



Stakeholder Update: Isle of Wight

14 May 2025

Today's agenda

- Welcome
- Our five-year business plan: 2025 - 2030
- Our Competition & Markets Authority (CMA) appeal
- Support available to customers with bill increases
- Water-related projects and investments
- Clean Rivers and Seas Task Force
- Bathing water update
- Water recycling project update
- AOB



Our Business Plan: 2025 to 2030

- 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

- Recently 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



Business Plan 2025–30

£7.8bn

£682m

Spill reduction

To stop 2,500 spills

£559m

Wastewater nutrient removal

To remove phosphorus and nitrogen during wastewater treatment before releasing it back to the environment



1,200

Schemes and investigations

To protect, restore and enhance the environment

38

Wastewater treatment works

Increasing capacity and capabilities to support predicted population growth

Network maintenance

Maintaining and upgrading equipment to further improve reliability of our assets, improving pollution and leakage performance

Microbiological treatment

Ultraviolet disinfection to protect shellfish water quality

Screens

Investment in new screens to keep more debris, such as wet wipes and sanitary products, out of the wastewater system

Sludge treatment

Increasing use of the byproducts of wastewater treatment as agricultural fertiliser and using captured gases as renewable energy

2025–30

Isle of Wight

£99.4m

Key investments are:

£58m

Sandown and Wroxhall

Reducing spills to protect
the environment

£8.8m

Wroxhall

Removing nitrogen outflow to
maintain good river water quality

£13.8m

Sandown

Sludge treatment

£2.45m

River Eastern Yar

Catchment scheme to
protect raw water quality



Supporting customers as bills rise

Vulnerability Strategy

Our Vision Everyone regardless of their circumstances can access their water and wastewater services

- **Priority Services** – Tailored services for individual needs
- **Financial Support** – Range of support tariffs and grants
- **Raising Awareness** – Targeted campaigns and media
- **Outreach Work** – Community programmes, workshops and events
- **Partnership** – Stakeholder relationship and collaboration



from
**Southern
Water.** 

Why data-share?

“I’m not hard to reach, you’re just not looking in the right places”

Since 2023, following an Ofwat scheme for Water and Energy companies to collaborate with Priority Services data-sharing, we have seen our Priority Service Register grow from just over **160,000** to over **310,000**. A **94%** increase.



Water Poverty – Consumer Council for Water estimate 1 in 5 customers will struggle to pay their bill



Increased Reach – 22 local authorities within our region, each supporting residents with benefit payments



Targeted Data – Access to specific relevant information to deliver effective financial assistance



from
**Southern
Water.**

Benefits of data-sharing

“By sharing information directly with Southern Water, our team has helped thousands of our residents get instant money off their water bills without them having to lift a finger”.

Cllr Lee Cowen, Adur Cabinet member.

Increased Reach

Improved connection with those not aware of the services available

Less Effort

Reduces burden on customers, allowing a ‘Tell us once’ approach

Increased Awareness

Greater visibility helps build awareness of available services

Increased Customer Satisfaction

Ensures customers receive the right support at the right time

Improved Efficiency

Ability to quickly identify and target support where it’s needed

Better Engagement

Builds improved customer interaction and makes it easier to connect



from
Southern Water. 

