



# Southern Water: West Sussex update

26 November 2025

# Today's agenda



- Welcome and company update
- Wastewater winter readiness
- Wastewater infrastructure investment across Sussex
- Water: How we're responding to drought
- Clean Rivers and Seas Task Force
- Closing words



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**#3605824**





# Company update

John Penicud, Managing Director of Wastewater



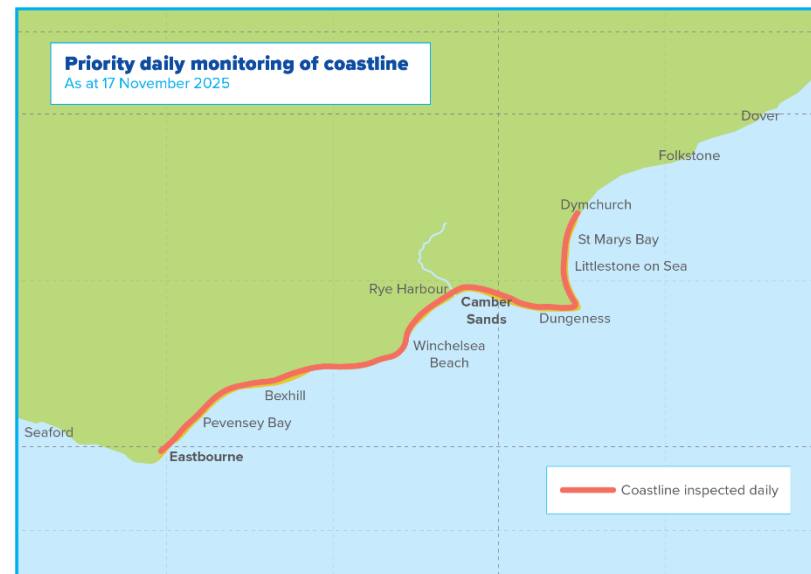
# Eastbourne beads: What has happened

- On 29 October, up to 10 tonnes of plastic beads used in wastewater treatment were released from the Eastbourne Treatment Works and entered the sea via a 3.4km long outfall pipe. Beads began to wash up on Camber Sands beach during the week of 3 November. After initial reports that the beads had originated from shipping, on 10 November we confirmed the beads came from our site.
- This is a rare and extremely serious occurrence. We are very sorry for the impact it has had and completely understand the anger and anxiety it has caused to communities along the affected coast.
- We are determined to do all we can to put things right; we are paying for the clean-up, and we recognise this is a long-term, substantial commitment.



# Eastbourne WTW beads: Next steps

- Southern Water teams, including specialist contractors, continue to support the clean-up effort at Camber Sands, working with Rother District Council, which is leading this work. We remain committed to supporting this work in every way we can.
- We've also committed to an independent investigation into the cause, have commissioned expert advice relating to the longer-term impact, and are working closely with the Environment Agency as part of the clean-up and environmental response.



# Our Business Plan: 2025 to 2030



- **BACKGROUND:** In December 2024 we received our Final Determination from Ofwat for the regulatory period April 2025 – March 2030
- After very careful consideration, our board decided to appeal the Final Determination to the Competition and Markets Authority (CMA)
- Our argument was that 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



# CMA appeal – where we are now



- On Thursday 9 October 2025, the CMA published its Provisional Determination on our 2025-2030 business plan.
- We reviewed the CMA's Provisional Determination, and responded to it on 11 November.
- The CMA is due to issue its Final Determination in the near future.
- The CMA appeal process does not hinder plans for 2025-26: these are being delivered as laid out in our Business Plan.
- We will keep you updated in the coming weeks.







