

# **BUSINESS PLAN 2025 TO 2030**

## **PRT07**

### **OUR INVESTMENT PLAN**



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# 1. AT A GLANCE

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## Our Investment Plan

This document summarises our investment plan for the period 2025-2030. Our investment plan for AMP8 includes not only those components for which we are seeking specific enhancement funding, the plan also reflects components that fall within our base allowance.

During the PR24 process, we have engaged, more fully than ever before, with our customers and stakeholders (see PRT03, 04, 05 & 06) to ensure that the plans we have put forward meet their priorities, and our vision for the future. The plans have been informed and shaped using documented 'under-pinning strategies' developed early in the process, and these strategies have ensured that the ongoing development of the investment plans were constructed, coordinated, and integrated, forming plans that worked in the best interests of our customers.

Where we have been able to, we have accommodated investments within our base allowance. In our small water company, this has not been easy to achieve. Even here, quantitative techniques have been employed to ensure that these goals are achievable. For example, our Mains Renewal Program has been determined in conjunction with the Water Research Centre (WRc). Using statistical techniques we have calculated the necessary expenditure using real world data from our own experience and locality. We have employed specialist support to deploy Mouchels Asset Reliability Model (MARMS) to predict and confirm our non-infrastructure asset maintenance needs for AMP8; here combining real world data from our own experience, with data from the wider industry. And, we have re-run our MISER models to ensure that risks to resilience in our infrastructure, that were identified during PR 19, have been mitigated and that sufficient funds are available to mitigate residual and emerging risk. We have also visited every significant above ground asset to carry out engineering reviews focused on identifying specific needs, these have been supplemented by Operator and Technician experience and fed into a management review process. We have also considered how we can absorb some of the more challenging exogenous factors, for example, we aim to match the increasing threat surrounding Cyber security within Information Technology, with increasing investment from our base allowance, and we seek to develop the substantial improvements we have made to asset management in AMP7, from the same allowance.

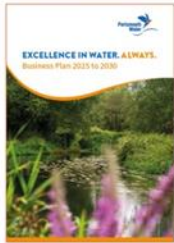
Where we have had to, and where these have aligned with our customers priorities, we have applied for additional enhancement funding. The program we are proposing below is the most substantial in the company's history. For each plan we have considered the impact on customers and their bills. As well as customer support, we have also sought the support of the Drinking Water Inspectorate and other regulators. All our enhancement plans have received regulatory support\*. Our environmental program (WINEP) is agreed with the Environment Agency (EA), our Long Term Delivery Strategy (LTDS) aligns with our approved Water Resources Management Plan (WRMP24), and our other plans are supported by the DWI. We have also considered delivery, and the structural changes necessary to achieve this (see PRT08) are already underway. Lastly, we have considered efficiency in delivery. Despite all our plans being developed 'bottom-up' using contractor's and consultants' quotations and estimates, we have reduced these estimates by introducing an ambitious 15% program delivery target, and we have sought and received external assurance for each component of the plan.

We have worked hard, to ensure our investment plan represents best customer value. The plan is summarised below, and each enhancement component is presented in more detail in the relevant appendices to this document.

\* At the time of writing, DWI confirmation of our lead and eCAF proposals is pending.

# 2. DOCUMENT MAP

## Business Plan to 2030



PRT01  
**EXCELLENCE IN WATER. ALWAYS.**  
 Business Plan 2025 to 2030

For the full navigation plan and documents visit  
[portsmouthwater.co.uk/business-plan-2025-2030](https://portsmouthwater.co.uk/business-plan-2025-2030)

## Supporting Documents

<p>PRT02                  Delivering Havant Thicket Reservoir for Our Customers and the Region</p>	<p>PRT03                  Engaging and Understanding Our Customers and Communities</p>	<p>PRT04                  Delivering for Our Customers and Communities</p>	<p>PRT05                  Delivering Outcomes for Our Customers</p>	<p>PRT06                  Managing Our Resilience in the Long Term</p>
<p>PRT07                  Our Investment Plan</p>	<p>PRT08                  Delivering Our Investment Plan</p>	<p>PRT09                  Securing Value for Money</p>	<p>PRT10                  Innovation to Enhance Our Service Delivery</p>	<p>PRT11                  Addressing Affordability and Vulnerability</p>
<p>PRT12                  Accounting for Past Performance</p>	<p>PRT13                  Aligning Risk and Return</p>	<p>PRT14                  Our People</p>	<p>PRT15                  Board Assurance</p>	

## Vision and Our Long-Term Plans

<p>PRT16                  Our 25-Year Vision (consultation version)</p>	<p>PRT17                  Water Resource Management Plan (revised)</p>	<p>PRT18                  Long-Term Delivery Strategy 2025-2050</p>
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## 3. OUR INVESTMENT PLAN

Our record of providing industry leading levels of customer service, and the lowest cost to serve, is something of which we are proud. We achieve this through being close to our customers, providing local services with a local presence, and with always a firm eye towards providing customer value.

