
Gate three query process

| | |
|-----------------------|------------|
| Strategic solution(s) | HWTWR |
| Query number | HAM009 |
| Date sent to company | 10/09/2024 |
| Response due by | 19/09/2024 |

Query

- Stakeholder engagement – Phase 1 Create. Can you please confirm for which geographical areas this has been targeted at for in particular the workstreams ‘2. Promote water recycling as a safe and sustainable solution to water scarcity that ensures a reliable water supply for future generations and protects our environment by reducing abstraction’ and ‘3. Promote understanding of water recycling (and how its advanced treatment techniques are used around the world) to reassure people that the process is safe and the drinking water produced is wholesome’.
 - Stakeholder engagement – Phase 2 Construct. Can you please confirm which geographical areas will be targeted during this phase?
-

Solution owner response

Section 9 of the main report and Annex 9 sets out a number of engagement proposals, some of which are underway or have been undertaken as part of Phase 1 Create. These include ongoing engagement and public consultations to support the pre-application consenting process for the HWTWRP, targeted at communities and stakeholders potentially affected by the construction and operation of the project but with advertising and media communications reaching into those broader local authority areas within which the project is situated (8 authorities in total).

Other aspects of our engagement proposals are more targeted towards customers in our Hampshire supply areas that may in future receive recycled water as part of their water supply as we are using the same engagement for all intended Water Recycling Plants (WRPs). We continue to work with the All Company Working Group (ACWG) WRP sub group who are leading the water industry on UK wide communication and who are working with the regulators for consistent messaging to all consumers.

Currently, in our Create phase, our focus is on promoting the issue of water scarcity in our region as this is an issue which recent polling for PR24 (25,000 customers) shows is only recognised as a key challenge by around 4% of people. This was not described within the HWTWRP RAPID Gate 3 documents as it is not part of the SRO led engagement.

An example of this is our current regionwide Water Resource Management Plan 2024 (WRMP24) consultation. As part of this SW region-wide water scarcity awareness raising, we are highlighting that water recycling is a key part of the solution and demonstrating that the advanced treatment process is safe, sustainable, capable of providing wholesome water that complies with legal standards, and is used in several other countries with similar water scarcity issues to contend with, hence the proposed solution is tried and test elsewhere.

Further details on areas of engagement during construction (Phase 2) are detailed on p10 in our Stat Con Statement of Community Consultation: [Statement of Community Consultation.pdf | Powered by Box.](#) - for anything broader re water recycling acceptability our engagement has been directed across the county and will increasingly be region-wide (linked in with WRMP consultation launch and development of other WRPs in SW's WRMP – published post Gate RAPID Three).

Direct engagement on change of water source will follow in Phases 2 and 3 as the engagement process continues. We will continue to provide updates to RAPID and DWI on customers' feedback to mitigate any risks on acceptability.

| | |
|--|----------|
| Date of response to RAPID | 19/9/24 |
| Strategic solution contact / responsible person | REDACTED |