Success measures to date

22 Local Authorities
engaged across the
region

7 Data agreements
completed,
10 in progress

Anticipated
144,000
customer records

36,600 records
received to date from 4
local authorities

16,369
additional customer
supported with social
tariff

Over
£2,802,000
in customer savings
since the beginning of
the initiative

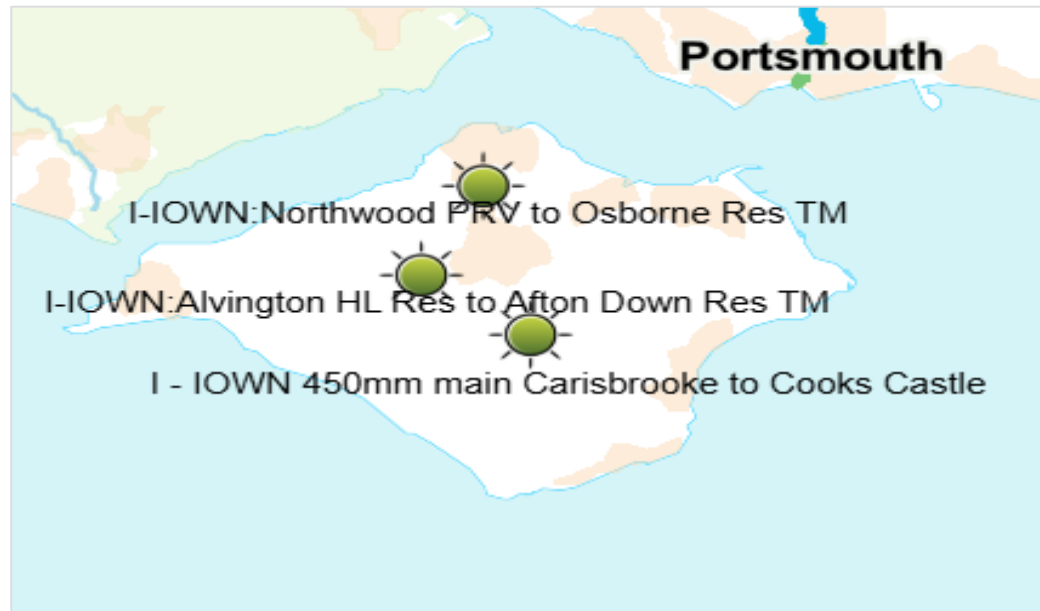


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**Southern
Water.** 



Water investments

Trunk Mains Programme

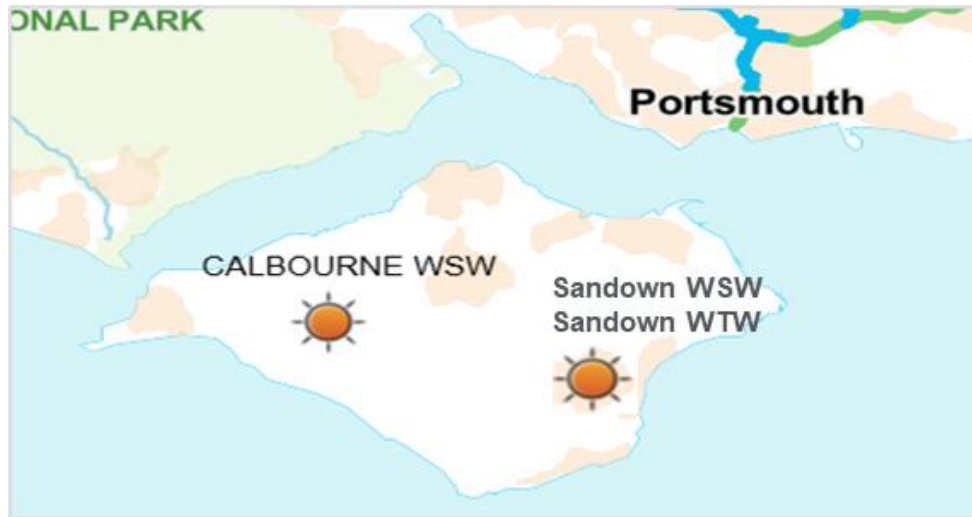


Area	Number of Schemes	Total investment in AMP8
Regional	(Under Review)	£16,432,997

Proposed spend on trunk mains:

- £1m per year funding to resolve issues on trunk mains, identified through operational activities and trunk main walking
- All schemes shown under review and not finalised

Key Production Site schemes in AMP8



1. We will be investing **£3m** in the **Disinfection Future Resilience Programme (DFRP)** by Installing permanent Cryptosporidium management at **Calbourne WSW**
2. We will be concluding **£20m** of investment in addressing water quality challenges at **Sandown WSW**
3. We will be concluding the building of a new underground reservoir at **Tolt**
4. Under the **WRMP** we will be investing in a reuse scheme at **Sandown**



Water Mains Renewal Programme

Introduction to the programme

- The main driver to complete this work is to reduce the amount of burst mains which occur on the Isle of Wight across the proposed projects.
- We're aiming to renew over 12km of water main as a part of this project.
- We're aiming for the work to be completed by summer 2026.
- We're planning the works around the summer restrictions, festival and events to minimise disruptions as much as possible, forward planning has started with Island Roads
- We'll be organising customer drop-in events to ensure customers are aware of the plans.

