



Southern Water: Isle of Wight update

11 December 2025

Today's agenda



- Welcome and company update
- Investment video
- Wastewater winter readiness
- Update on our Water Recycling Project
- How we're responding to drought
- Clean Rivers and Seas Task Force
- Closing words



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Company update

Ben Ring, Major Projects Director

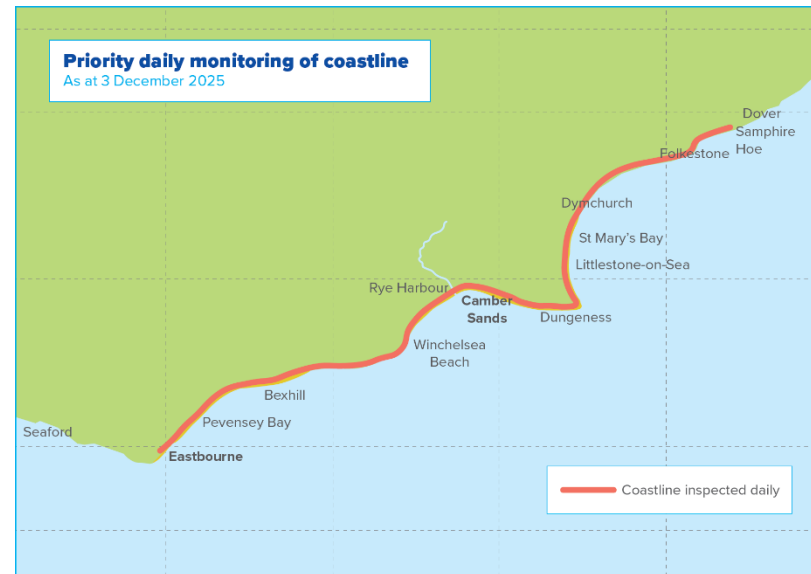
Eastbourne beads: what has happened

- 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



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





IOW investment video - completed October 2025

southernwater.co.uk/our-region/improvements-in-your-area/

Please share on your networks





Wastewater: Winter readiness

David Verrall, Regional Operations Manager

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.



Sandown Wastewater Treatment

Works



Update on the Isle of Wight Water Recycling Project

Ben Ring - Major Projects Director

The Isle of Wight Water Recycling Project



- Would be built on land next to Sandown Wastewater Treatment Works
- Would use advanced treatment processes to clean and purify wastewater
- Purified recycled water would be transferred into the Eastern River Yar, allowing more water to be taken from the river further downstream
- Water taken from the river would be treated to drinking water standards at Sandown Water Supply Works before being supplied to customers on the Island
- Reject water would be released 3km to sea
- Construction could start in 2027 with the water recycling plant operational by 2031
- We held a public consultation earlier this year



Next steps

- We submitted our planning application to Isle of Wight Council on 31 October 2025
- The council is now holding its own planning consultation, which runs until 05 January 2026



