

# Pennon Stakeholder Forum

Wednesday 26 April

10:00 – 13:00





# Housekeeping

- For those here **in person**:
  - No planned fire drills
- For those joining us **online**:
  - Please mute yourself during presentations
  - Please turn your camera on during the discussions (if your internet allows)
  - If you have any questions during the presentations, please use the chat function and we will endeavour to respond
- After each presentation, we will host breakout discussions around your tables. For those **online**, you will be moved to breakout rooms for the discussions. These will start and end automatically. You don't need to press any buttons
- We would like to record today's workshop and take some photos. If you are not comfortable being recorded, please send a message in the chat to Vincent Luxmoore, or make yourself known to the team if you're here in person
- After each discussion session, we will ask you to vote on a series of questions using Slido. You will need a mobile phone or iPad to vote so please have one handy
- **WiFi**, "Sandy Park WiFi". No password required



# What we will cover today

1. Welcome, background and context

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2. Storm Overflows / DWMP

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3. Waterfit Live

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4. Water Resources / Drought

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5. Our PR24 Business Plan

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Close at 13:00





# Welcome, background and context

**Carolyn Cadman**

Director of Natural Resources







## South West Water


 water services  wastewater services

 **c. 1.8 million**  
population served

 **450 million litres**  
of drinking water per day

Supplying Cornwall, the Isles of Scilly, Devon and small areas of Dorset and Somerset



 water services


 **c. 1.2 million**  
population served

 **280 million litres**  
of drinking water per day

Supplying the city of Bristol, and surroundings from our base in Bristol



## Bournemouth Water

 water services

 **c. 500,000**  
population served

 **140 million litres**  
of drinking water per day

Supplying parts of Dorset, Hampshire and Wiltshire, from our base in Bournemouth

**1/3**  
of all bathing waters in the UK



  
Important  
**mineral extraction**  
industry

Popular  
**tourist**  
destinations



  
South West Water

**25,000**  
agricultural  
land holdings

  
Bournemouth Water



**£2 billion**  
livestock industry







**#Pennon2023**

**slido**



# Discussion





# Session One: Storm Overflows / DWMP

**Alan Burrows**

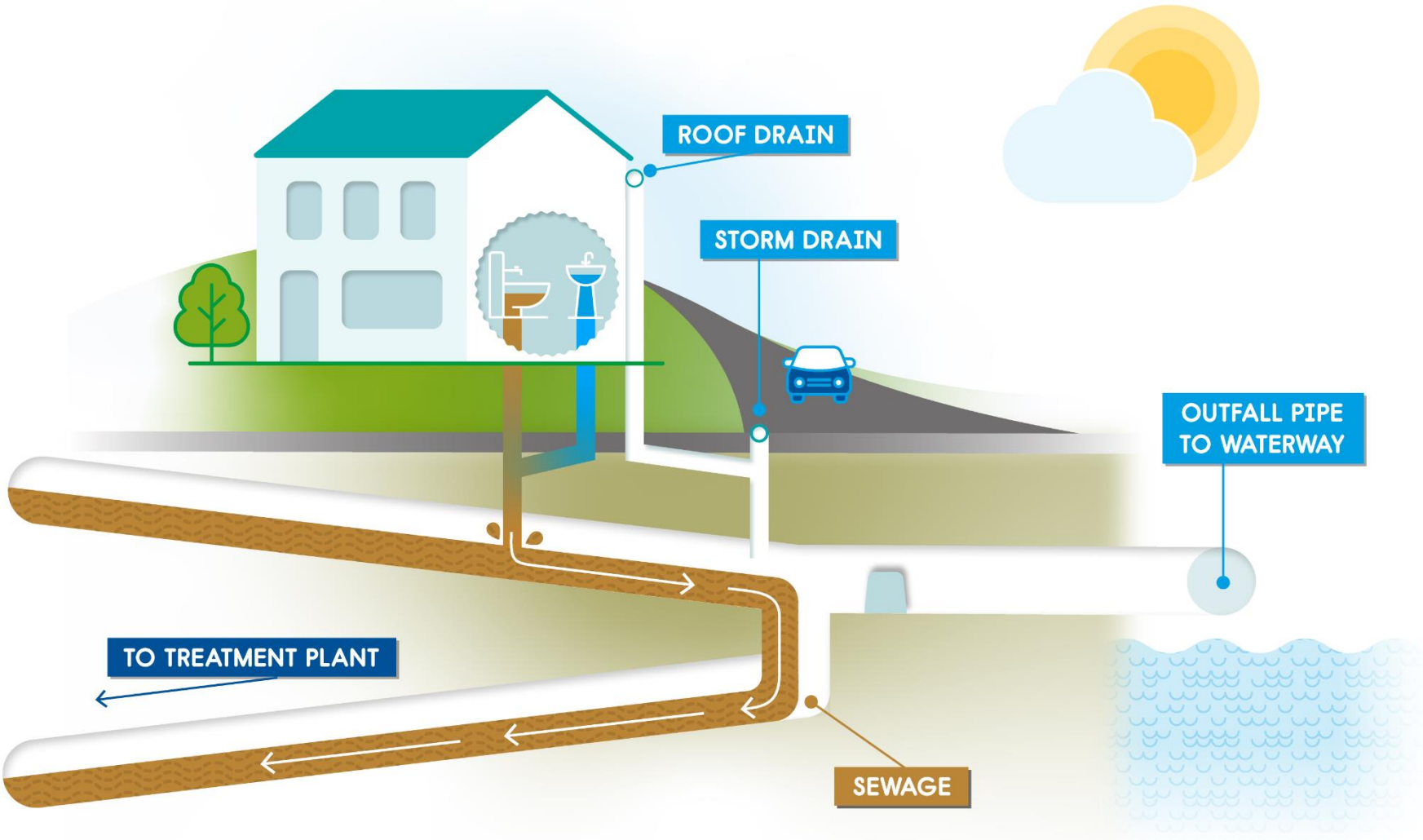
Director of Environmental  
Liaison and Culture  
South West Water



