe	Good	Good	↔
St Mildred's Bay, Westgate	Excellent	Excellent	↔
Walpole Bay, Margate	Good	Good	↔
West Bay, Westgate	Sufficient	Sufficient	↔
Westbrook Bay, Margate	Excellent	Excellent	↔



Canterbury City Council Bathing Water Classifications

Bathing Water	2023	2024	Change
Herne Bay	Excellent	Excellent	↔
Herne Bay Central	Good	Sufficient	↓
Tankerton	Excellent	Excellent	↔
West Beach, Whitstable	Good	Good	↔

Swale District Council Bathing Water Classifications

Bathing Water	2023	2024	Change
Leysdown	Good	Good	↔
Minster Leas	Excellent	Good	↓
Sheerness	Excellent	Excellent	↔

Bathing water deliverables in Kent

Improvement plans developed in the areas listed below, focusing on Southern water sewers, Illegal Connection investigations, third party issues and engagement

Folkestone & Hythe Focus

Technical steering groups in place with F&H Council & EA
Community steering group in place

Dymchurch

Illegal Connections team survey of the surface water catchment ongoing.

- Sewer lining complete on domestic property, Lyndhurst Road
- 5 wrongly connected properties identified between 2020 and 2023
- Holiday Parks drainage checked
- Sediment sampling completed in the river
- CCTV to be undertaken of foul sewers
- Remediation of sewer defects will be progressed
- Dymchurch WTW improvements

Littlestone

Illegal Connections team monitoring continues

- 3 domestic properties on Cess pits connected to mains drainage

Folkestone Sunny Sands

Illegal Connections team survey of the surface water catchment ongoing.

- Pent Stream investigations have discovered evidence
- Illegally Connected property identified

St Mary's Bay

Illegal Connections team monitoring continues

- 3 Illegally connected properties resolve
- Rising main tested for leaks. No issues found
- Sewer lining complete,

Deal Castle

Technical steering groups in place with F&H Council & EA

Illegal Connections team survey of the surface water catchment ongoing

- 3 Domestic illegally connected to mains drainage
- Sewer lining completed
- CCTV to be undertaken of foul sewers
- Remediation of sewer defects will be progressed
- Deal Pier smoke / dye tested on behalf of Dover District Council – No faults found

West Bay Westgate

Illegal Connections team survey of the surface water catchment ongoing

- CCTV to be undertaken of foul sewers
- Remediation of sewer defects will be progressed

Herne Bay Central

Illegal Connections team survey of the surface water catchment ongoing

- 11 wrongly connected properties identified between 2019 and 2020



Bathing water season preparation

- Ahead of the 2025 season, health checks are completed at all wastewater pumping stations (WPS) and wastewater treatment works (WTW) that have the potential to impact bathing water quality
- Pro-active CCTV will be undertaken on the sewer network to check for defects that can be resolved quickly.
- Resources in the Southern Water Bathing Water team have been increased, allowing for a more agile approach to addressing deteriorating water quality in 2025 and beyond.
- Collaboration will continue with partners, local authorities and the Environment Agency, particularly in areas where bathing water quality is at risk.



Water: Kent update



from
**Southern
Water** 

Improving Water Supply Resilience: Burham WSW



- We began a programme to upgrade our water supply works at Burham during AMP7 – a very complex staged construction to keep the site operational throughout.
- In AMP6&7 £46.6m is delivering the following:
 - Building a roof to cover our clarifier building to protect water quality.
 - Improving our Granular Activated Carbon filters to improve resilience of the site.
 - Refurbishment of our low lift pumping station.
 - Improving our final water quality monitoring.
- In AMP8 we will be spending ~£128M on:
 - A brand new Rapid Gravity Filter block.
 - New chemical dosing equipment
 - High lift pump station improvement work.
-

Improving Water Supply Resilience: Thanet Nitrate



- From historic land usage in the area there is a water quality risk of nitrates across the region.
- To address this risk, a £54 million project has delivered 3 nitrate plants that are being brought online this year:
 - Martin Gorse – commissioned in May.
 - Wingham – to be commissioned in July / August
 - Flemings – to be commissioned in October
- This will lower the nitrate concentrations in the water and allow us to recover outage and support growth within the area.
- Two further nitrate plants are being planned for build in AMP8.

Share your thoughts



from
**Southern
Water** 

You can vote
at [Slido.com](https://www.slido.com/join/default.htm?code=3605824) with the code
#3605 824



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