For more information visit:
www.southernwater.co.uk/water-recycling



How we're responding to drought

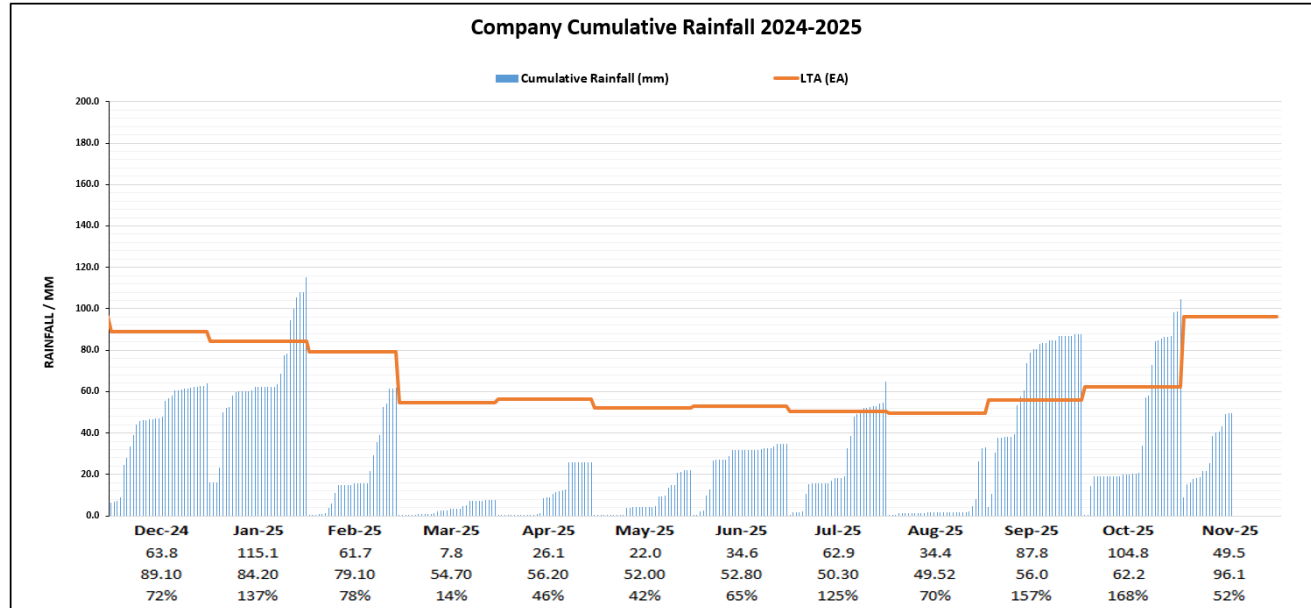
Tim Taylor, Water Resource Policy & Regulation Manager

Benedict Sansom, Water Resources Planning Manager

Record Breaking Dry Weather

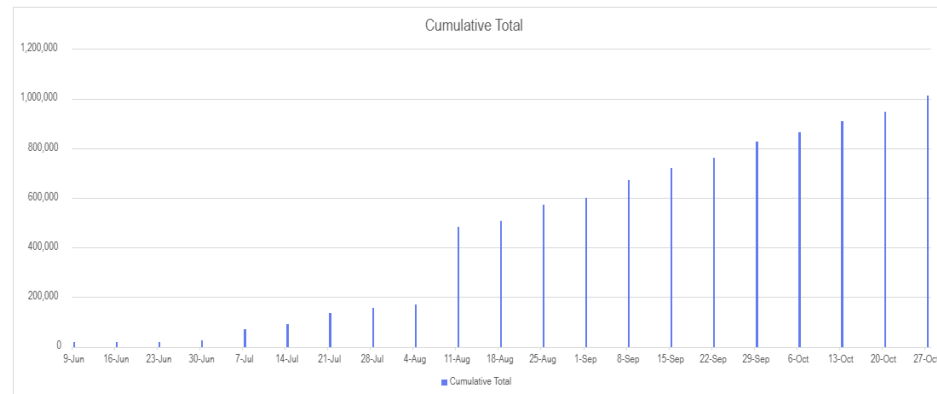
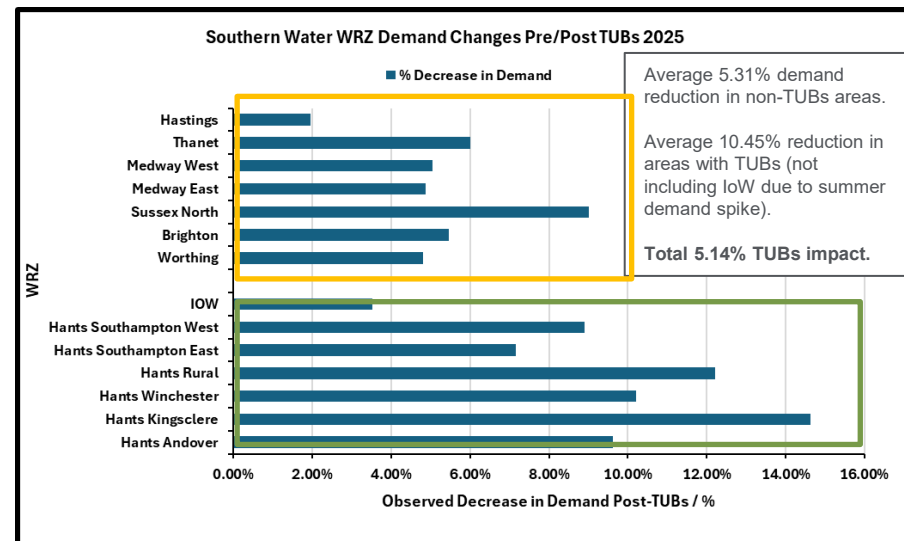