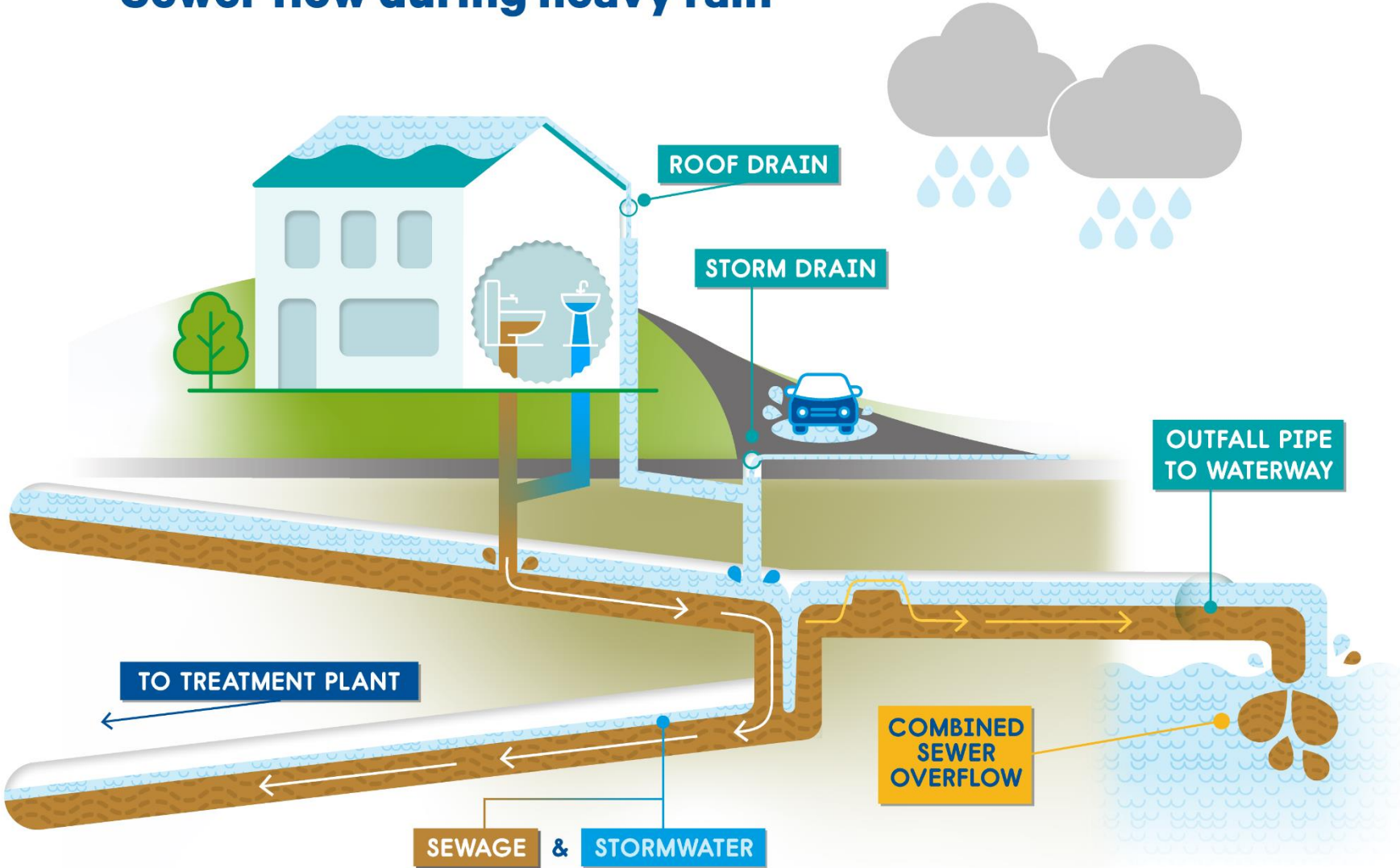


# Storm Overflows – what are they?

Sewer flow during dry weather

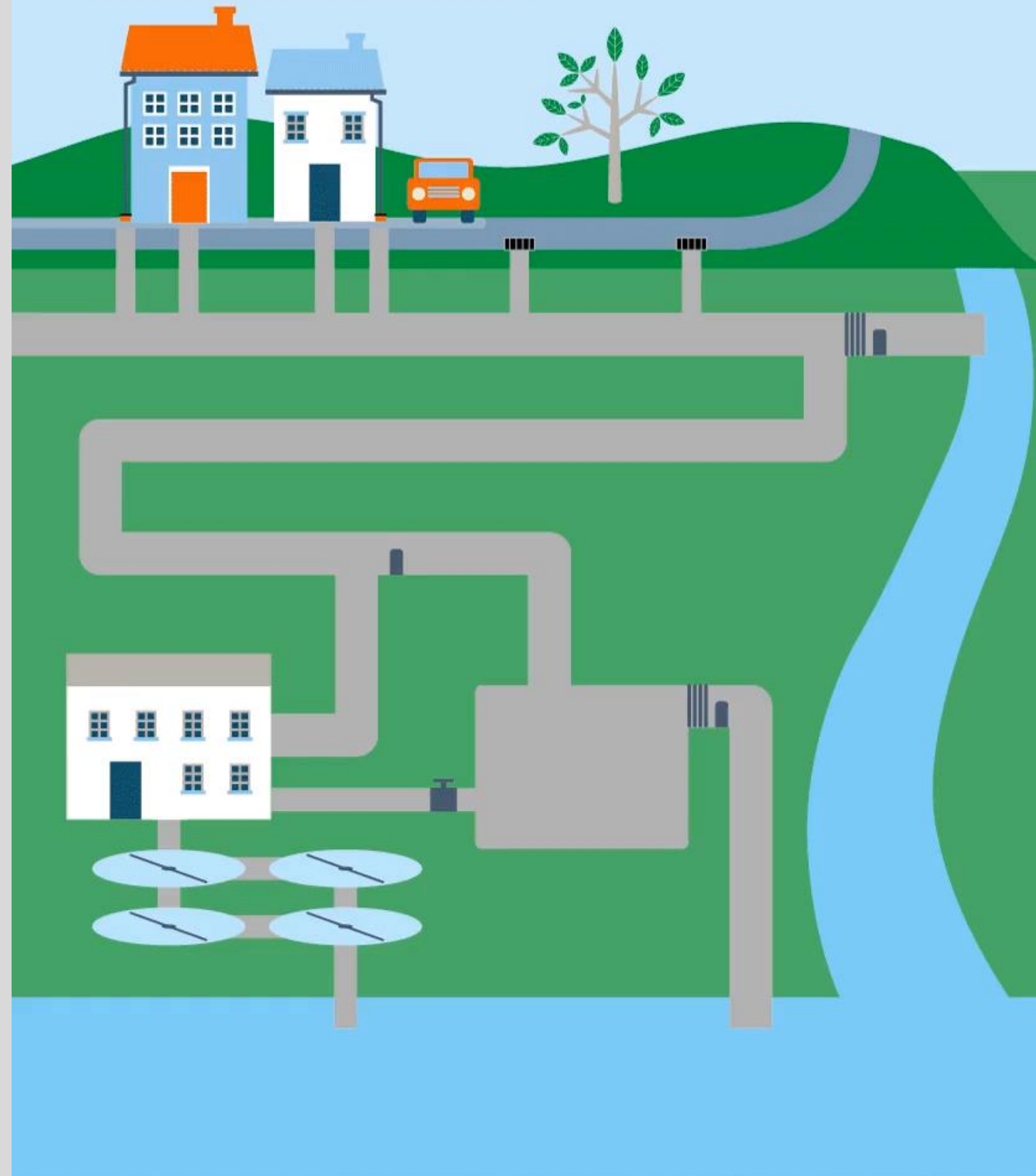


Sewer flow during heavy rain





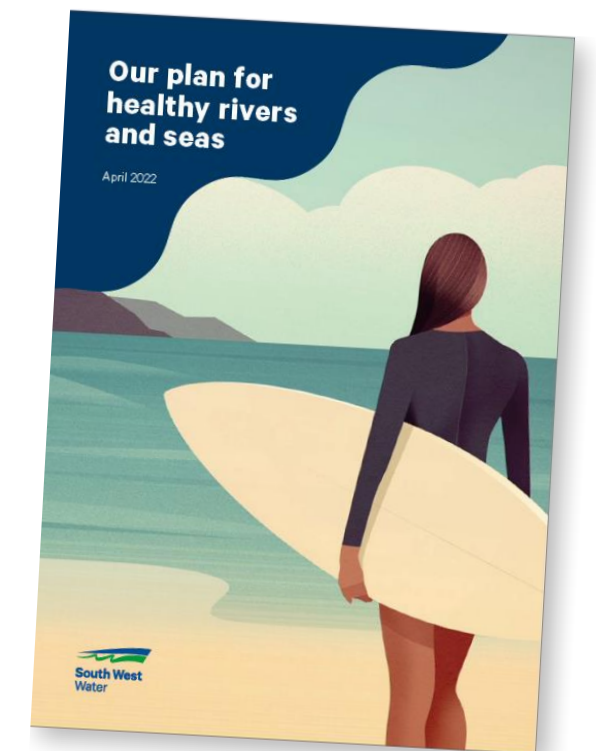
Why do we need storm overflows?





# Investing to reduce storm overflows

- **Waterfit investment of £330m reducing average spills per location to 20 per year by 2025.**
- **DWMP further investment reducing average spills per location to 10 per year by 2050.**
- **Accelerated delivery investment to start by 2025**
- **Significant investment planned for next 25 years**





# WaterFit – happening now...

- **Additional treatment capacity at 59 wastewater treatment works**
- **Replacement of 54 inlet screens at wastewater treatment works**
- **Enhancements to pump stations**
- **Additional storm storage**
- **Root cause analysis of frequent spillers and rapid intervention for any quick wins**
- **Installation of 100% of all storm overflows**
- **WaterFit Live ... more on that to follow!**



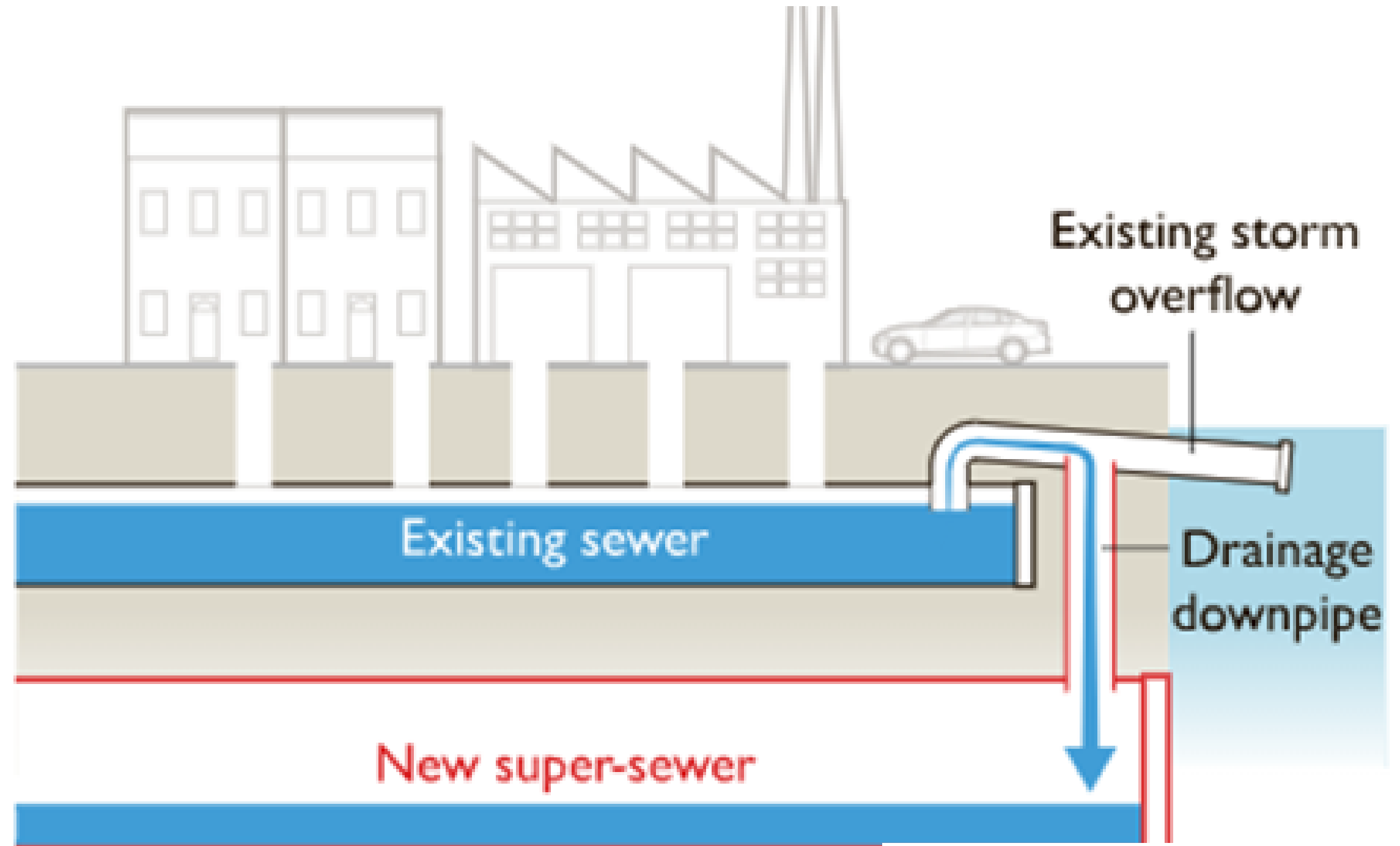


# What can we do to reduce spills...



**Major infrastructure works such as Thames super-sewer**

Storm overflows are diverted into new, larger sewer system more capable of dealing with the high demand



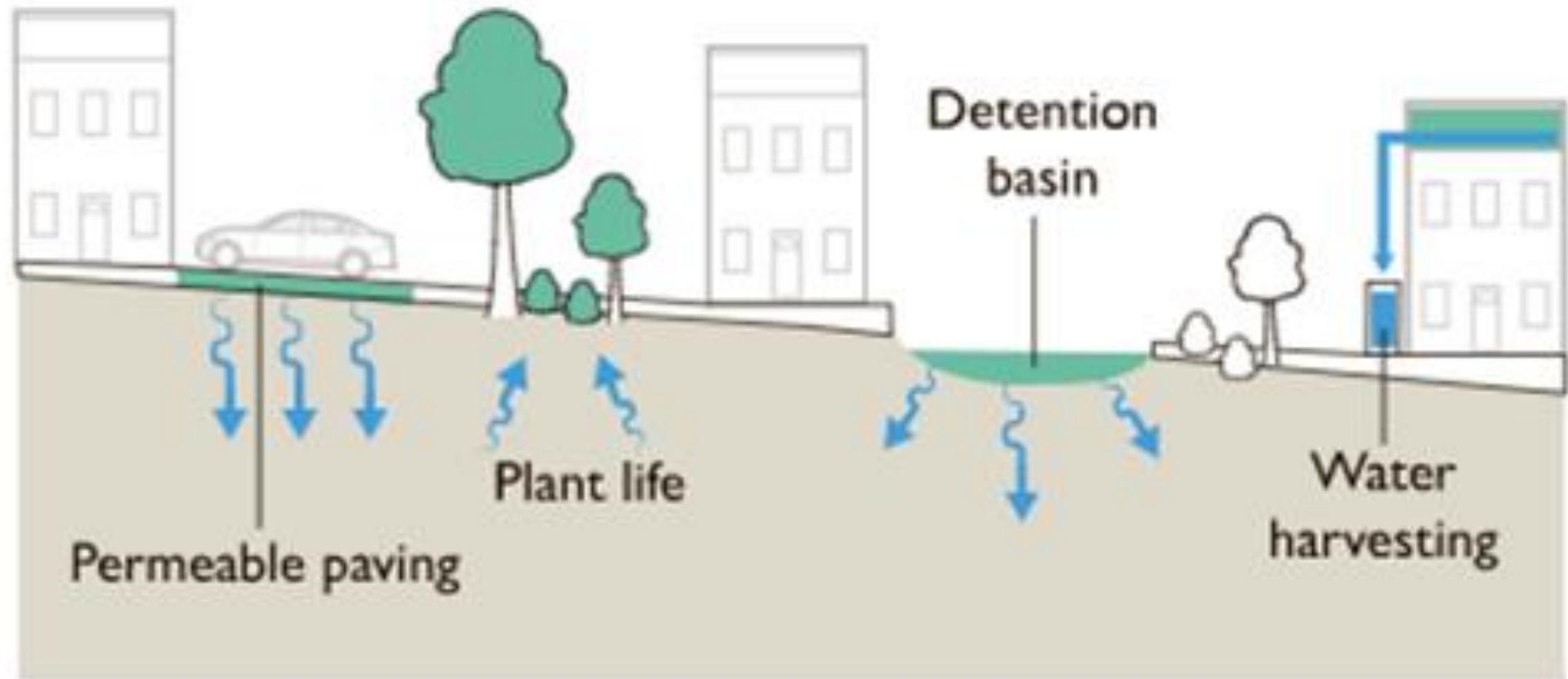


# What can we do to reduce spills...

2

## Sustainable urban drainage systems

A network of detention basins, permeable paving, water harvesting and planting greenery can help alleviate pressure on sewage pipes from storm drains

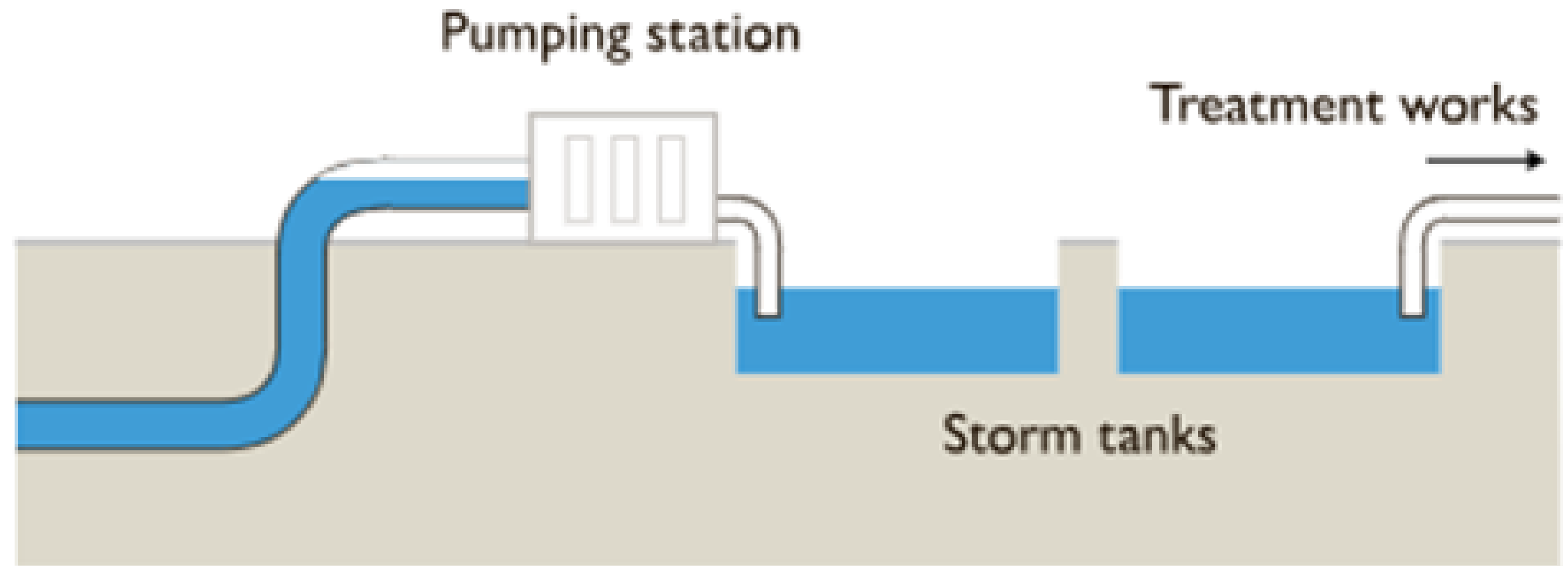


# What can we do to reduce spills...

3

## Extra storm tanks at treatment works

Sewage could be stored on-site at times of high rainfall, to later be treated, to avoid the spill