# Wastewater: Winter readiness

Cathrine Marriott, Regional Operations Manager, Wastewater Networks

Paul Riordan, Head of Wastewater Treatment

# Winter Readiness – Sewer Networks in Sussex

## Groundwater Preparation Highlights



Critical spares stocked for all 15 sites to enable **fast effective maintenance and response**

**3 km of pre-season sewer jetting** completed across **3** Sussex catchments, to ensure sewers are clean and free flowing ahead of winter

20 site specific **Tankering Plan Documents** created to help reduce customer impact and Highways damage in rural areas

Increased and improved **Sewer Level Monitoring** capability in Sussex Groundwater catchments

**Regular engagement** with Parish Councils based in the most impacted Sussex Groundwater Catchments

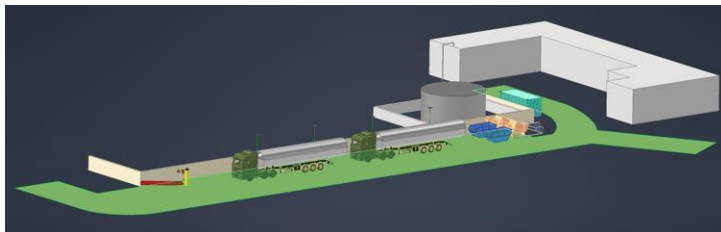
A **structured comms plan** in progress which will see **proactive weekly site-specific updates** shared with Parish Councils throughout Winter

**Extensive sewer lining programmes** planned in the coming months across the most impacted catchments



# Winter Readiness – Sussex

## Projects and New Contracts



Tankered Waste Inlet installations are being constructed at Fullerton and Budds Farm Wastewater Treatment Works, to enable us to better manage the flows from groundwater tankers. These can also be used during operational response incidents

A new Contract with **Flow Management Solutions Ltd** brings measurable benefits to our groundwater operation. Delivering efficiency in our tankering operations, meaning less vehicles on the road and in our villages. This partnership enhances health and safety and strengthens customer awareness and engagement



Ahead of groundwater season, we're installing CCTV across 12 of our most impacted Groundwater sites. This operational advancement will enable us to monitor and measure tankering operations to ensure operational efficiency, site safety and customer consideration.

# Winter readiness – wastewater treatment



Our winter readiness programme includes a 45-point check per site, to ensure we are resilient.



Checks range from making sure our backup generators are working as they should in case of an emergency, to ensuring the site is gritted and staff are safe.



Gritting is crucial for staff safety but also ensuring tankers can get on/off sites collecting/removing sludge, ensuring our sites remain compliant.



Continuing to work with the Environment Agency to push more flow through sites which have additional capacity, to reduce storm spills and the impact of groundwater.



Goddards Green WTW



# Wastewater infrastructure investment across Sussex

Chris O'Grady, Head of Project Delivery – Wastewater



During AMP8 (2025-2030) we are investing £244m, which includes:

## Network Projects

- Growth Schemes (£9m) – includes Horsham (£2.5m) and Goddards Green (£2.5m)
- Infiltration Reduction (£5m)

## Treatment Enhancement

- Increase Flow to Full Treatment (£67m), including Lidsey and Chichester WTW
- Shellfish (£25m), includes Thornham
- Improved quality of treated wastewater, including Phosphorus removal (£52m)

## Treatment Growth

- Sidlesham and Billingshurst WTW

## Combined Heat and Power Replacement

- Ford and East Worthing (£4m)

## Top Ten Schemes

Project Name	Programme	Investment Value (£m)
Lidsey WTW	Increase Flow to Full Treatment	£53
Thornham WTW Shellfish Disinfection and Growth	Enhancement - Shellfish	£21
Chichester WTW	Increase Flow to Full Treatment	£14
Luxfords Lane East Grinstead WTW P Removal	Enhancement – Improved FE Quality	£13
Sidelsham WTW Growth	Treatment Works Growth	£10
Billingshurst WTW Growth	Treatment Works Growth	£7
West Hoathly WTW P Removal	Enhancement – Improved FE Quality	£6
Lavant WTW N Removal	Enhancement – Improved FE Quality	£6
Horsham New WTW Sanitary	Enhancement – Improved FE Quality	£6
Coldwaltham Multi Scope WTW	Enhancement – Improved FE Quality	£5