- Summer 2025 rainfall averaged at 62% of Long-Term Average (LTA)
- March – May recorded 630 hours of sunshine, breaking previous records
- Driest Spring in over 100 years and the warmest June on record
- 4 Summer Heatwaves recorded, with Faversham peaking at 35.8°C
- By August, the whole of the South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



Water Savings: Enhanced leakage detection, water efficiency and hosepipe restrictions

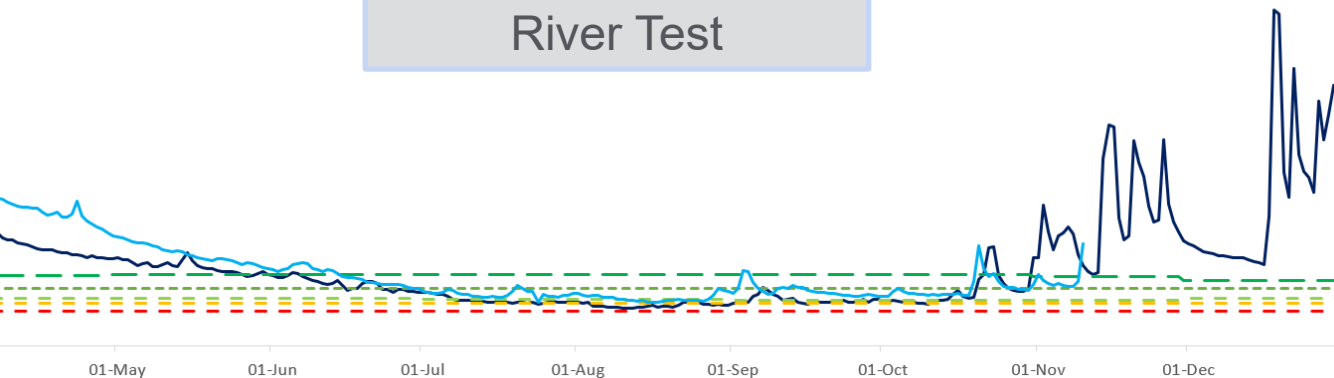
- Compared average daily demand from **1 June to 20 July** against the period **after TUBs were implemented**
- Focused solely on **numerical changes in demand**, without attributing causes
- Hampshire** shows a **greater % decrease** in demand than **Sussex & Kent**
- Multiple **external factors** (e.g. temperature, rainfall, agriculture, school holidays) likely **influenced demand**
- Demand difference in Hampshire indicates **TUBs have had a positive impact**
- Isle of Wight** demand remained stable due to **increased summer holiday usage**
- Property type and demographic has an impact on usage, with **Kingsclere and Hampshire rural seeing biggest decrease**
- Water Efficiency Audits have **saved over 1 million litres** of water by supporting homes and businesses, **reducing leaks** and installing water saving devices
- Enhanced leakage activity **has stopped 10.5ML/d of water leaking** from our network. This is above our target, and in addition to business as usual leakage activity
- Both actions will **continue throughout winter**, with additional investment secured