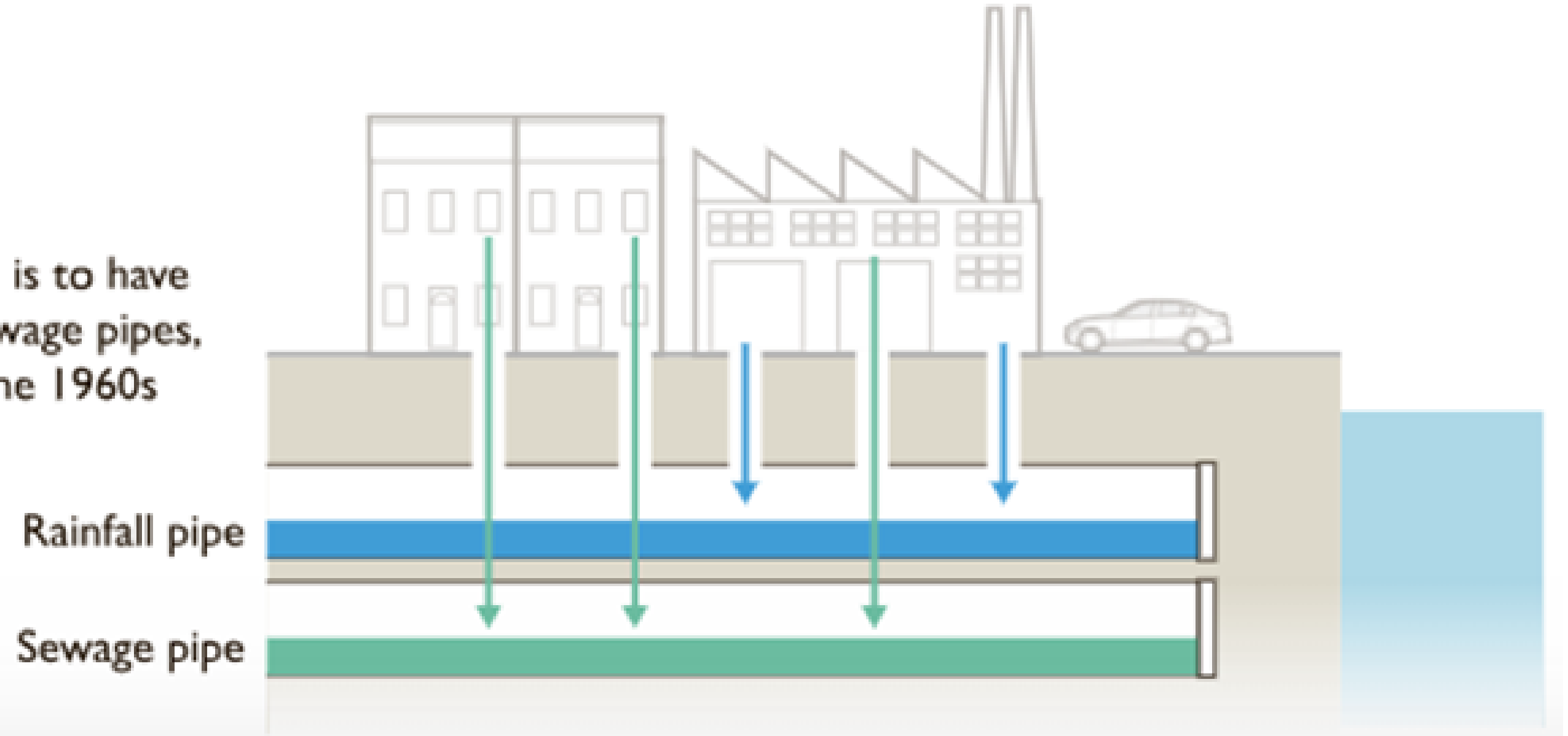


# What can we do to reduce spills...

4

## Separate pipes

Another (expensive) solution is to have more separate rainfall and sewage pipes, which have been built since the 1960s




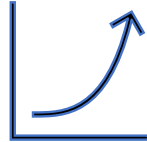

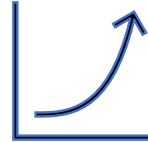




# Reducing the use of storm overflows

South West Water has **1600 storm overflows** of which **790** spill more than 10 times per year. We plan to invest a total of **£3bn** by 2050 to ensure that no sites spill more than 10 times per year by 2050.

We are asking our customers about how fast we should implement our storm overflow programme in the context of the increase to their bills. The current average household combined bill level is **£476** (Devon, Cornwall). Other bill increases are expected to total around **£110 by 2030** before inflation.

	Short-term (2025 -2030)		Medium-term (2030 -2040)		Long-term (2040 -2050)	
						
Option A: Proposed plan	£54	280 sites	£65	280 sites	£63	230 sites
Option B: Accelerate investment ( <b>quicker</b> than proposed plan)	£73	380 sites	£109	410 sites	£0	
Option C: Defer investment to medium term ( <b>slower</b> than proposed plan)	£47	240 sites	£72	300 sites	£63	250 sites





# Discussion







**#Pennon2023**

**slido**

# Coffee Break





# Session Two: WaterFit Live

**Laura Flowerdew**

Chief Customer and Digital  
Officer







South West  
Water



WaterFit

water fit for everyone







## WaterFit

- Since privatisation, South West Water has invested c £3 billion in improving our wastewater network.
- This means all our bathing waters meet water quality standards, with 99% of them rated as ‘Good’ or ‘Excellent’ for 2022.
- However, with ever increasing usage of our rivers and seas, public perception has changed and we know there is work to do to improve water quality and ensure we meet the expectations of our customers and communities.
- Our WaterFit investment programme accelerates £330m of investment in our wastewater network to improve our performance and reduce the impact of our sewer network on the environment.
- Given the focus and expectation, we are keen to provide transparency and progress on what we are doing and what it will achieve.



*“WaterFit Live provides accessible, up to date information on bathing water quality, giving customers and beachgoers knowledge of whether storm overflows are temporarily affecting bathing water quality. It also gives more information on the work we are doing and investment we are making at beaches across the South West to improve water quality across our beautiful region.*”

*We know our customers and communities are passionate about the quality of our beautiful bathing waters in the South West and are rightly asking for more information. We are launching WaterFit Live in response – to give customers clear information on the performance of our wastewater network; and our plans for reducing the use of storm overflow across our beautiful coastline.”*





**WaterFit**  
water fit for everyone







Our WaterFit Live website and map provides:

- Context and information related to our network, how it works and why it is designed as it is
- Historical and current information on our wastewater performance; and
- Our next steps – what we are doing to make a difference, including the targets we have committed to and the investment we are making to improve water quality.
- Ways in which customers and community groups can get involved and have their say in our work.

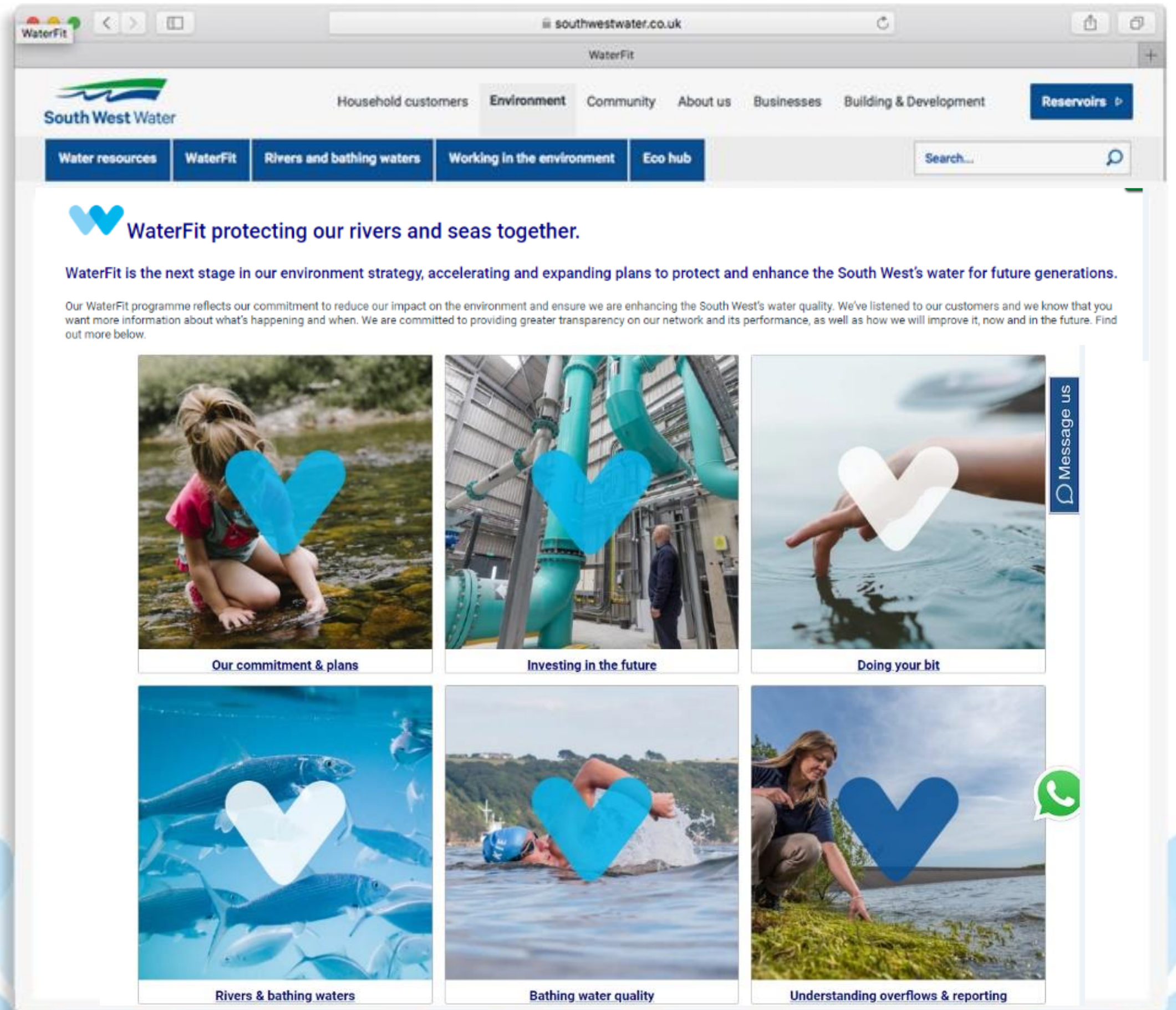






## WaterFit landing page

- Providing broader context giving information
- Clearly stating our commitments under WaterFit







## Providing context & narrative

- Simple facts
- Clear explanations
- Animations
- All help to inform the conversation around storm overflow use and our environment

A screenshot of the South West Water website. The browser address bar shows 'southwestwater.co.uk'. The website header includes the South West Water logo and navigation links: 'Household customers', 'Environment' (selected), 'Community', 'About us', 'Businesses', 'Building &amp; Development', and 'Reservoirs'. Below the header is a secondary navigation bar with 'Water resources', 'WaterFit', 'Rivers and bathing waters', 'Working in the environment', and 'Eco hub'. A search bar is on the right. The main content area features two large images. The left image shows a woman crouching by a river with a large blue heart overlaid. Below it is the caption 'Understanding overflows &amp; reporting'. The right image is an infographic titled 'Why do we need storm overflows?' with the WaterFit logo. It illustrates a residential area with houses and a car, connected to a sewer system that leads to a storm overflow tank and a treatment plant, with a river nearby.