# Water: How we're responding to drought

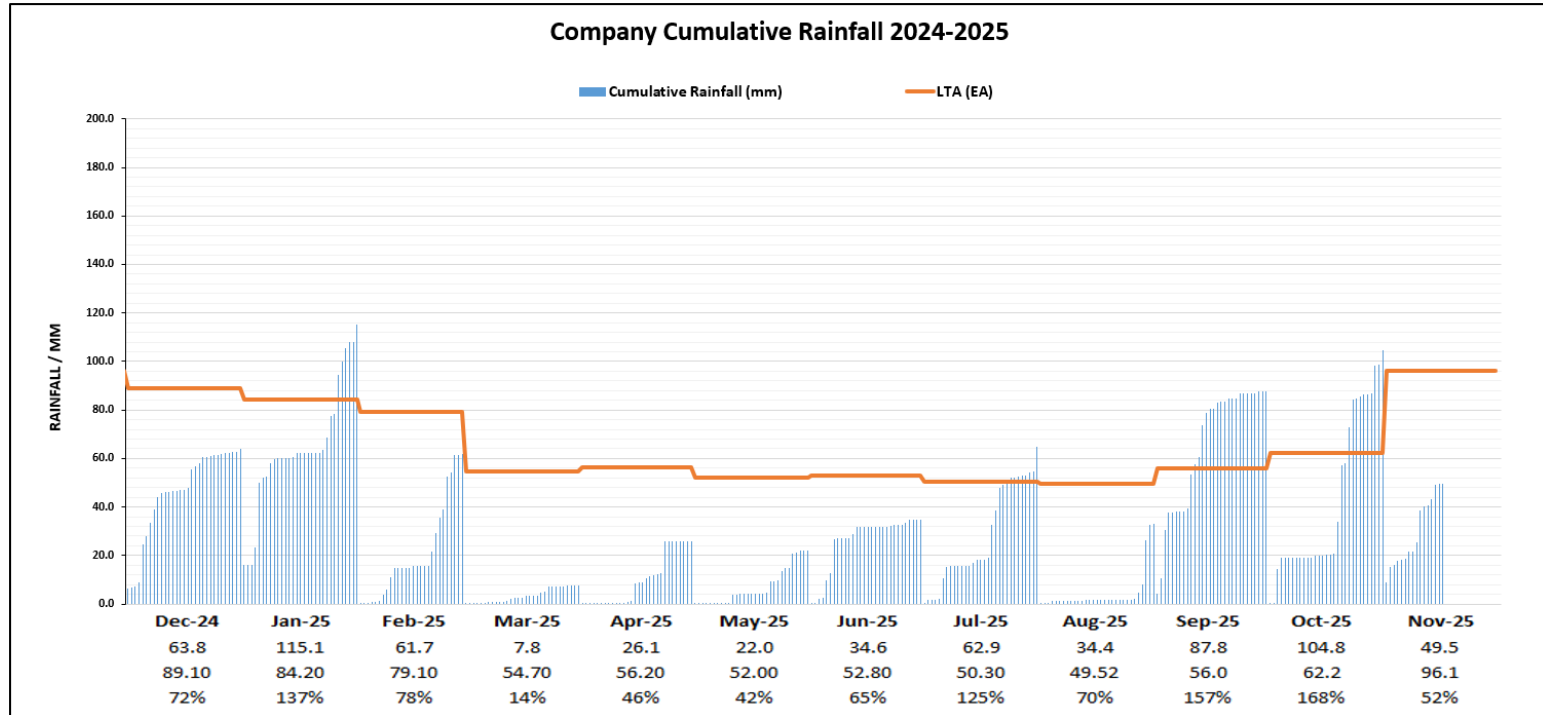
Richard Smart, Drought, Resilience and Emergency Planning Manager