River Test and Itchen flow levels 2025 vs. 2022

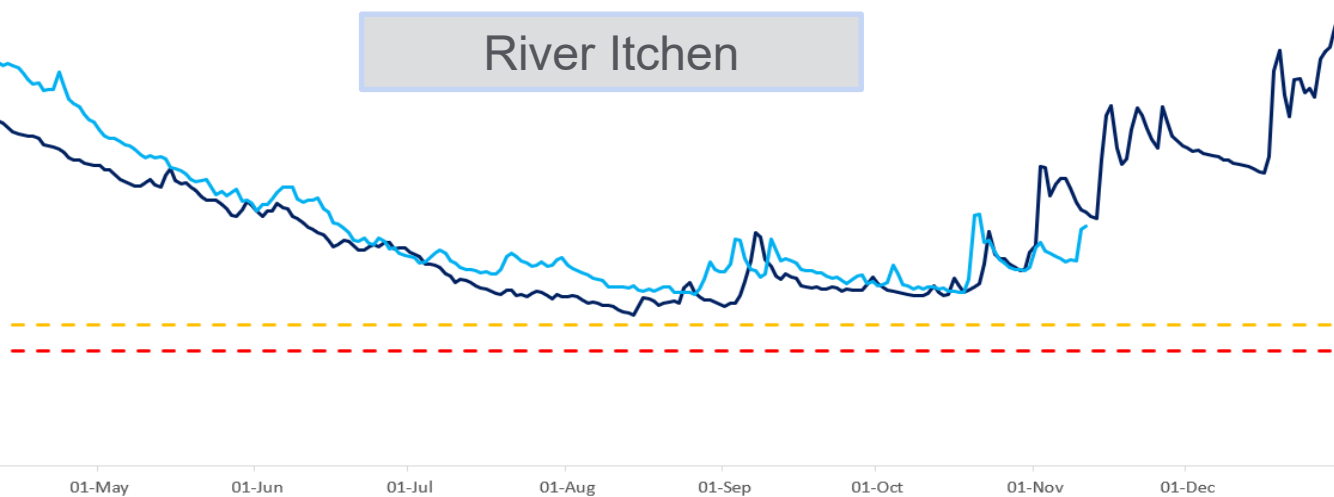


River Test



- River flow levels in both the Itchen and the Test have tracked slightly better than 2022 for the duration of the summer

River Itchen

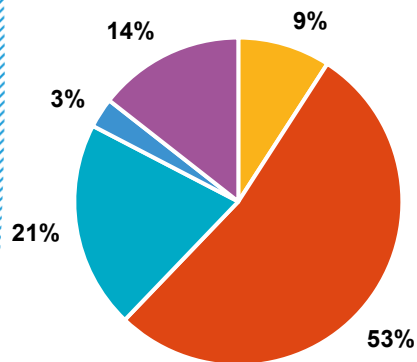


- We are not yet seeing a clear recovery trajectory, with periods of recession following recent heavy rain

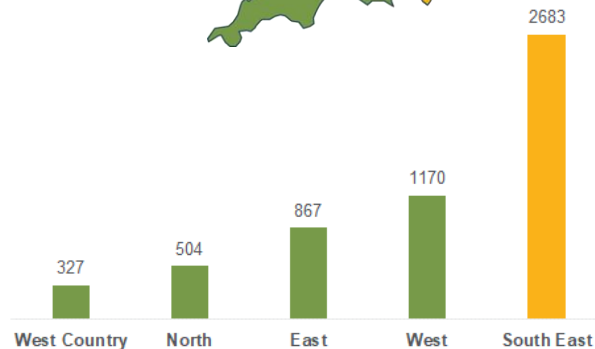
The South East of England is seriously water-stressed



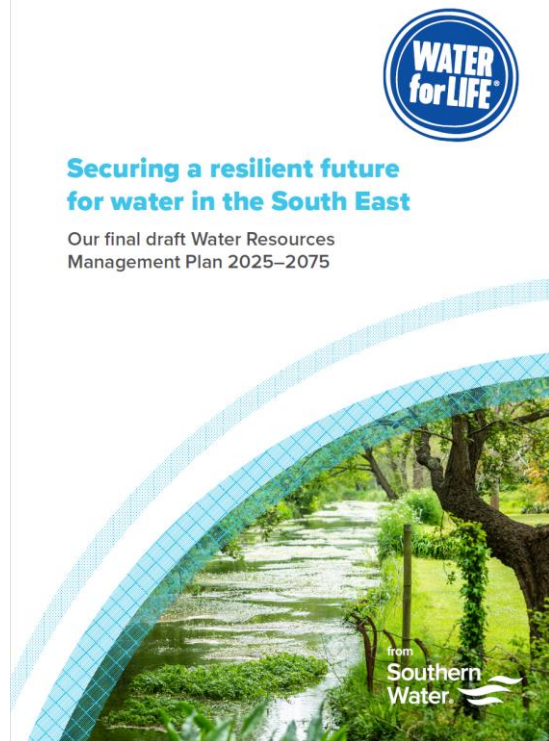
- The Environment Agency has identified that by 2050, almost 5 billion extra litres of water will be required every day, to maintain public water supplies in England
- More than half that need is in the South East
- The main driver in the South East is what the EA defines as “Environmental Destination” 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 30th May 2025.
- Awaiting final regulatory review
- AMP8 started in April 2025