## WaterFit Live map

- Easy to find, simple to use

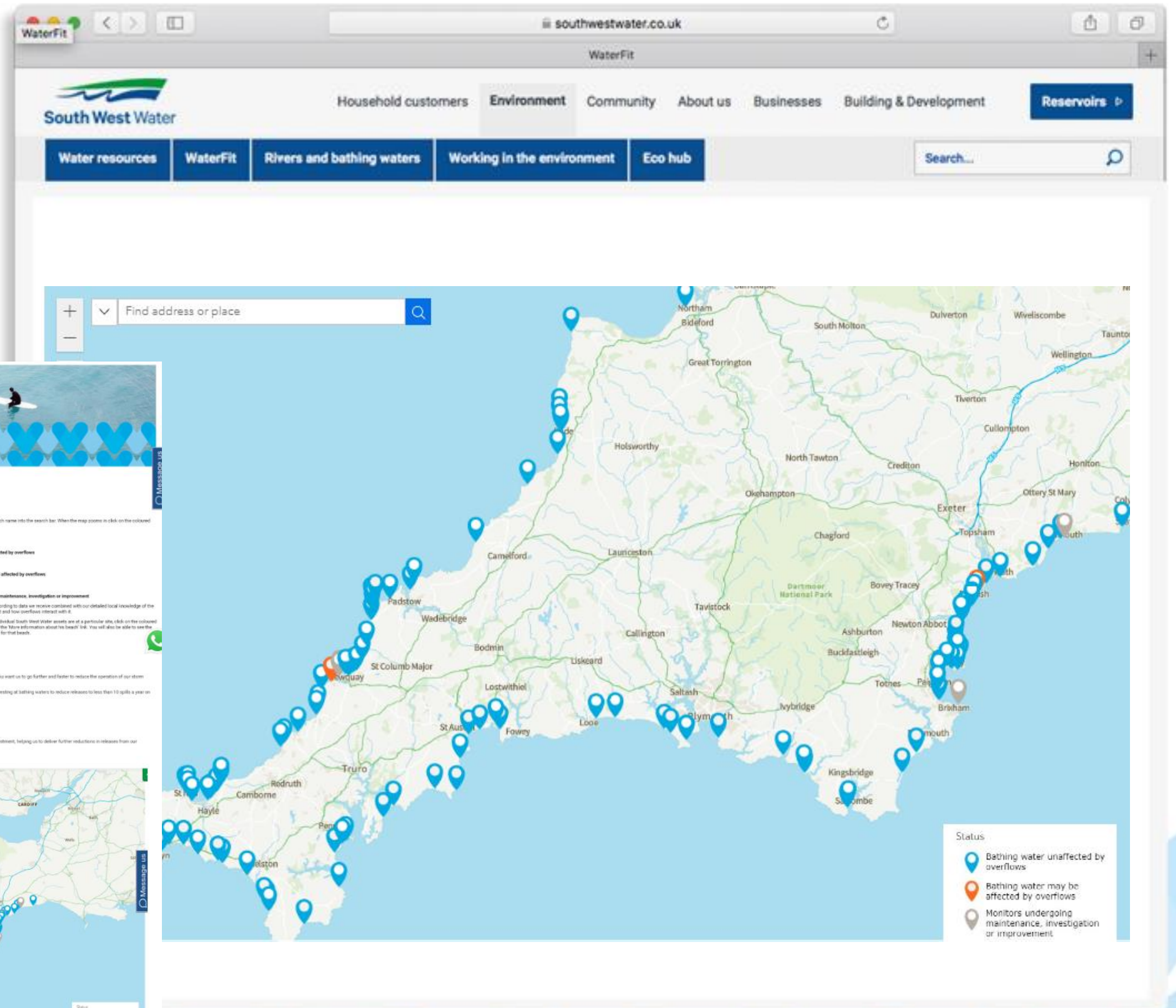
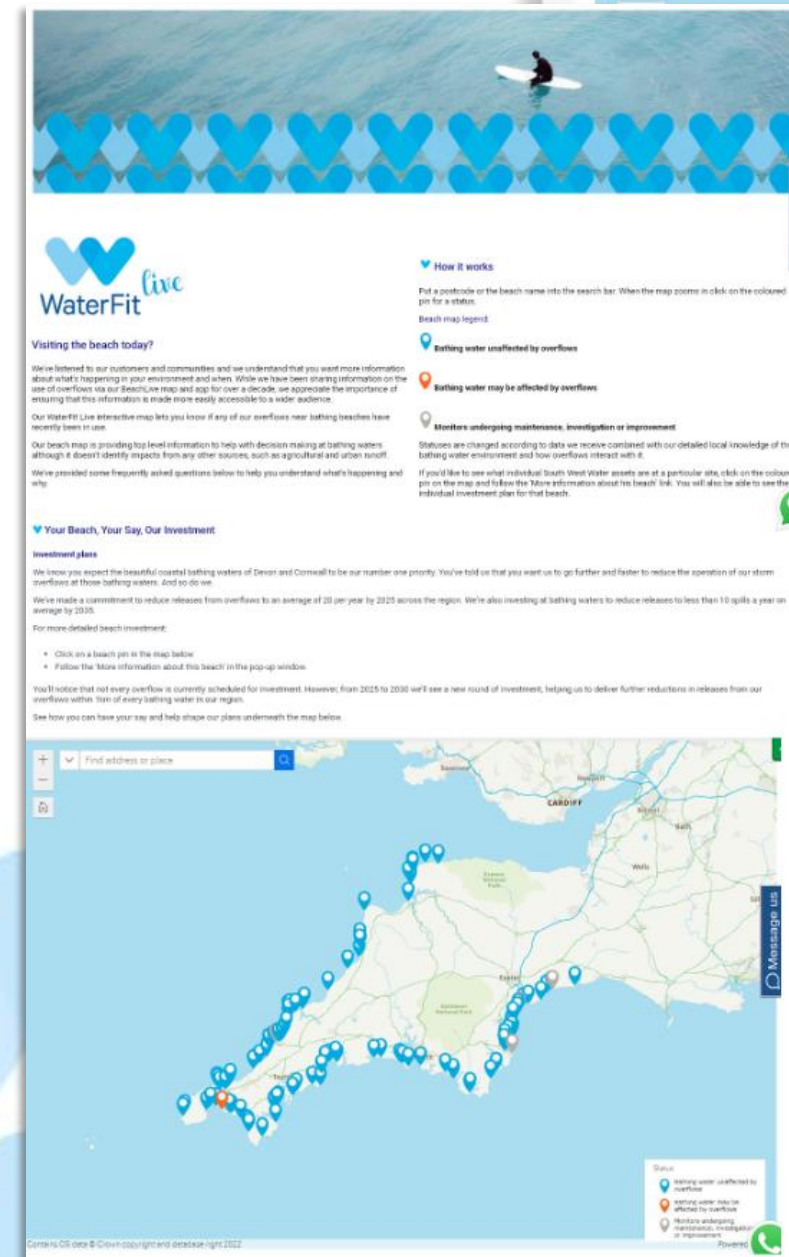
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## Main map page

- Beach status
- Zoom function
- Search by beach name
- Investment information

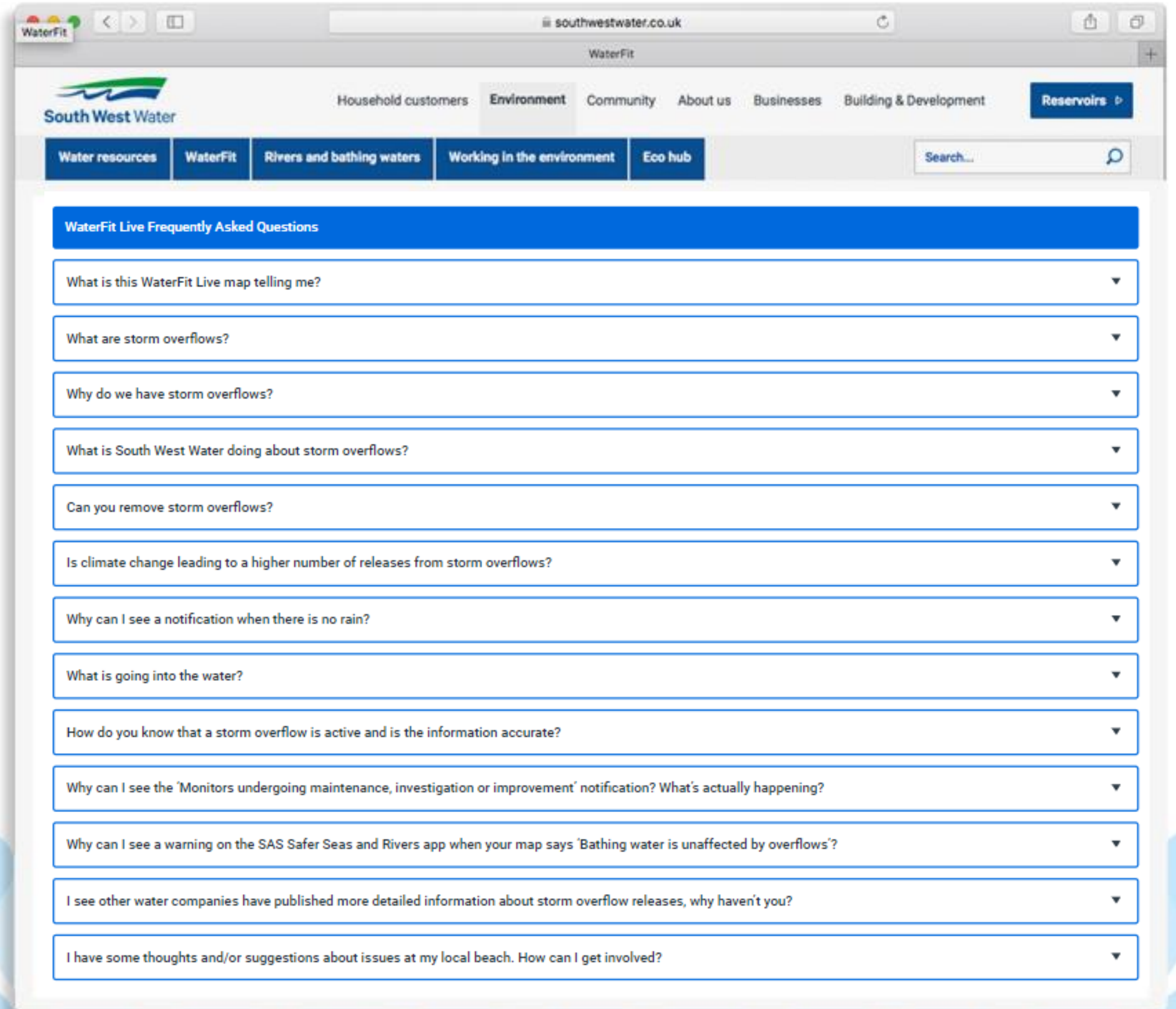






## FAQs

- An opportunity to inform and add context





## Peninsula map page

- Your Beach
- Your Say
- Our Investment

A screenshot of a web browser displaying the South West Water website. The browser's address bar shows "southwestwater.co.uk". The website's navigation menu includes "Household customers", "Environment", "Community", "About us", "Businesses", "Building & Development", and "Reservoirs". Below the navigation is a secondary menu with "Water resources", "WaterFit", "Rivers and bathing waters", "Working in the environment", and "Eco hub". A search bar is located on the right side of the secondary menu. The main content area features a heading "Your Beach, Your Say, Our Investment" with a heart icon. Below the heading is a paragraph of text: "If you are a community group or local organisation and would like to be involved in the conversation about how we prioritise investment at our bathing waters from 2025–2030, please fill in the form below. The next step will be a call/email from us to fix a conversation. By filling in this form you are confirming that you are happy for us to make contact to arrange that." The form contains several fields: "Name\*" (a text input field), "Please indicate whether you would initially like to be contacted by phone or email\*" (two radio button options labeled "Phone" and "Email", with "Email" selected), "Email\*" (a text input field), "Which organisation, council or community group do you represent?\*" (a text input field), and "Which beach do you want to talk to us about?\*" (a text input field). At the bottom of the form is a reCAPTCHA widget with the text "I'm not a robot" and a "Submit" button.