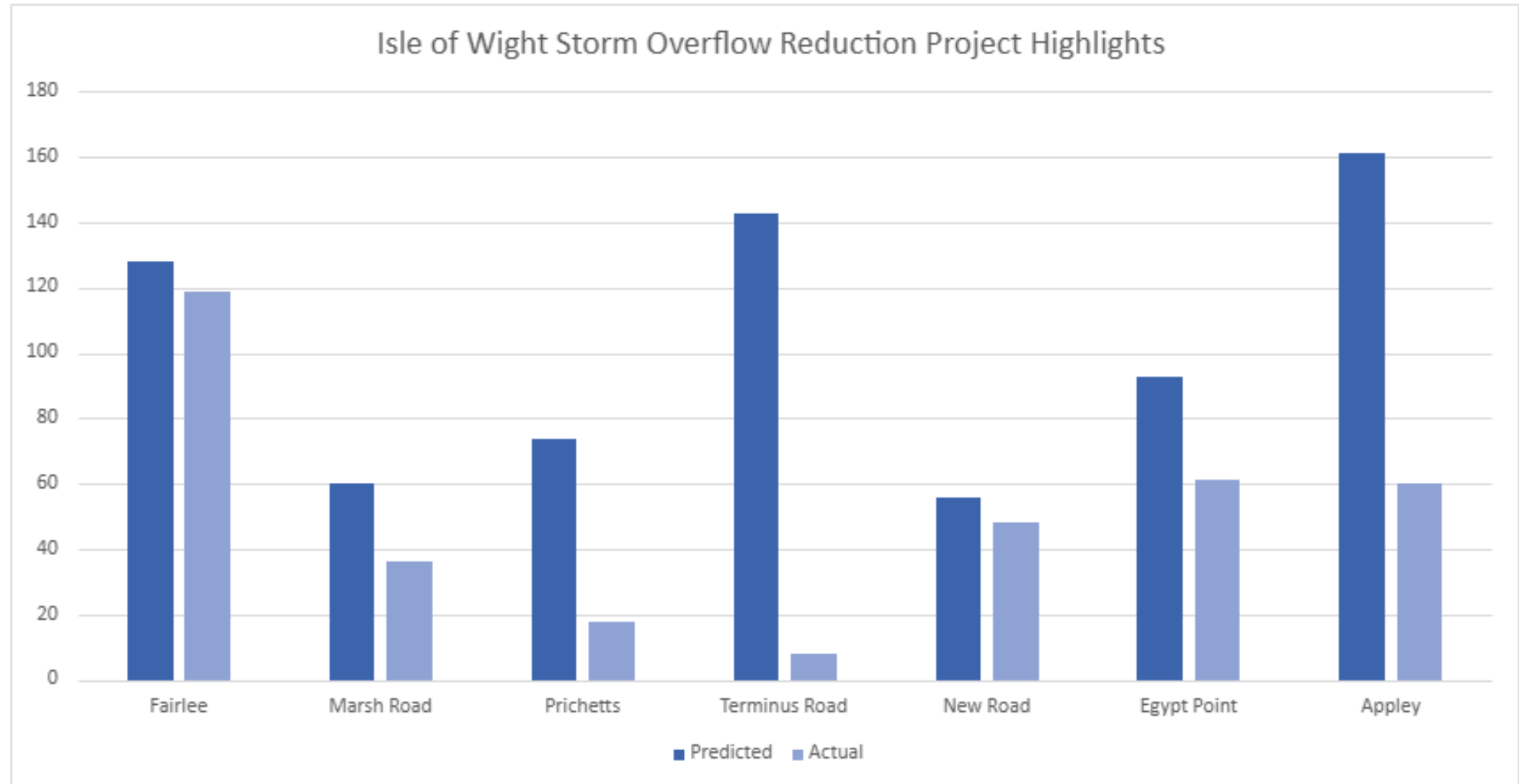
Locations on The Isle of Wight



Locations and approximate lengths		
W1	Rowridge Lane, Newport	1,655m
W3	Bowcombe Rd, Newport	316m
W5	Ellanors Grove, Fishbourne	500m
W6	Newport Rd, Sandown	432m
W7	Copse Lane, Freshwater	557m
W8	Forrest Rd, Newport	2,805m
W10	Mersley Lane, Newchurch	355m
W11	Under Cliff Dr, Ventnor	460m
W21	Ningwood Hill, Cranmore	1,100m
W23	Rew Street, Cowes	1,830m
W26	Horsebridge Hill	985m
W27	The Shute, Newchurch	1,633m



Clean Rivers and Seas Task Force update



Optimisation

Changing our existing permits, sites and infrastructure

Terminus Road, Cowes

Reconfigured pipework and installed a smart sewer gate, **completely stopping storm overflow releases from the associated outfall.**

Norton Transfer, Yarmouth

Installed a tidal protection flap to stop high tides impacting the outfall, **keeping equipment working properly and reducing emergency alarms and storm overflows.**



Household SuDS

Installing sustainable drainage systems on properties to prevent rainwater overwhelming the combined sewer

Isle of Wight

Installed over **2,000 slow-drain water butts** which will hold back around **200,000 litres of rainwater** during periods of heavy rain.