Draft WRMP29 Update



Water resources planning guideline

For consultation

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

Drought Plan 2027 Update



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





Clean Rivers and Seas Task Force: **What we're doing on the Isle of Wight**

Dr Nick Mills, Director of Environment and Innovation

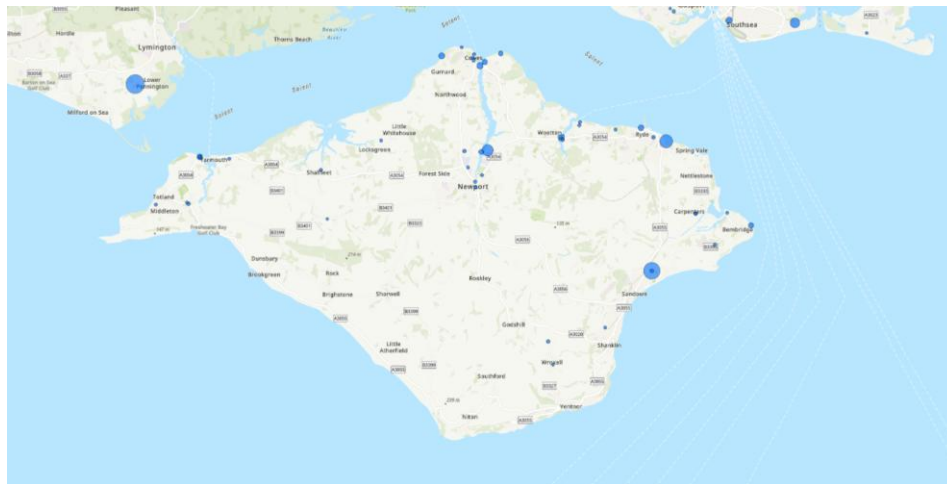
Overflows on the Isle of Wight

- 103** Storm Overflows in Isle of Wight
- 68** Require work/investment to achieve Govt. targets before 2050
- 43** Overflows working on between 2025-2030



Approximately **£51m investment**
in next five years

2035 target overflows



Catchment	CSO	Regulatory date
Wroxall	Brookside Dairy CSO	2030
	Wroxall WTW	
Ryde	APPLEY PARK RYDE TRANSFER CEO PRINCE CONSORT RYDE CEO	2035
Newport	DODNOR CEO	
	FAIRLEE CSO	
	THE QUAY NEWPORT CEO	
West Wight	NORTON TRANSFER IOW PUMPED CEO	
	SCHOOL GREEN ROAD FRESHWATER CEO	
Gurnard & East Cowes	SPRINGHILL COWES TRANSFER CEO	
	WOODVALE TRANSFER CSO	
St Helens	ST HELENS CSO	
	ST HELENS SSO	

Our immediate focus is Wroxall with a 2030 regulatory date, however in agreement with Ofwat, we will be starting several catchments in 2026 (previously weren't due until 2028)