Benedict Sansom, Water Resources Planning Manager

# Record Breaking Dry Weather

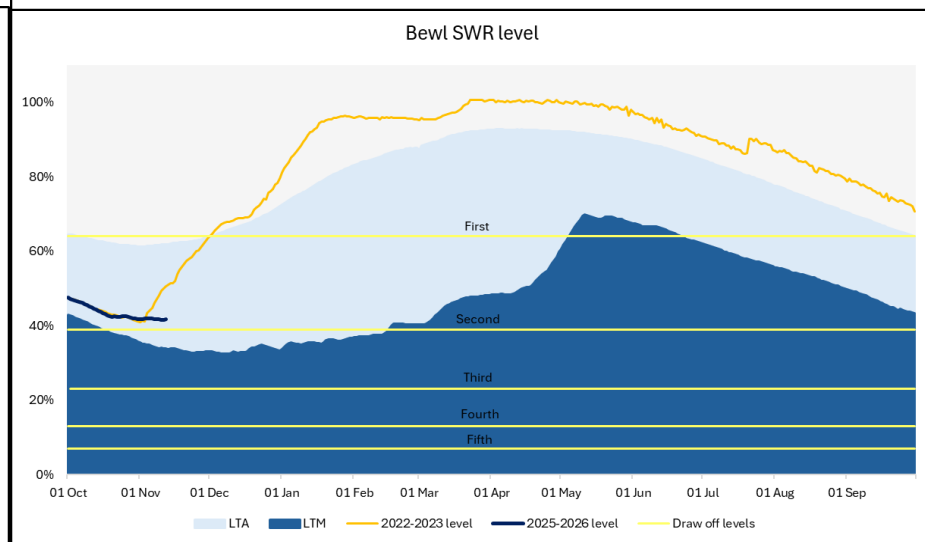
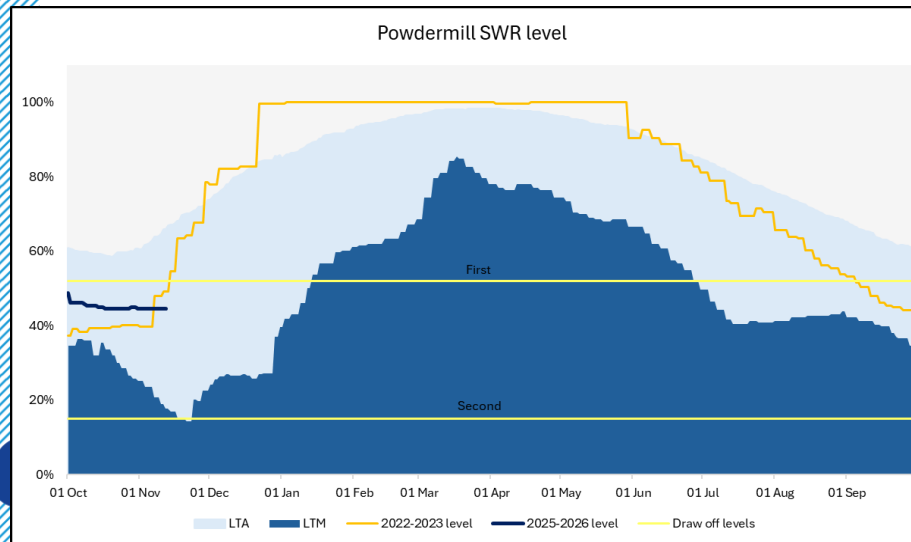
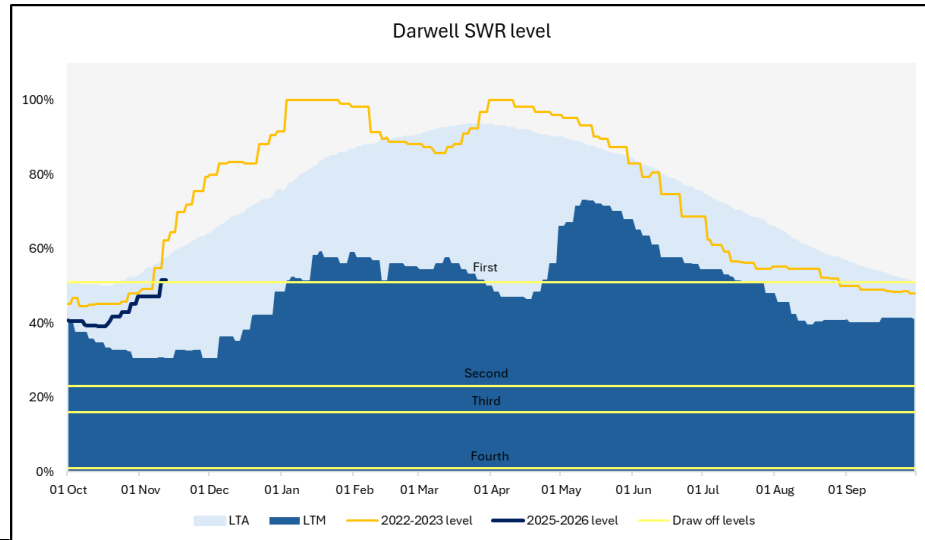


- Summer 2025 rainfall averaged at 62% of Long Term Average (LTA).
- March – May recorded 630 hours of sunshine, breaking previous records.
- Driest Spring in over 100 years and the warmest June on record.
- 4 Summer Heatwaves recorded, with Faversham peaking at 35.8°C
- By August, the whole of the South East of England was declared as “pro-longed dry weather”.