Our 2025-2030 plans

- 1 CSO – Wroxall – target of 2030*

Catchment process:

- **Modelling** – gaining data on where the water is coming from and where to remove it!
- **Engagement** – liaising with local council to inform them of our presence
- **Investigation** – lifting covers, dye testing
- **Surveys** – desktop and in the catchment
- **Solutions!**
- 45 remaining CSO's have a target of 2035. Investigation will begin in 2028.

*This is the only CSO identified as needing improvements in line with the Government's [Storm Overflows Discharge Reduction Plan](#)

Tests we may carry out

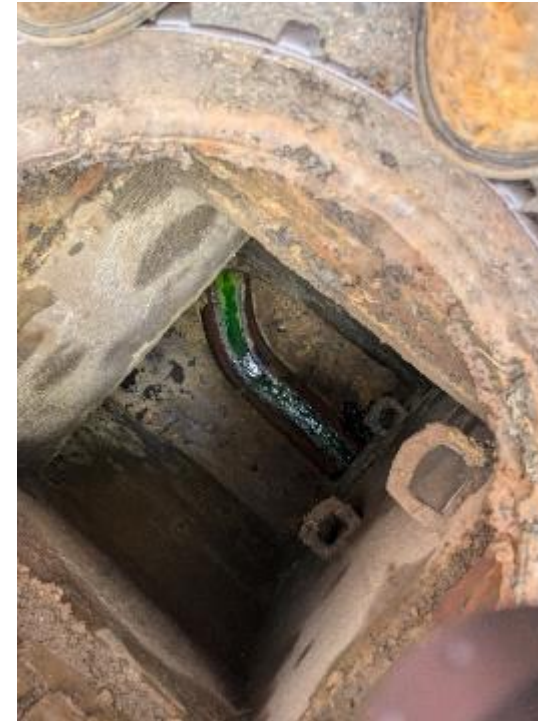
1 Lifting covers for visual inspection



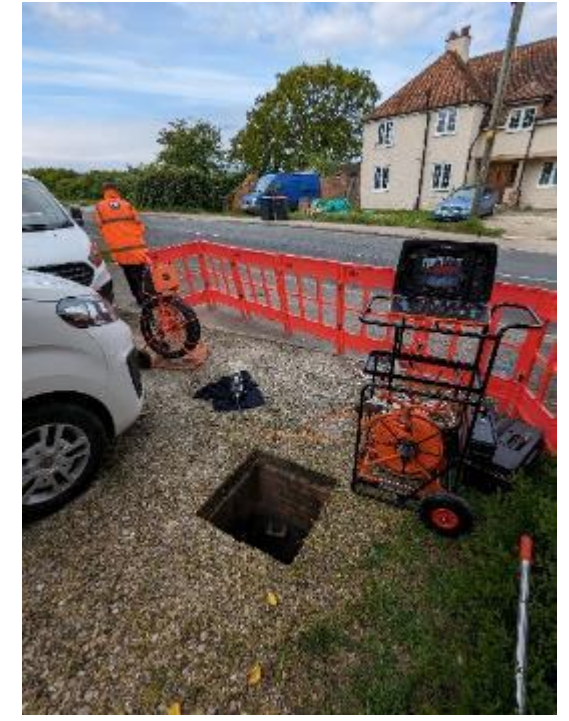
2 Dye tests to trace where the surface water is going



3 Checking chambers to visually check if dye appears



4 Camera surveys for more in-depth investigations



After detailed surveying of the area, we choose the solution that will give the most effective results

- Optimising infrastructure, both our own and public assets.
- Fixing illegal connections.
- Installing sustainable drainage systems (SuDS) on homes.
- Installing SuDS on businesses and community buildings.
- Highway schemes.



Working in partnership



Continuing to work with **Swim the Wight** on citizen science, part of a wider programme to learn more about water quality all year round

Slow the Flow community grant scheme – was open to all Isle of Wight residents. **Five schemes funded**, including permeable paving, green wall, raingarden planters and water butts (funded £11k)



Working with the **Wildheart Animal Sanctuary** to install interactive SuDS – will prevent storm overflows and reduce water use on site



We're funding your ideas to stop rainwater going down the drain

We're looking for community groups and businesses who want to join us by making a positive difference to the local environment.