## Zooming in onto the main map

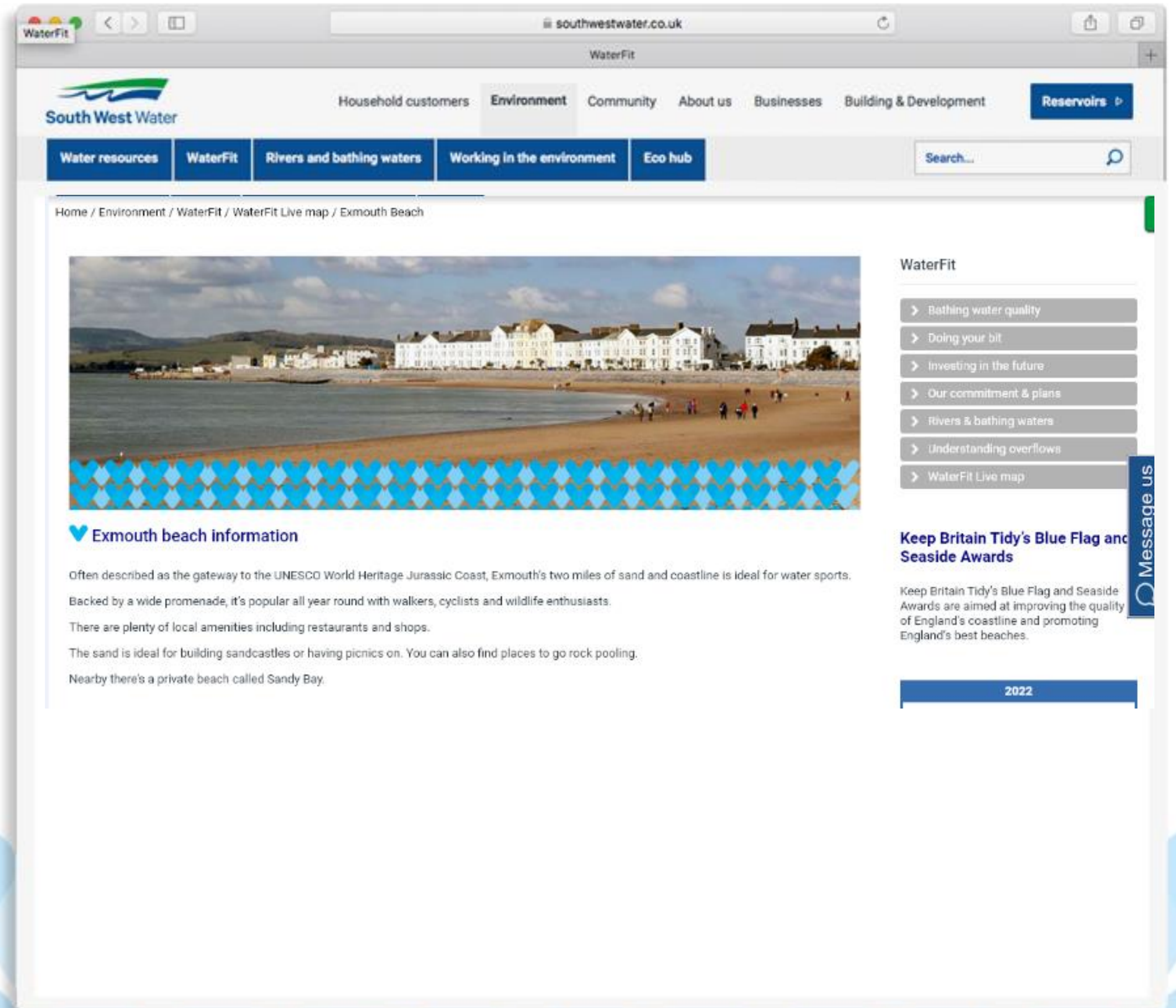
- Headline investment information
- Link to further beach specific information

A screenshot of the South West Water website's 'WaterFit' interface. The browser address bar shows 'southwestwater.co.uk'. The navigation menu includes 'Household customers', 'Environment', 'Community', 'About us', 'Businesses', 'Building &amp; Development', and 'Reservoirs'. Below this is a secondary menu with 'Water resources', 'WaterFit', 'Rivers and bathing waters', 'Working in the environment', and 'Eco hub'. A search bar is located on the right. The main content area features a map of the Exmouth area. A popup window titled 'EXMOUTH BEACH' is open, displaying the headline 'Bathing water unaffected by overflows' in a blue box. Below the headline, the text reads: 'South West Water are investing circa 18 million pounds up to March 2025 in making improvements to assets that will reduce the environmental impact from sewers and contribute towards improving bathing water quality.' A link 'More information about this beach &gt;&gt;' is provided. A legend in the bottom right corner of the map area defines the status of bathing water: a blue pin for 'Bathing water unaffected by overflows', an orange pin for 'Bathing water may be affected by overflows', and a grey pin for 'Monitors undergoing maintenance, investigation or improvement'. The footer of the map area contains the text 'Contains OS data © Crown copyright and database right 2022' and 'Powered by Esri'.



## Specific beach page

- Information about the beach
- Blue Flag status

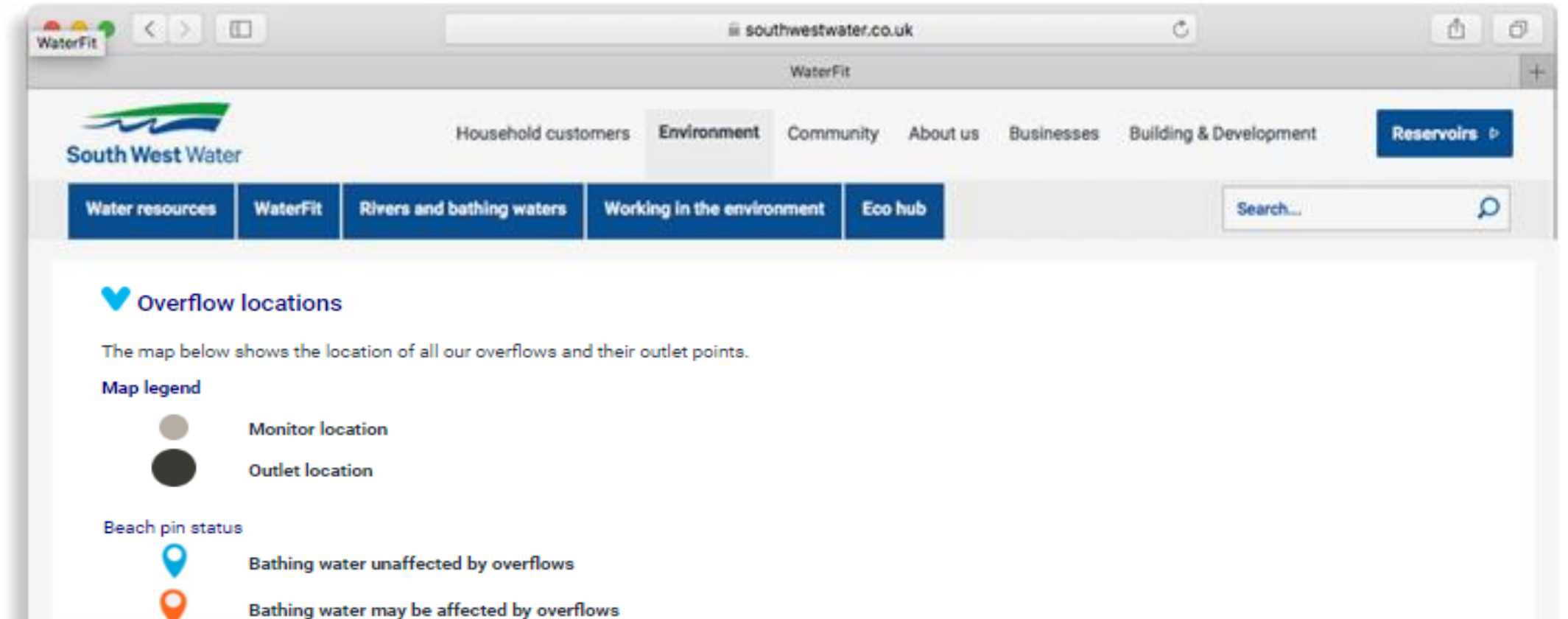






## Specific beach page

- Map detailing overflow locations (EDM monitor and outlet)
- Environment Agency Pollution Risk Forecasts
- Annual bathing water classification



### Water quality at [Exmouth](#)

Pollution forecasts will resume when the season starts

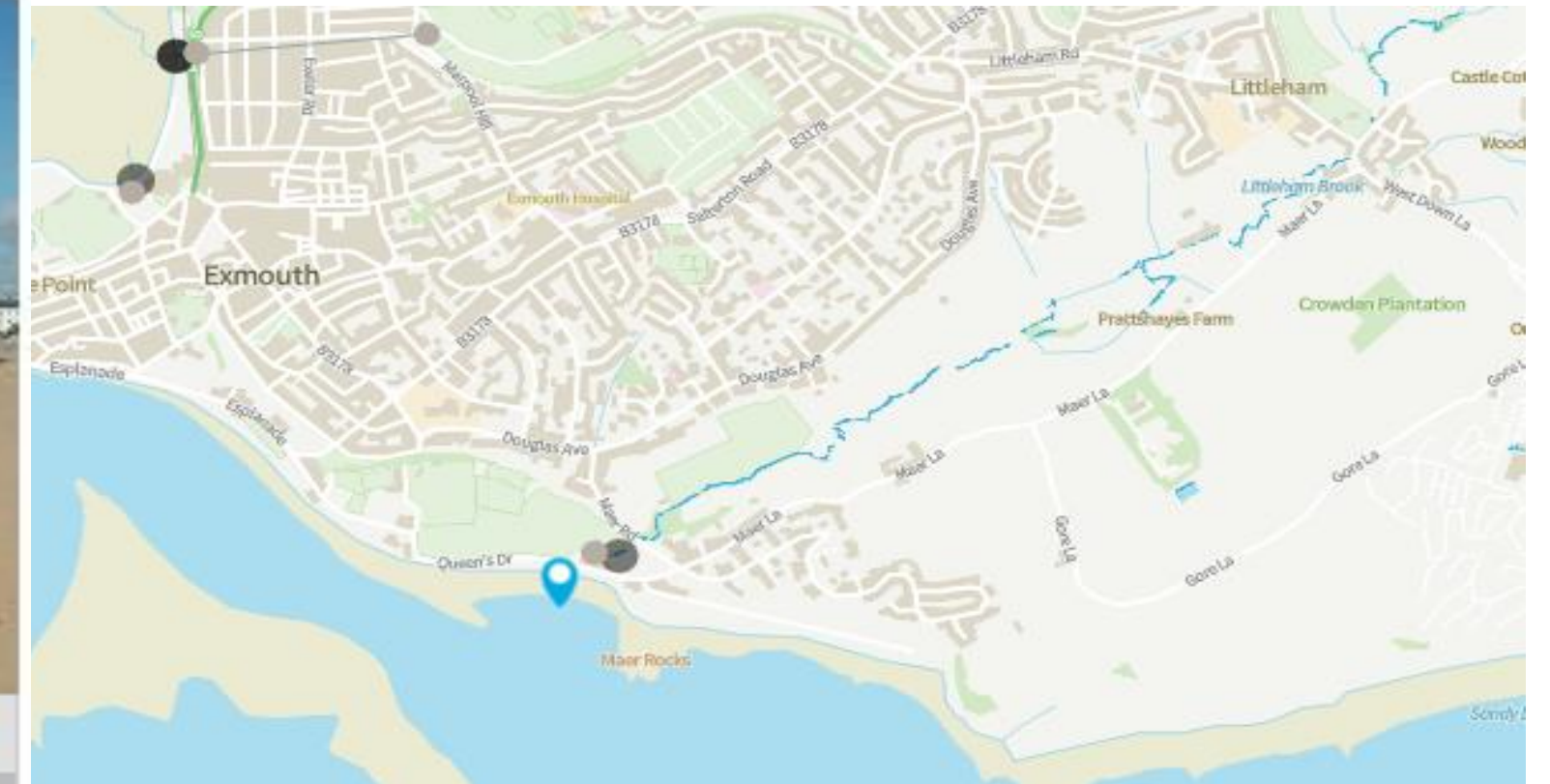
Annual classification	
2022:	★★★★ excellent
2021:	★★★★ excellent
2019:	★★★★ excellent
2018:	★★★★ excellent

Sample measurements are taken from May to September

GPS: 50.611,-3.402 Maps: [Google](#) · [Bing](#)

Linked-data from [the Environment Agency](#) · [OGL](#)

dergoing maintenance, investigation or improvement







## Specific beach page

- Beach level investment information
- Reporting of the past 3 years' of overflow release/spill data

A screenshot of a web browser displaying the South West Water website. The browser's address bar shows 'southwestwater.co.uk'. The website's navigation menu includes 'Household customers', 'Environment', 'Community', 'About us', 'Businesses', 'Building & Development', and 'Reservoirs'. Below the navigation menu, there are several tabs: 'Water resources', 'WaterFit', 'Rivers and bathing waters', 'Working in the environment', and 'Eco hub'. The main content area features a blue heart icon followed by the heading 'Exmouth beach investment 2023-2025'. The text below the heading describes a project to improve Maer Road and Phear Park Pumping Station overflows, aiming to reduce releases to less than 10 per year by March 2025. It lists project components such as surface water removal, sewer rehabilitation, ultraviolet disinfection, and pipe upgrades. A section titled '3 year overflow release information' explains that the data shown is reported total spill number and duration, and that data is subject to quality assurance processes.

WaterFit

South West Water

Household customers Environment Community About us Businesses Building & Development Reservoirs

Water resources WaterFit Rivers and bathing waters Working in the environment Eco hub

Search...

### ♥ Exmouth beach investment 2023-2025

We are currently undertaking a project to improve Maer Road and Phear Park Pumping Station overflows to reduce to less than 10 significant releases per year (on average). We will also improve the screening on the overflows to reduce aesthetic impacts when the overflows operate. The target for completion is March 2025 (subject to Environment Agency approval).