Areas we're targeting



2030 catchment

- Wroxall Waste Treatment Works
- Brookside Dairy Wroxall

2035 catchments

Investigation for the beneath catchments begins 2026 prior to 2035 target

- West Wight
- Newport
- Ryde
- Gurnard
- East Cowes
- St Helens

Why we're focusing on these locations



Storm overflow prioritisation: Government and Regulatory targets

- Shellfish waters
- Environmentally sensitive sites
- Bathing waters

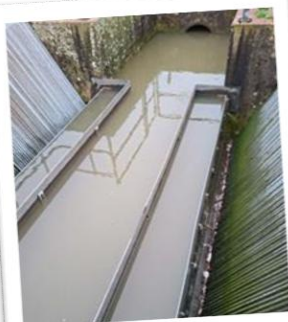
What we've been up to

- Surveyed 90% of the foul network in Wroxall discovering multiple intervention opportunities
- Capped off illegal land drain infiltration in the sewer on Appledurcombe Road, Wroxall
- Discovered large-scale infiltration at Whitley Bank, Wroxall
- Installed SuDS Safari at Wildheart Animal Sanctuary & rainwater harvesting system in Sandown
- Partnered with multiple schools to install water butts, planters and deliver assemblies
- Installed SuDS at Newport County Hall storing 28,000l of surface water
- Identified potential opportunities for SuDS in Wroxall
- 3 illegally connected properties identified and resolved in Ryde



What have we got planned over the next few months?

- Exploring potential partnership opportunities with Isle of Wight Council to deliver a highway improvement project on Ryde High Street
- Develop designs for SuDS opportunities in Wroxall, along with the Council and Island Roads
- Increase capacity at Wroxall Waste Treatment Works
- Seal more than 200m of infiltration from Appledurcombe stream and Castle Lane, Wroxall
- Redirect multiple road gullies from our sewer network in Wroxall
- Commence investigation in the West Wight to explore multiple intervention opportunities
- Explore partnership opportunities with holiday parks, shops and schools across 2035 catchment areas
- We continue to track the bathing water results and can deploy resources when required



Capacity increase at Wroxall Waste Treatment Works

Incoming flow at Wroxall Waste
Treatment Works 59l/s, permit is
60l/s.
Capacity reached prior to treatment,



Isle of Wight Bathing Water Classifications 2025



Bathing Water	2024	2025	Change
Bembridge	Good	Good	-
Colwell Bay	Excellent	Excellent	-
Compton Bay	Excellent	Excellent	-
Cowes	Excellent	Excellent	-
East Cowes	Excellent	Excellent	-
Ryde	Good	Good	-
Sandown	Good	Good	-
Seagrove	Excellent	Excellent	-
Shanklin	Excellent	Excellent	-
St Helens	Excellent	Excellent	-
Totland Bay	Excellent	Excellent	-
Ventnor	Excellent	Excellent	-
Whitecliff Bay	Excellent	Excellent	-
Yaverland	Excellent	Excellent	-

Across the Isle of Wight, there are 14 designated bathing waters and 100% of these are classified as either ‘Excellent’ or ‘Good’.

This year’s classifications has seen all bathing water classifications remain the same as in 2024



Share your thoughts

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AOB?

stakeholderteam@southernwater.co.uk



Appendix

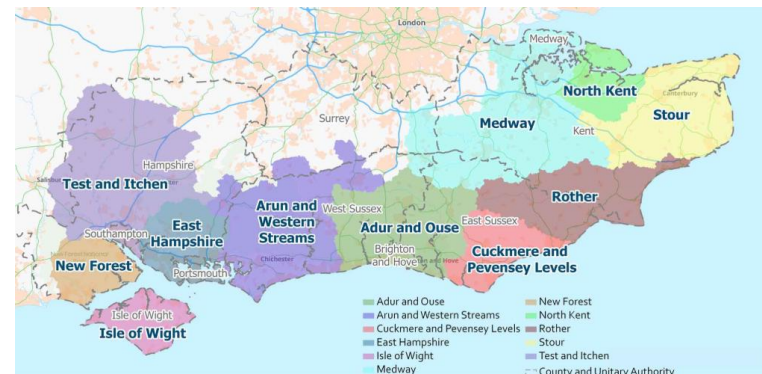


Drainage and Wastewater Management Plan (DWMP)

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 2026 we're hosting webinars to explain the DWMP process and we're starting to contact the relevant council officers.