Receive up to **£3,000** for your own innovative ideas!

If your community group or business are based on the Isle of Wight, you can put forward a project to receive funding of up to £3,000, to slow the flow of rainwater. Perhaps you could use an adapted water butt or you might find an innovative way to divert the rainwater from the sewer altogether.

By helping us reduce storm overflows, you'll make a huge difference to your local community.

Applications open from **23 September to 3 November.**

For more information and to apply, scan the code or visit:
southernwater.co.uk/sudscommunityfund



Image of planter courtesy of Friends of Sutton Downs working together with Laines District Council, with funding from Ouse Valley Climate Action.



Bathing Water update

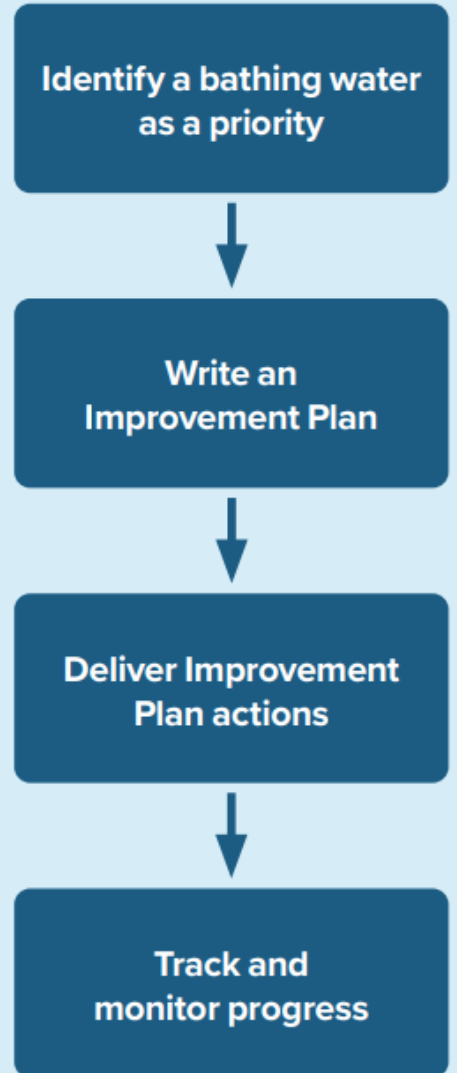
What is Southern Water's role in bathing water quality?

- 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 and Highways authorities, with local authorities 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



Isle of wight Bathing Water Classifications

Bathing Water	2023	2024	Change
Bembridge	Good	Good	↔
Colwell Bay	Excellent	Excellent	↔
Compton Bay	Excellent	Excellent	↔
Cowes	Excellent	Excellent	↔
East Cowes	Excellent	Excellent	↔
Gurnard	Good	Good	↔
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	↔

Bathing water deliverables in IOW



Ryde

- Improvement plan completed, involving caging surveys, manhole cover Lift & Look survey of the surface water and walkover study of the surrounding catchment.
- 3 misconnected properties found and resolved. More investigation required in Oakwood Road for potentially more misconnected properties.
- Currently investigating the Sandcroft Avenue catchment.
- Investigations are ongoing.

Shanklin

Misconnection found at a pub from a cellar gully. A blocked S105A sewer serving the pub also found. Potable water leak identified.

All issues resolved

Gurnard

Improvement plan completed, involving caging surveys, manhole cover Lift & Look survey of the surface water and walkover study of the surrounding catchment.

Private toilet and washing machine wrongly connected. Resolved in Sept 2023

Sandown

Walkover study of the surrounding catchment completed in April 2024. no issues identified

Bembridge

Improvement plan completed, involving caging surveys, manhole cover Lift & Look survey of the surface water and walkover study of the surrounding catchment.

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
- 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.
- Our ambition is to collaborate with partners, local authorities and the Environment Agency, particularly in areas where bathing water quality is at risk.