This project includes:

- Removal of surface water from the combined sewer at Seymour Avenue and Denning Court
- Sewer rehabilitation to reduce groundwater infiltration pumping more flow forward to the Maer Lane sewage treatment works for storage and treatment
- Installing ultraviolet disinfection treatment on the overflow at Maer Lane sewage treatment works to reduce bacteria reaching the sea subject to regulatory approval
- Upgrading of the sewage treatment works outfall pipe through Sandy Bay holiday park and out to sea off Straight Point.
- We are also evaluating potential for surface water separation in The Colonies area to reduce releases from Hartopp Road Pumping Station overflow by 2025.

All overflows in Exmouth are currently included in plans to be improved by 2030 to achieve less than 10 releases per year. We will also improve the screening on the overflows to reduce aesthetic impacts when the overflows operate.

#### 3 year overflow release information

The data shown in the table below is the reported total spill number and duration for each overflow which has been identified by the EA for this bathing water.

The assignment of an overflow to the bathing water does not always mean an impact will occur, it can be dependent on a number of factors such as tidal state and weather conditions. Sometimes it has been allocated just for investigation purposes and has no impact at all.

All data collected goes through vigorous quality assurance processes before being included in the counts. Sometimes debris can trigger false spills to be recorded, resulting in potentially higher than actual spill numbers.





WaterFit

# What next: WaterFit roadmap

Step 1: WaterFit Live Launch

Step 2: Engagement with communities and stakeholders

Step 3: Ongoing updates - investment and delivery

Step 4: Initial release of near real time reporting at CSO level

Step 6: Evolution to reflect customer and stakeholder needs

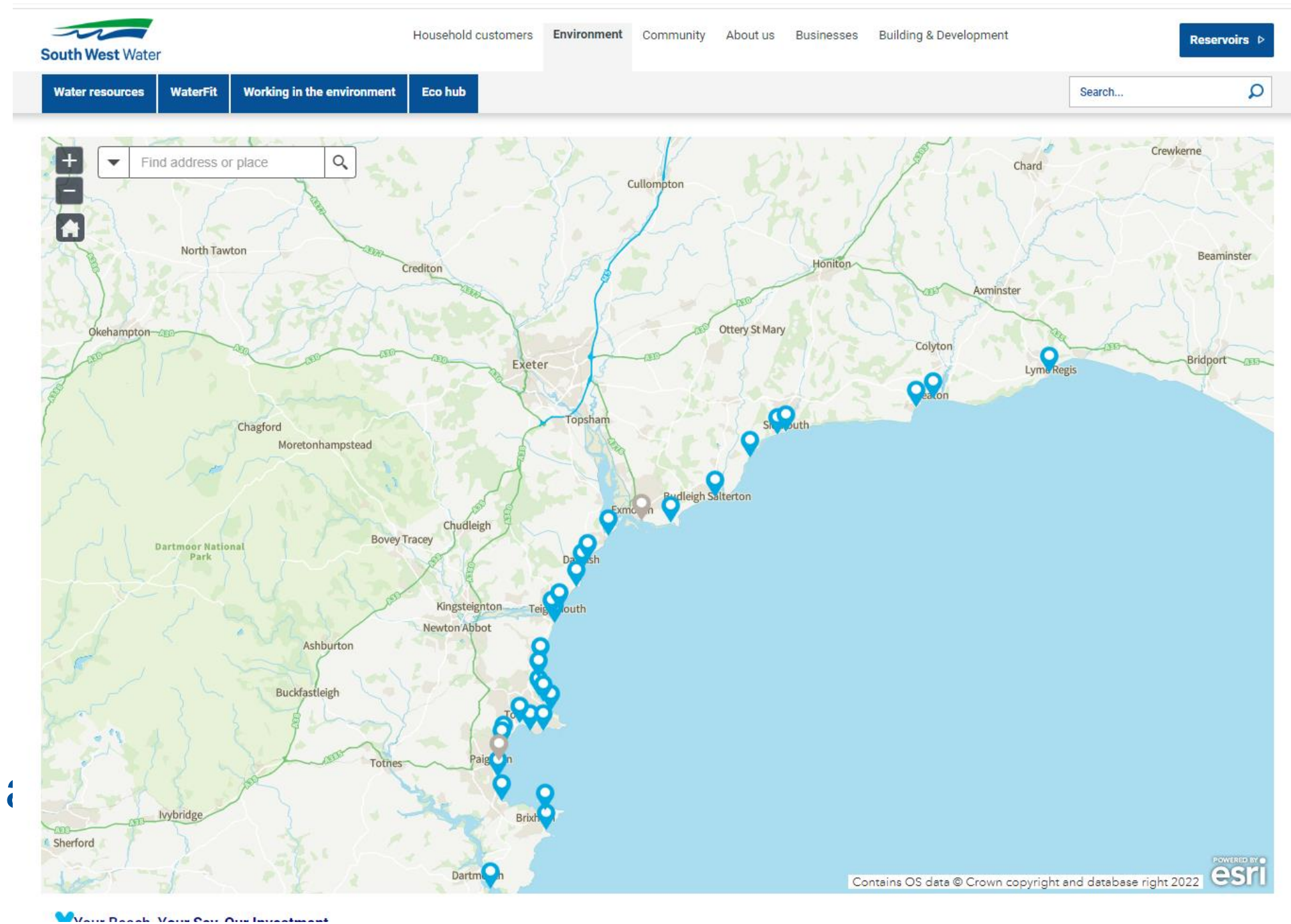
Step 5: Further phases of CSO reporting





## Next steps: near real time reporting for individual storm overflows

- Provides detailed view of activation of storm overflows
- Each individual activation of monitors will be published
- Will provide more granular information on start & stop times of monitor activation





# Discussion





# Session Three: Water Resources / Drought

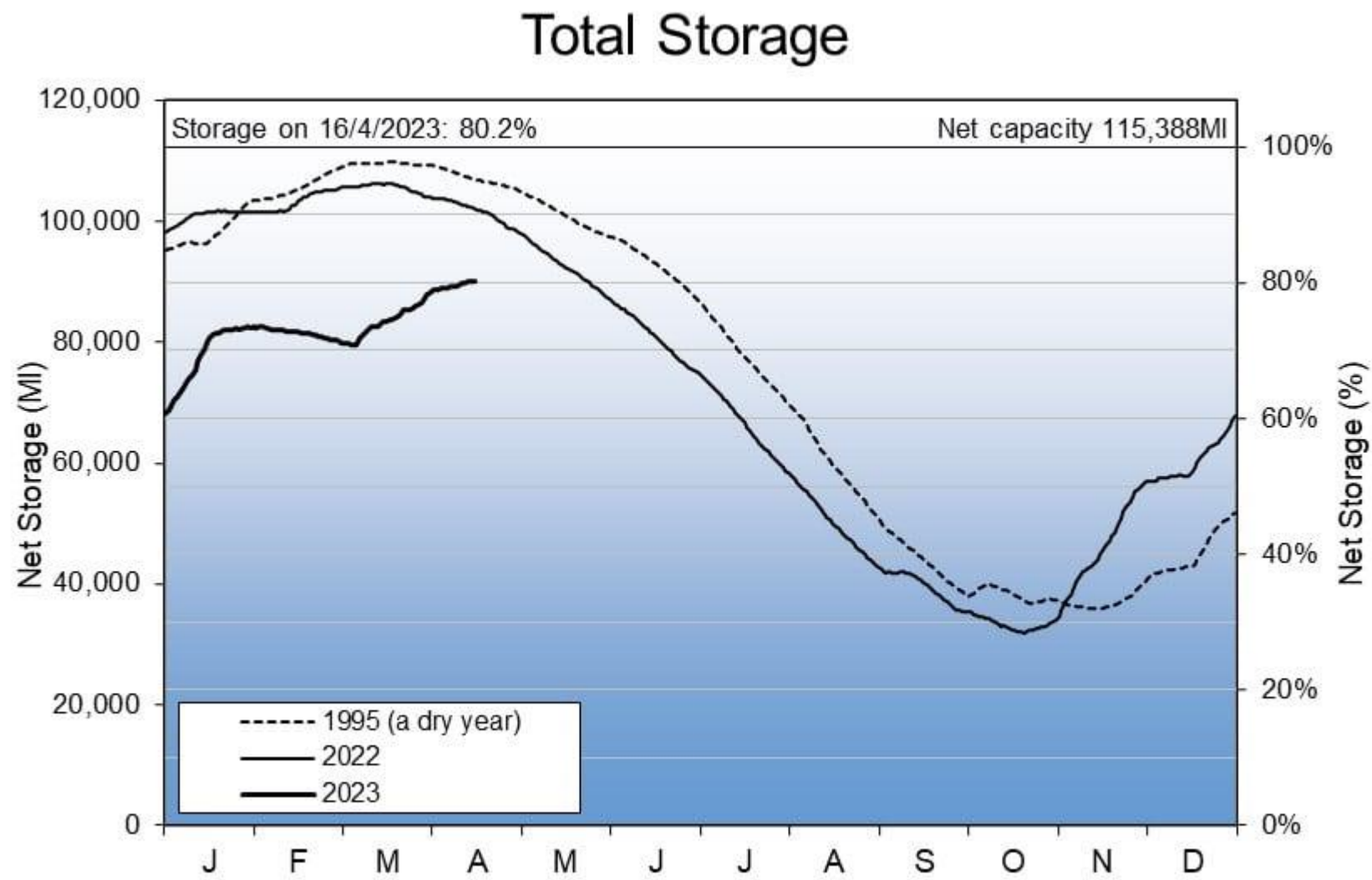
**David Harris**

Group Director for Drought  
and Water Resilience





# Prolonged dry weather





# 1. Safely taking spare water





## 2. Identifying and securing new sources of water





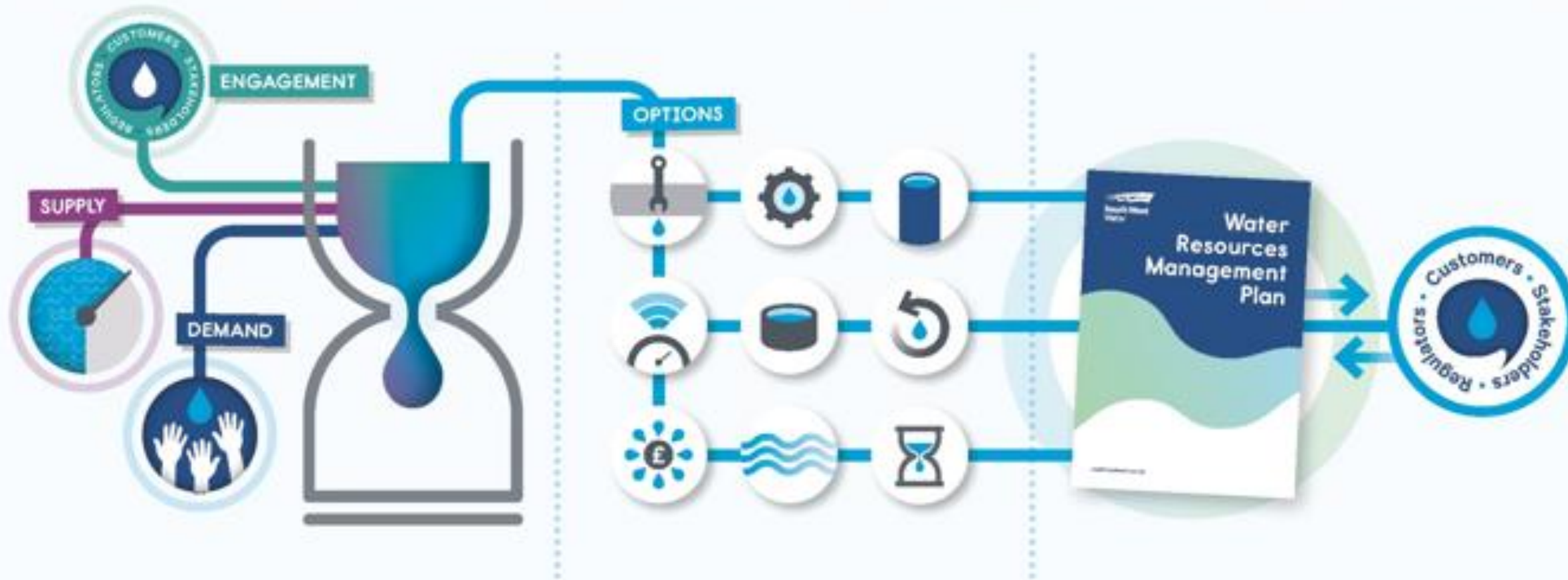
# 3. Detecting and fixing leaks

1. Increased capacity of existing leak detective team
2. Created leak taskforce
3. Sniffer dogs





# 4. Water Resources Management Plan



We are committed to -

- Finding out what matters most to our customers
- Looking for solutions that work with nature
- Being proactive by planning for the future
- Spending money wisely to balance cost against risk to the environment
- Using the best available evidence to make decisions



# Water Resources Management

## Demand-reduction solutions

It is vital that we deliver solutions that reduce demand for water.