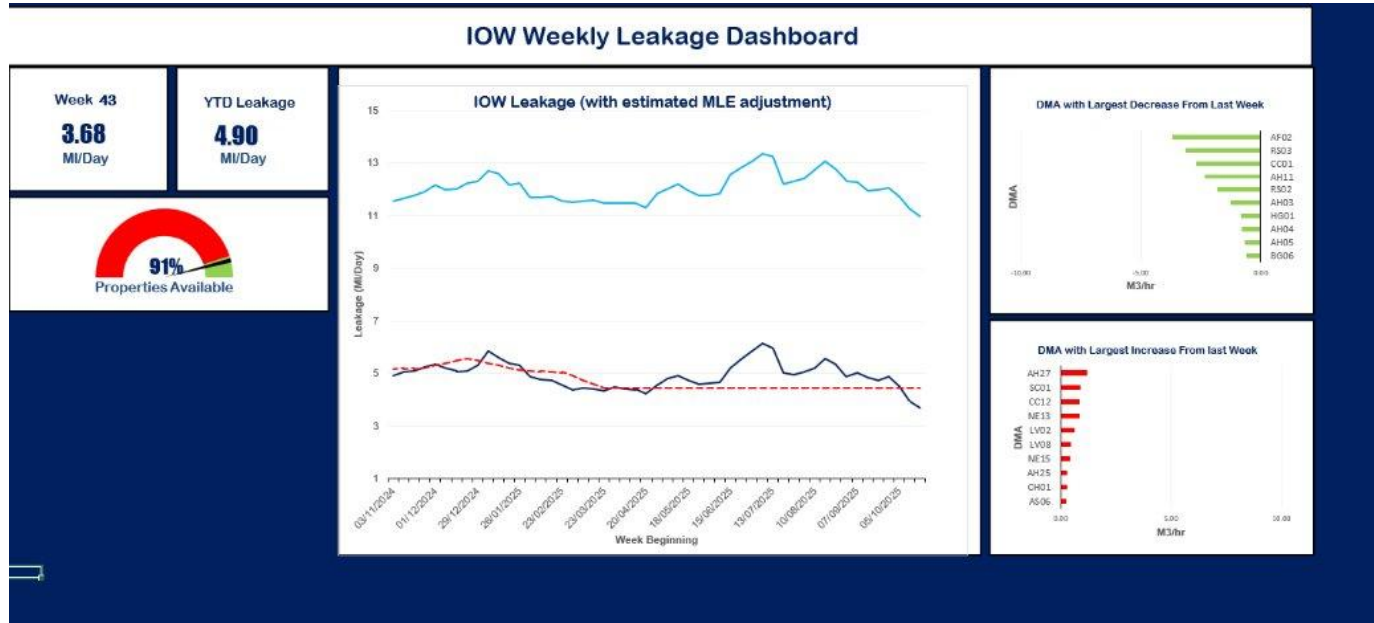
Leakage performance on the Isle of Wight

Leakage Achievements and Infrastructure Improvements



- **Record Low Leakage Rate**
- Isle of Wight achieved lowest leakage rate at 3.9 MI/d in Oct, surpassing the 5 MI/d target.
- **Enhanced Leak Detection**
- 7 new District Metered Areas established for quicker leak identification and resolution.
- **Pressure Management Zones**
- 7 Pressure Management Areas control pipeline pressure to reduce bursts and leaks.
- **Mains Replacement Project**
- Year 1 scheme replacing 10,000 metres of old mains, with 800 metres completed ahead of schedule
- **Leaks Repaired and reported**
- Raised – 1639 – Repaired -1469 Private Customer leaks repaired – 183
- Leak repaired - Total 22-23- 2,010 Total 23-24 - 1,961 Total 24-25- 1,639
- This represents an overall reduction of 18.5%, indicating improved infrastructure efficiency.

Leakage Trend





Free Water-Saving Audits for school and local businesses

Free Water-Saving Audits for school and local businesses



- To help reduce business water use and bills, we're offering free Water-Saving Audits to schools and businesses.
- Since June 2025, we've completed 435 audits across **Hampshire and the Isle of Wight**, installing 6,773 water saving devices and fixing 545 leaks. The total water saved is 987,811 litres per day.
- Audits can include fixing leaky toilets, taps, showers and/or fitting water-efficient devices, as well as recommending other water efficiency improvements such as rainwater harvesting.
- Businesses can apply by calling **0808 1968711** or emailing SouthernWaterNHH@groundwork.org.uk