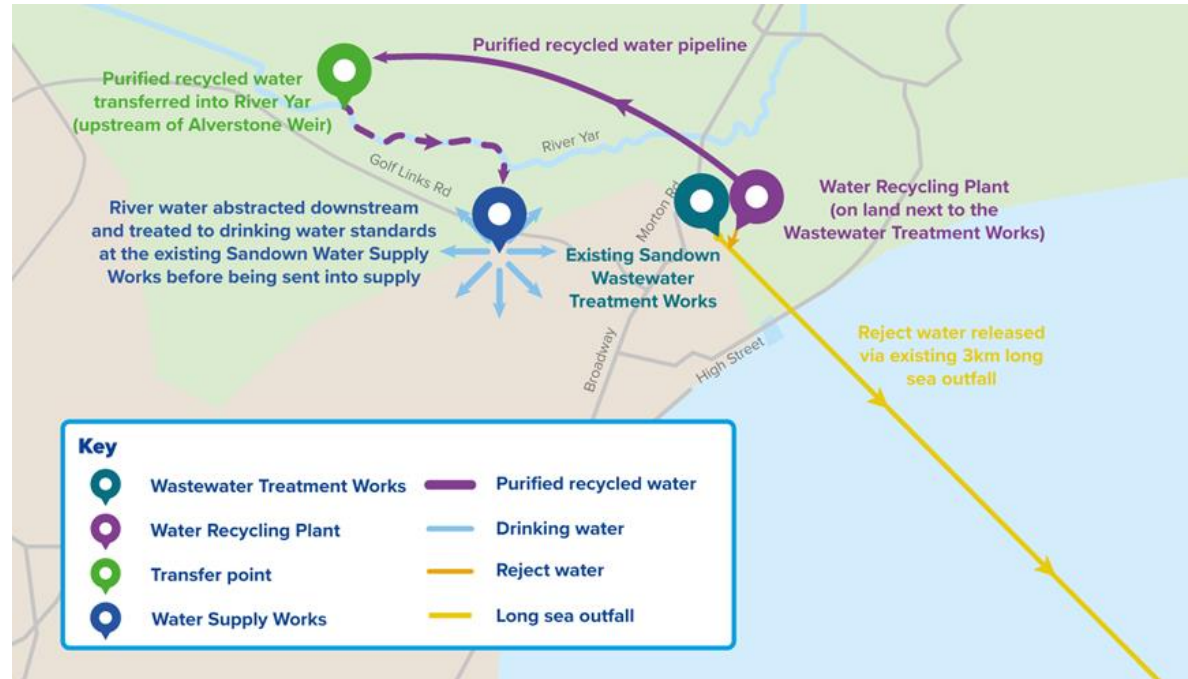




Water Recycling: project update

The Isle of Wight Water Recycling Project

- One-third of the Island's water comes from the River Test.
- Our regulators require us to take less water from the Test and other sensitive chalk streams.
- This means we face a current shortfall of at least 166 million litres of water a day in a drought.
- Water recycling will leave more water in the River Test during a drought and make the Island more self-sufficient.
- The project would be capable of producing up to 8.5 million litres of water a day during a drought.
- All water supplied to customers will be treated to strict UK Drinking Water standards at the existing Sandown Water Supply Works.



Find out more at:

www.southernwater.co.uk/water-recycling

Recycling Plant – public consultation



Public consultation

- Started on 23 January and closed on 9 March
- We held three public drop-in sessions (attended by 137 people).
- We had more than 80 responses.
- 59% of respondents supported the project.

Publicity

- Early engagement sessions held in January with stakeholders, regulators, councillors and local interest groups.
- Almost 5,000 letters sent to customers in / around the project area.
- Press release issued to local media.
- Facebook advertising to promote consultation and drop-in events.

Next steps

- We are continuing to engage on the project and expect to submit our planning application later this year.



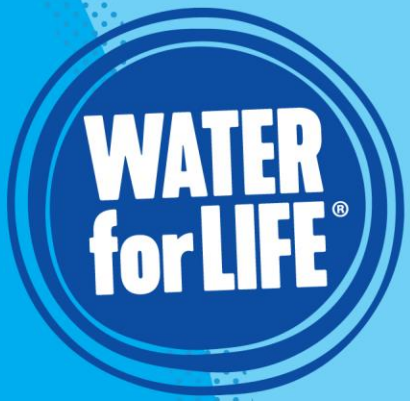


Share your thoughts

You can vote
at [Slido.com](https://www.slido.com) with the code:

#3605 824





AOB



**Please join us at our
customer drop-in event**

**Thursday 22 May, 1:30pm – 6:30pm
Salvation Army Hall
72 Pyle Street, Newport, Isle of Wight, PO30 1UJ**

from
**Southern
Water.** 