Preventing and fixing leaks



Installing smart meters



Promoting water efficiency: households and non-households

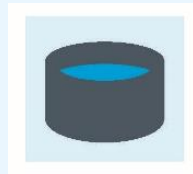




# Water Resources Management

## Solutions that increase supply

It is also vital to deliver solutions that increase the supply of water.



**Storing more surplus water**



**Using river water wisely:** location and level of abstraction



**Increased sustainable use of groundwater**



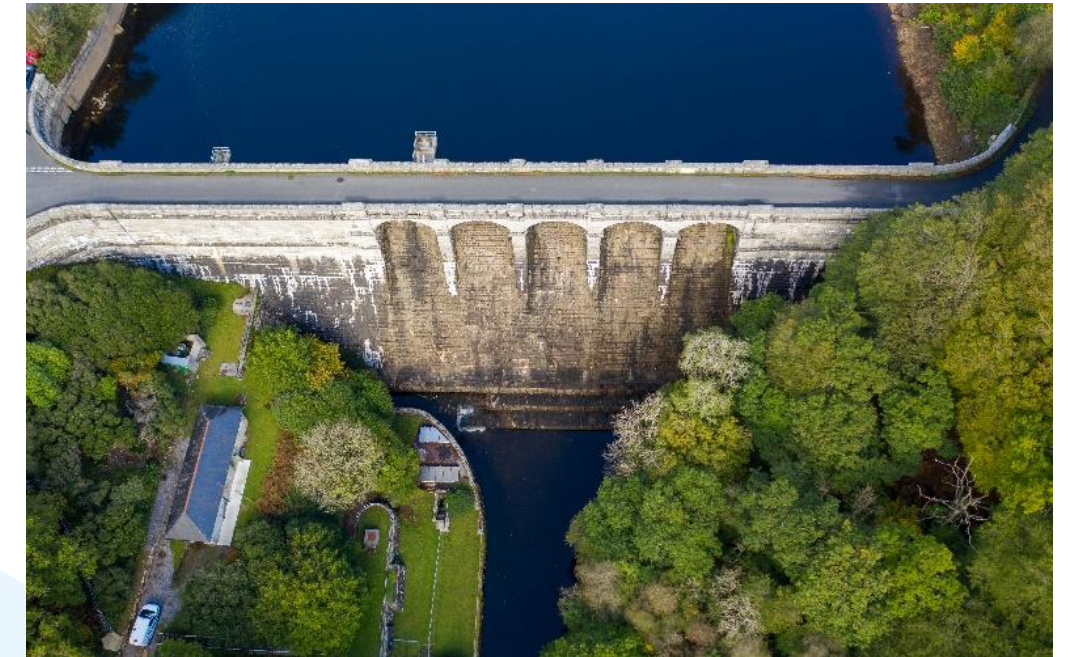
**Recycling or re-using wastewater**



**Balancing the flow of water:** timing, capacity, connectivity



**New sources of water:** quarries, desalination,



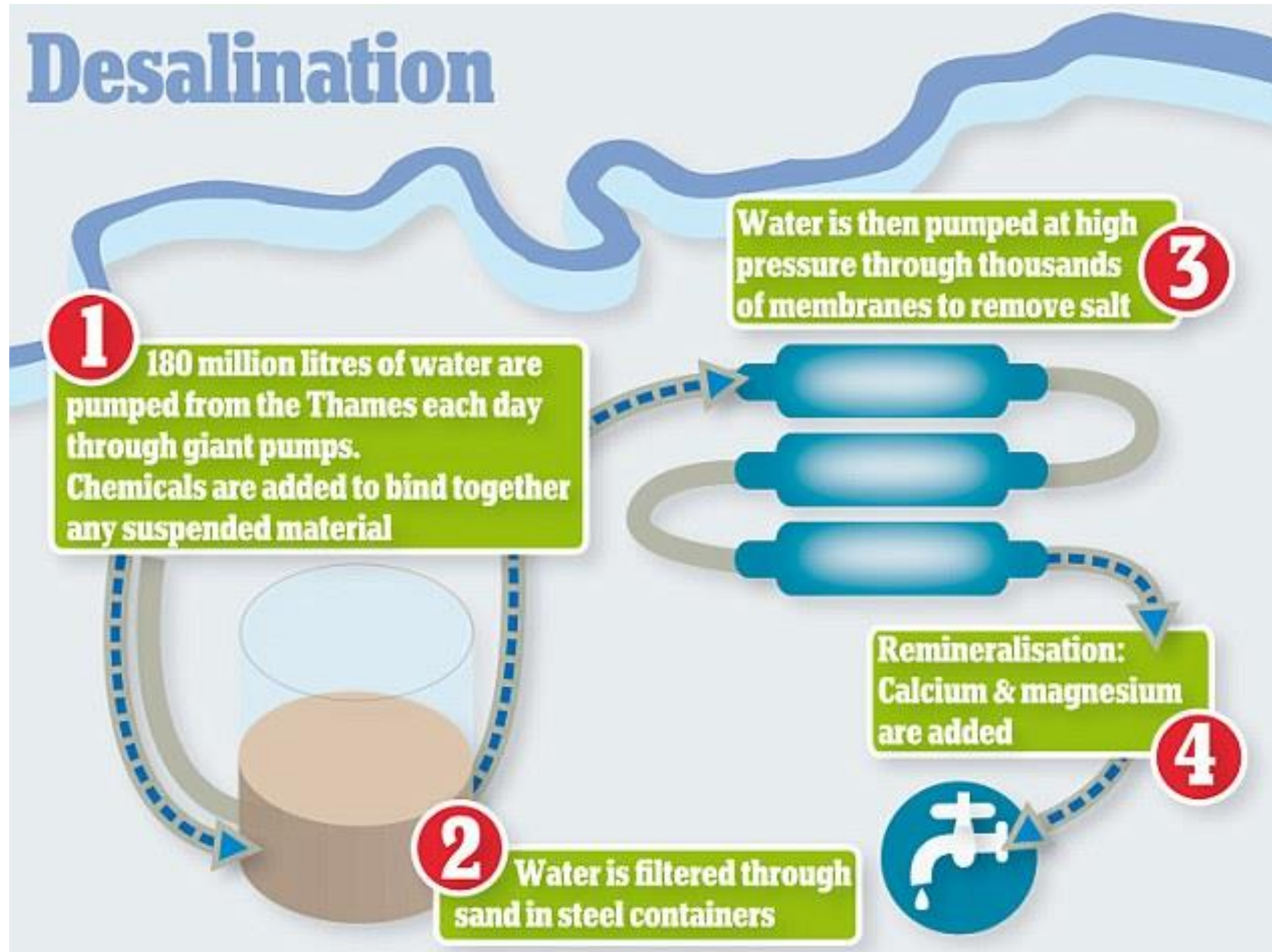


# 4. Water Resources Management Plan

- Consultation closes 9 May
- <https://www.southwestwater.co.uk/environment/water-resources/water-resources-management-plan/>


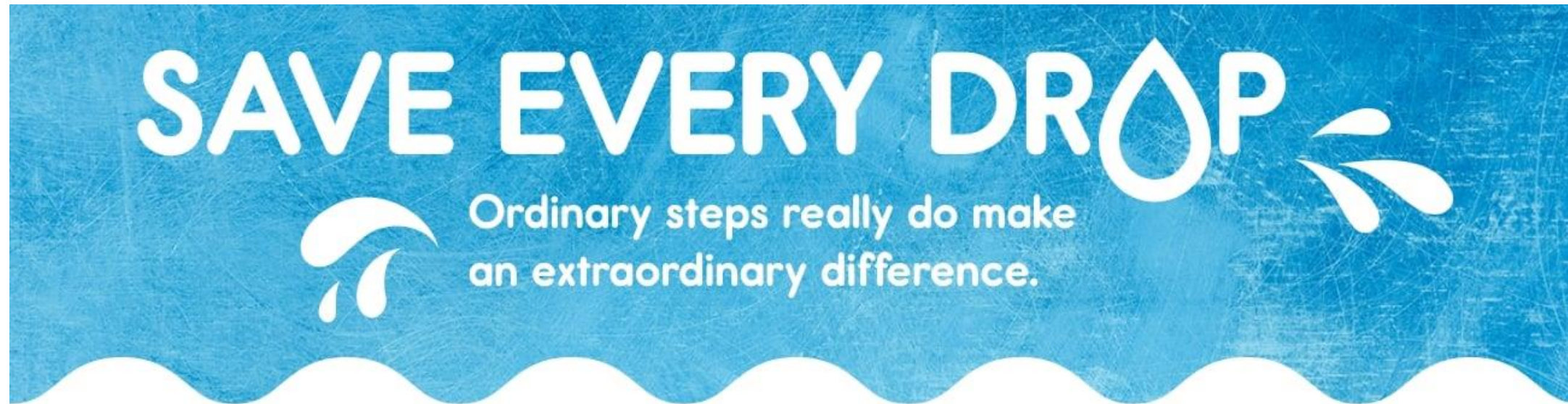


# 5. Desalination





# 6. Save Every Drop




**FREE water-efficiency audits**

**FREE Water-efficiency audits**

Take advantage of our audits that help identify areas where you could become more efficient every day. FREE devices, FREE fixes and FREE advice all in one.


[Find out more ▶](#)



**FREE Leaky loo repairs**

Got a leaky loo? Even a small leak can add up to a huge amount of unnecessary consumption. Get it fixed for FREE and get your bills down.


[Let us know ▶](#)



**FREE Supply pipe find and fix**

Suspect you have a leak on your supply pipe? Usually, they're the responsibility of the landowner, but we're offering to find and fix some of these suspected leaks for FREE.

[Report your leak ▶](#)



**Holiday Park Water audits/Flow moderators**

Specifically for holiday-company-owned static vans and lodges across Cornwall, we're offering flow moderators for FREE (including fitting). Easily save water and money with a simple install!

[Find out more ▶](#)

## NEWS

Home | Cost of Living | War in Ukraine | Climate | UK | World | Business | Politics | Culture | Tech

England | Local News | Regions | Devon

### South West Water hosepipe ban extends to 390,000 more homes

41 minutes ago - Comments





# Discussion







**#Pennon2023**

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# Session Four: Our PR 24 Business Plan

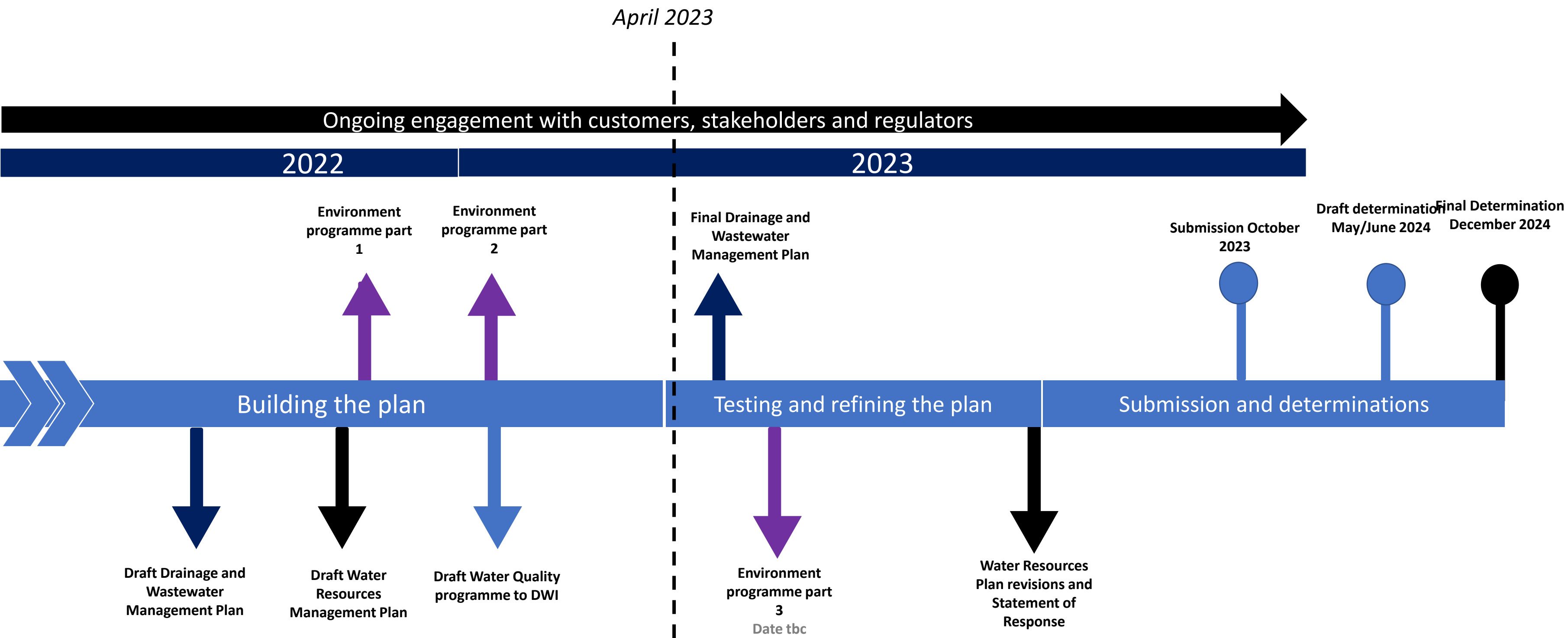
**Michelle Davies**

Head of Strategy





# The PR24 business plan process





# Context for our plan

## Climate change impacts



- **Warmer, drier summers and wetter winters predicted**
- **More frequent droughts and floods**
- **Adapting to climate change**
- **Net zero**

## Population changes



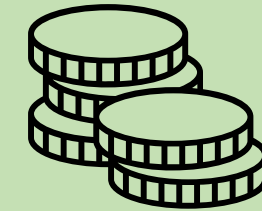
- **Meeting infrastructure needs for new housing in the area**
- **Population swell during holiday periods from tourists visiting our beautiful area**

## New statutory requirements



- **Reducing the use of storm overflows**
- **Reducing water used per head**
- **River water quality monitoring**
- **Improving drought resilience**
- **Nutrient removal**

## Economic factors



- **Cost of living crisis and affordability of bills**
- **Inflation**



# Current view of plan

This is an early view which may change significantly before submission – due to ongoing discussions with regulators (and government) and in response to feedback from customers and stakeholders.