# Reservoir Recovery Vs. 2022

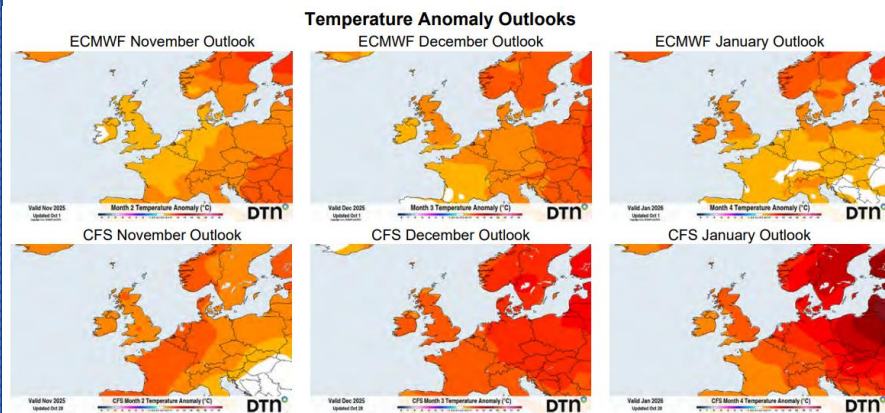
- Darwell
  - Storage capacity – 4,604ML
  - Current Level – 51.5%
- Bewl
  - Storage capacity – 31,300ML
  - Current Level – 42%
- Powdermill
  - Storage capacity – 856ML
  - Current Level – 45%



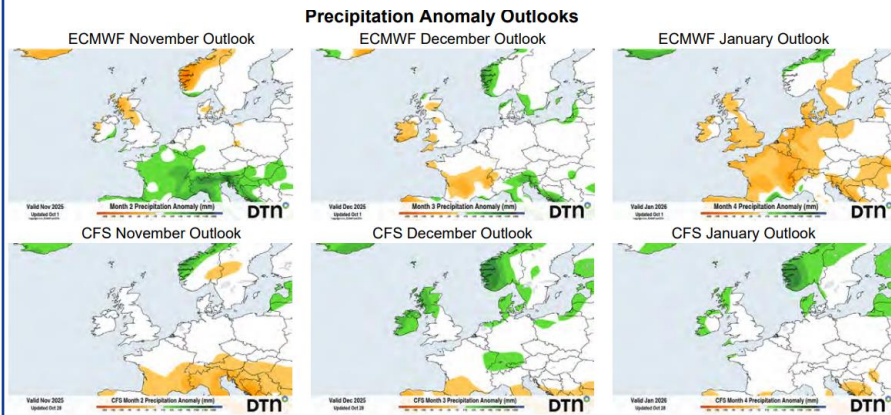


# Latest weather forecast

## Temperature Outlook November, December, January



## Precipitation Outlook November, December, January



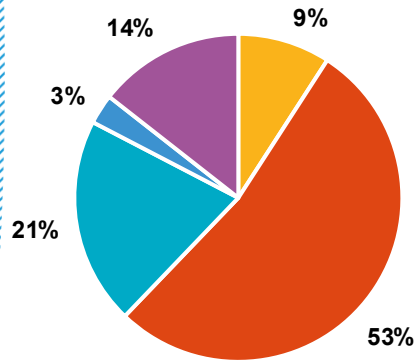
### Early Winter Outlook:

- Temperatures:** Both major climate models (ECMWF and CFS) predict a warmer-than-usual start to winter across most of Europe. The strongest warmth is expected in far eastern and far northern/northeastern regions. This warmer trend is likely to last through the next three months. Western and northwestern Europe may see more ups and downs, but overall, the CFS model suggests it will be warmer than the ECMWF model.
- Rainfall:** November looks wetter than normal, especially according to the ECMWF model. For December and January, ECMWF leans drier than CFS. Overall, confidence in the rainfall forecast is low, meaning conditions could vary.