**Our current view of the investment plan is a 3bn+ plan, which is over two times our 2025-2030 plan.**

**Current** average annual household bill

£476

Initial view of annual average household bill by 2030 **after proposed plan** (before inflation)

£570 -£700

# What our plan delivers



## Our 2050 ambition

## How our 2025-2030 plan contributes to this ambition

Resilient water supplies

We aim to reduce the amount of water we take from rivers by reducing leakage from pipes and helping customers to reduce their own usage. We will also develop new supplies of water locally and regionally.

Top quality drinking water

We will take a source to tap investment approach to ensure that customers continue to receive high quality water that looks, tastes and smells great.

Controlled and managed drainage

We will invest in our sewer network and wastewater treatment processes. We will protect bathing beaches and environmentally important sites as a priority.

Environmental leaders

We will improve coastal and river water quality. We will increase biodiversity through natural capital solutions, planting trees and restoring peatland. We will invest in renewable energy and reduce our carbon emissions to reach net zero by 2030.

Trusted customer and community experiences

We want customers and communities to have a great experience every time they interact with us. By improving our performance and being transparent and open, we will increase the level of trust which everyone has in us.

## Key metrics

- 8 new sources providing 20 million litres per day of additional capacity
- 73 million litres of water per day demand reduction through 15% leakage reduction and 7% per capita consumption reduction
- 500,000 smart meter installations
- Additional resilience: Connecting areas together to give more flexibility on how water is supplied

- Catchment management programme expanded to deal with issues at source
- 16 water treatment works upgraded to maintain great quality supplies
- 200-250km of cast iron distribution main replaced
- Up to 50,000 lead pipes replaced

- 275 storm overflow sites addressed focussing on ecological sensitive areas, shellfish and bathing water sites
- Significant reduction in pollution incidents
- Continue to be an industry leader on preventing flooding of properties from sewers

- Improving river and coastal waters - removing harmful nutrients and contaminants from wastewater.
- 3% year on year increase from 2020 natural capital baseline
- Net zero operational carbon emissions

- Zero water poverty, supporting additional customers through social tariffs
- Progressive charges implementation for fair and affordable bills

Bill increase  
(combined water and wastewater average bill)

£25

£15

£95

£13

£10





# Key drivers of bill increases and the choices within our plan



**Must do investments** where there is little flexibility in when or how they are delivered. These investments deliver our 'must do' (least cost) business plan.

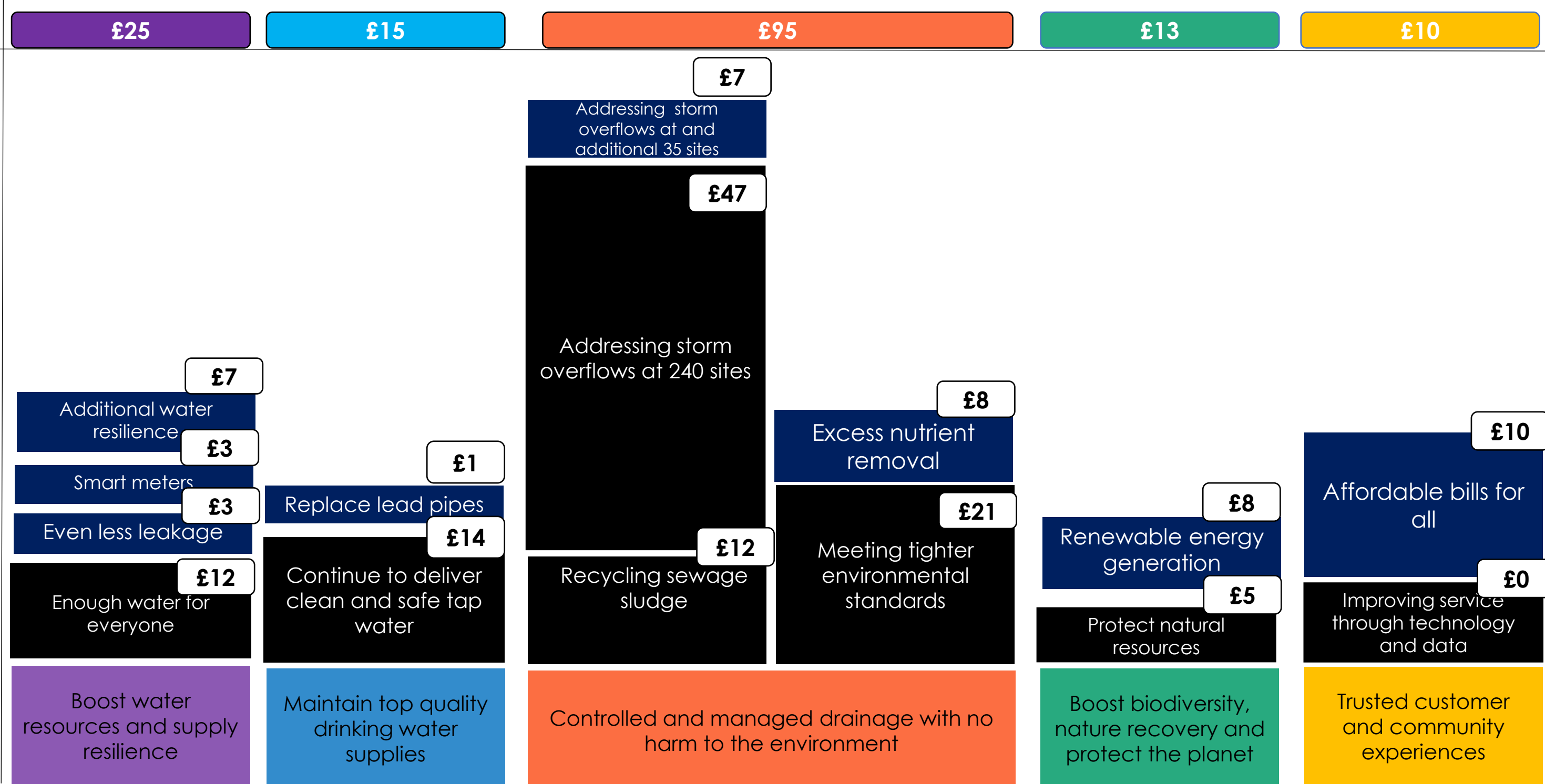


**Choices within our plan.** There is flexibility in when these investments are delivered as they do not have to be delivered by 2030.

We would like to include these in the business plan to meet longer term legal requirements and to progress towards our 2050 ambition. There is the option to go faster (with higher bills by 2030) or slower (with lower bills by 2030)

Long term ambitions

**Big caveat:** This is an early view which may change significantly before submission

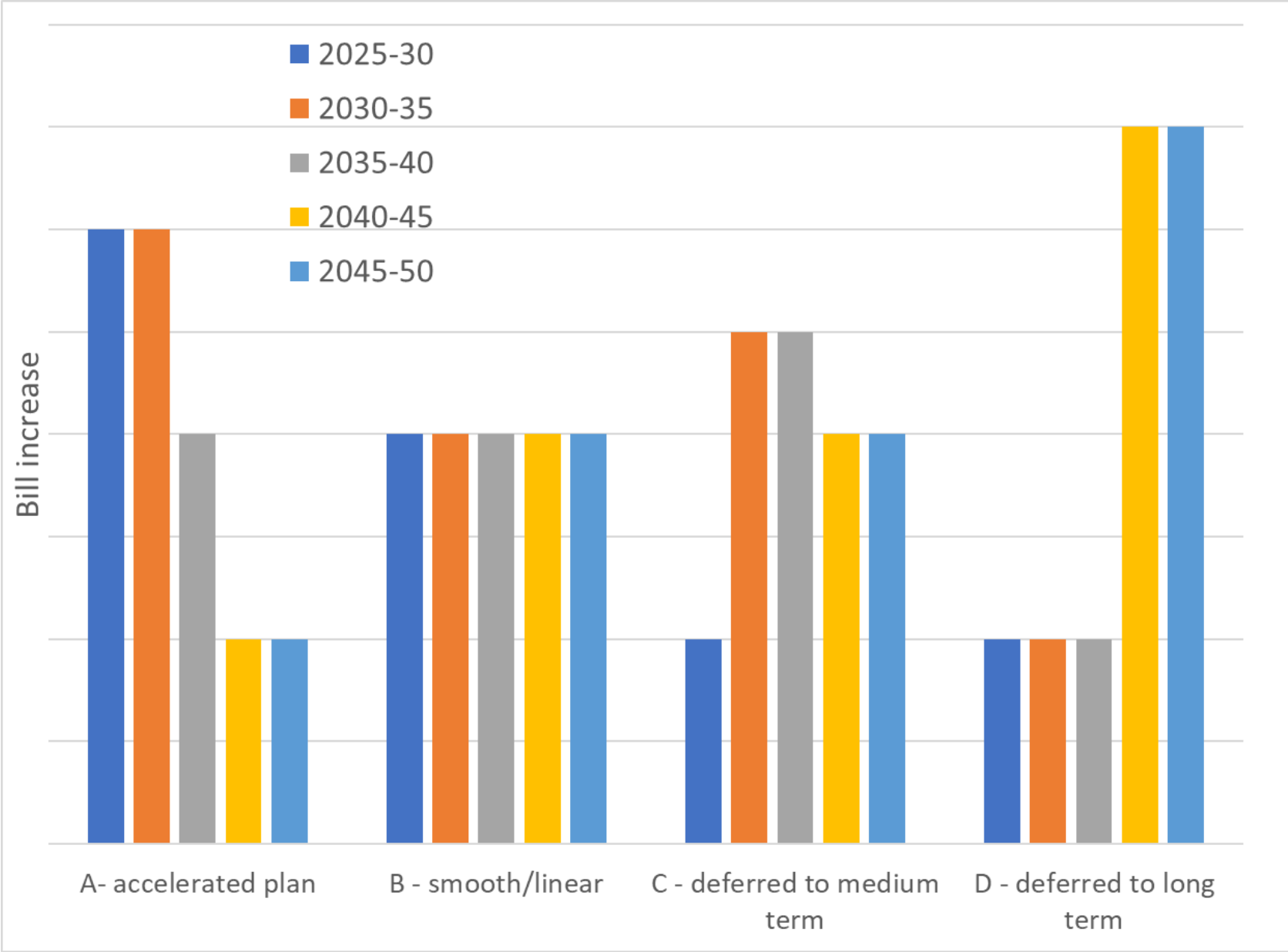


# Phasing of delivery and bill increases

Further bill increases are required between 2030 and 2050 to meet legal requirements and progress towards longer term goals. These impact the blue boxes on the previous slide.

Choices for delivery profile to 2025 are:

- 1. **Accelerated** with service improvements achieved earlier
- 2. **Linear** with service improvements achieved equally year on year
- 3. **Deferred to medium term (post 2035)** with service improvements achieved later
- 4. **Deferred to the long term (post 2040)** with service improvement achieved much later





# Discussion





**#Pennon2023**

**slido**



# How would you like us to phase the choices with our plan?

Affordable bills for all	54%
Renewable energy generation	61%
Excess nutrient removal	61%
Addressing an additional 35 storm overflows	67%
Replacing lead pipes	52%
Even less leakage	67%
Smart meters	39%
Additional water resilience	70%

# Next steps





# Another opportunity to have your say on our plan!



**Virtual meeting**  
**24 May, 6pm – 7.30pm**

**We would love to see as many of you there as possible –  
please register via our website**



**Feedback form**