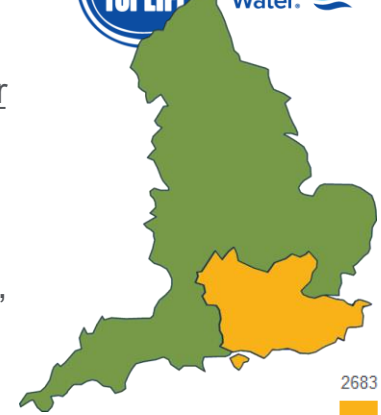
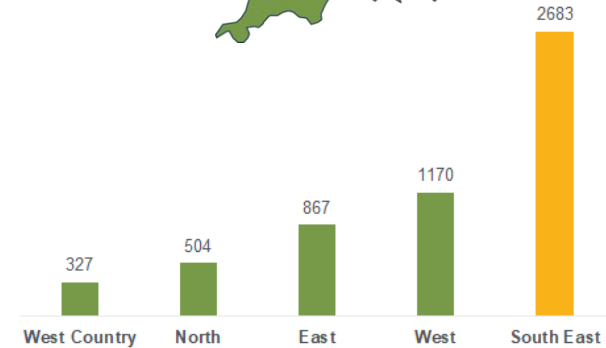
\*Southern Water uses DTN weather forecasting services

# The South East of England is seriously water-stressed

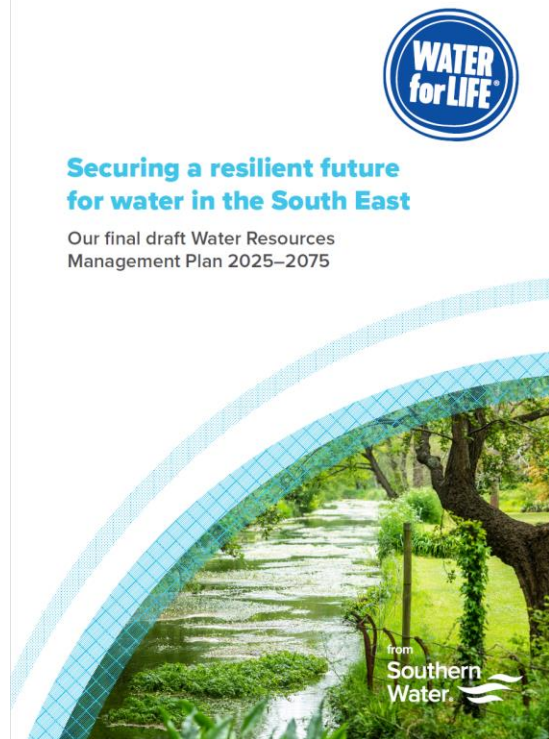
- The Environment Agency has identified that by 2050, almost 5 billion extra litres of water will be required every day, to maintain public water supplies in England.
- More than half that need is in the South East.
- The main driver in the South East is what the EA defines as “Environmental Destination” which means improving and enhancing the natural world.



- Climate Change
- Environmental Destination
- Household Population Growth
- Business Growth
- Drought Resilience



# Final Draft WRMP24 Update



- Public consultation finished in December 2024.
- fdWRMP24 and Statement of Response submitted to Defra on 30<sup>th</sup> May 2025.
- Awaiting final regulatory review.
- AMP8 started in April 2025.

# Draft WRMP29 Update



- EA published draft guidance for consultation in October 2025.
- Unconstrained options assessment started. Deadline December 2026.
- Public consultation planned for 2028.

## Water resources planning guideline

For consultation

# Drought Plan 2027 Update



- Drought Plan 2022 published in August 2025
- Pre-consultation ended 31<sup>st</sup> October 2025
- DP27 draft deadline – 31<sup>st</sup> March 2026
- Public consultation – Summer 2026
- Final publication – March 2027
- Emergency Drought Plan development.







# Clean Rivers and Seas Task Force: What we're doing in West Sussex

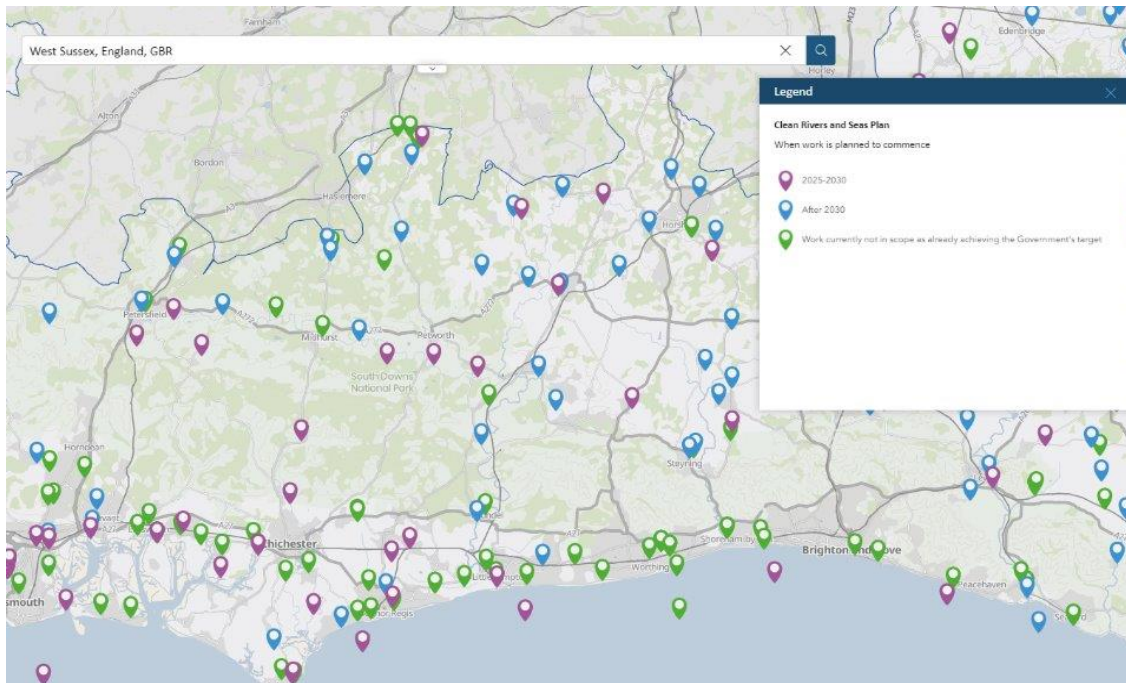
Jon Yates, Head of Delivery – Clean Rivers and Seas Task Force

Rob Butson, Bathing Water Lead

# Overflows in West Sussex

## Key stats

- 149 Storm Overflows in West Sussex
- 84 Require work/investment to achieve govt. targets before 2050
- 42 Overflows working on before 2035
- 35 Overflows working on between 2025-2030
- 18 Overflows require implementation of SuDS 2025-2030
- 4 Overflows require implementation of SuDS 2030-2035



# Our immediate focus: 2027 Regulatory targets



Areas we're targeting



## Catchments

- Ford
- Bosham
- Thornham
- Lavant

Why we're focusing on these locations



## Storm overflow prioritisation: Government and Regulatory targets

- Groundwater infiltration areas
- Environmentally sensitive sites
- Bathing waters

## Also focusing on bathing waters in West Sussex



Bathing Water	2024	2025	Change
Bognor Regis (Aldwick)	Poor	Poor	↔
Bognor Regis East	Sufficient	Sufficient	↔
Felpham	Good	Good	↔
Goring Beach	Sufficient	Good	↑
Lancing, Beach Green	Good	Good	↔
Littlehampton	Good	Good	↔
Middleton-on-sea	Excellent	Excellent	↔
Pagham	Good	Good	↔
Selsey	Excellent	Excellent	↔
Shoreham Beach	Excellent	Excellent	↔
Southwick	Excellent	Excellent	↔
West Wittering	Excellent	Excellent	↔
Worthing	Sufficient	Good	↑
Worthing Beach House	Poor	Poor	↔

# What we've done in recent months

15km of sealing work done on infiltration areas in and around Singleton and Lavant



Scoping of several thousand properties for separation in Bognor and Thornham



Yellow fish campaign delivered in Bognor Aldwick, Goring, Worthing Beach house and Shoreham



Identifying illegal misconnections in Bognor Regis including private drainage defects found and repaired by Arun DC and Bognor Regis Pier. Defects identified on Resolved by pier maintenance team

Developed a programme CCTV survey of sewers in bathing water locations - Brighton Road (3 repairs in total) & The Steyne (single repair)



# In the coming months...



- Undertaking **property and highway gully surveys** in Burgess Hill, Scaynes Hill, Thornham and Bognor Regis.
- Building a programme and developing concept designs for **Highway retrofit SuDS** in Burgess Hill – supported by West Sussex and Southern Water **signing an MOU**
- Continuing to **improve Groundwater Infiltration** areas
- **Sewer remediation work** planned in Worthing including Richmond Road and Brighton Road
- Agreement in place to **CCTV Survey Worthing Pier** drainage
- **Day of action planned in Worthing** to work with local business and educate around the disposal of waste





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# Appendix



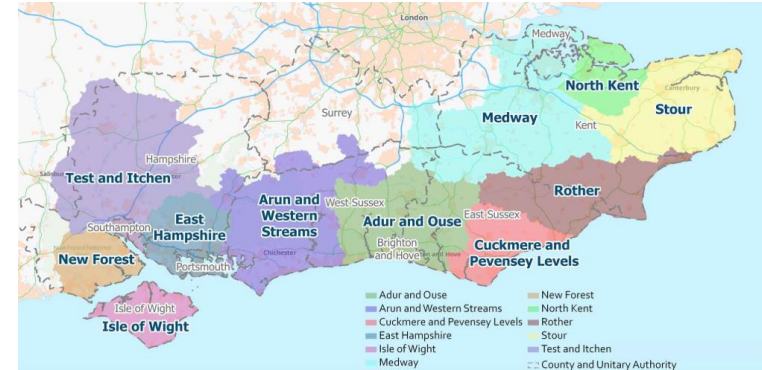


# Drainage and Wastewater Management Plan (DWMP)

# Be part of our second DWMP



- Work has started on our second Drainage and Wastewater Management Plan (DWMP), which set out our plans for investment in drainage and wastewater services.
- This is to ensure our networks of sewers, pumps and wastewater treatment works meet the needs of our customers and protect the environment into the future. It is now a Statutory Plan, sitting alongside our Water Resources Management Plan (WRMP) and it will be used to inform our future Business Plans.
- We want to work with all local authorities to protect and improve the environment and take account of all issues relating to flooding, drainage, growth and climate change for the benefit of the communities we serve.
- In January 2025 we're hosting webinars to explain the DWMP process and we're starting to contact the relevant council officers.





# Leakage performance in Sussex

# Leakage in West Sussex



## Total leak repairs 2023/24

	West Sussex
Bursts	531
Customer leaks	1137
Network leaks	6354
Total	8022

## Total leak repairs 2024/25

	West Sussex
Bursts	550
Customer leaks	1542
Network leaks	5531
Total	7623

## Total leak repairs Apr 25 to date

	West Sussex
Bursts	316
Customer leaks	812
Network leaks	3871
Total	4999



# Community Centre Grants



# Supporting Community Centres across our region



## Our Community Centre Grants

As part of our programme to support making the community stronger, our Community Centre Grants are back for a fourth year.

## Focused grant allocation

Concentrating resources on five key areas; Chatham, Folkestone, Eastbourne, Bognor & Southampton, this approach ensures meaningful impact and supports communities facing significant challenges.

## Sustainable community support

Providing deeper, sustainable assistance to community centres strengthens vital lifelines in our community.

## Measuring impact and accountability

Narrowing focus allows better measurement of outcomes, ensuring transparency and accountability in grant allocation.

## Maximising Impact

The approach aims to enhance resilience, trust, and operational efficiency for maximum social benefits.



# How to apply



## Application Timeline

Applications open on 1 December and close on 15 December, with announcements in mid-January.

## Eligibility Criteria

Applicants must be independent community centres without local authority core funding and host a minimum of three weekly in-person activities and offer a wide range of services for the whole community.

## Call to Action

Encourages centres to apply now to strengthen sustainability and support resilient communities.

**Visit our website to find out more:**

[Community Centre Grants](#)



Apply now

Applications close on 15 December 2025.