Our long-term vision reflects the four key priorities developed with customers and our investment plan for AMP8 represents a step change to meet these ambitions. Our four priorities are to:

- Secure and deliver water supplies which are high quality, reliable and sustainable.
- Work in partnership with our customers, communities and stakeholders
- Invest in the future to meet growing environmental challenges
- Achieve affordable water for all. Always.

**Figure 1: Our Vision and Priorities**



Our AMP8 totex represents a significant increase on AMP7. Delivering this level of investment, particularly in a small company, requires significant planning. For this reason, we have already begun the preparatory work that will put us in a good place to meet this challenge.

Our Long Term Delivery Strategy includes significant levels of enhancement investment over multiple planning periods, but also recognises that some of this investment must come from our base allowance, which we will focus on meeting the customers demand for increased resilience, particularly in our non-infrastructure assets. Integrating enhancement and investments from our base allowance provides maximum opportunity to meet our ambitions and provide value to our customers.

We will learn from and build on AMP7. We have responded positively to DWI notices, by establishing our Pure Excellence programme to drive more consistency and rigour into our water quality processes. Our operational business is better for it, and the learnings from this programme are being built into other areas of the organisation. We will continue this.

Our response to the Asset Management Maturity Assessment has been positive. We have invested in people and systems, and we have improved and continue to improve our stance in this important facet of our organisation.

There are critical environmental drivers to which we will respond, with an emphasis on demand reduction and protection of the iconic chalk streams for which our area is internationally recognised. To achieve this, we recognise the importance of abstracting, treating, and distributing every drop of water efficiently, and without waste.

Our Long Term Delivery Strategy is the most considered plan that Portsmouth Water have constructed and the investments that flow from it will prepare the company to serve its customers into the future with certainty and efficiency.

Our approach to building our plan has been thorough and based on quantitative assessment. Every one of our major assets, including every water abstraction asset, every water treatment site, and every reservoir, has been visited and reviewed. Investment costs have been built up from first principles, with estimates from contractors and suppliers for the necessary work that has been identified. Our demand management program has similarly developed in collaboration with WRSE and has been costed 'bottom up' so that we can be confident that the estimates we have are as accurate as possible, even though we don't yet have an internal cost database.

We have examined each scheme to identify how efficiencies can be achieved from more efficient delivery, and it is these estimates that we have used to define our plans. More details of our approach to efficiency can be found in PRT09: Securing Value for Money.

In this document we summarise each of our enhancement investment cases. We also provide details of several key investments that will be delivered through our AMP8 base costs allowances.

## A. Our enhancement plans

Our AMP8 plan includes £121m of enhancement expenditure (2022-23 prices, pre-RPE and frontier shift), which is a significant step up from our forecast enhancement expenditure for the period 2020-25 of £38m. The components of our enhancement expenditure and associated drivers are set out in the table below.

The increase compared with AMP7 is driven principally by the significant step up in expenditure relating to the Water Resources Management Plan, which is built around reducing demand through the installation of smart meters and associated supporting systems and behavioural change initiatives. See investment case PRT07.06 Reducing Customer Side Demand (Universal Smart Metering)

As the table shows we have restricted our AMP8 enhancement programme to delivery of our statutory obligations (including our WRMP), with just one exception, the retention of a small allowance of £2m in relation to replacement of lead supply pipes in schools and nurseries.

**Table 1: AMP8 enhancement expenditure**

Scheme	AMP8 totex	Statutory / Discretionary	Driver	Investment case
<b>Security Resilience and eCAF Compliance at Operational Sites</b>	£15.9m	Statutory	eCAF / SEMD	PRT07.01
<b>Raw Water Resilience Enhancements (Disinfection)</b>	£14.9m	Statutory	DWI	PRT07.02
<b>Raw Water Deterioration and Drought Capacity Enhancements</b>	£15.3m	Statutory	DWI	PRT07.03
<b>The Isolation and Recovery of Service Reservoirs</b>	£3.6m	Statutory	DWI	PRT07.04
<b>WINEP and Protecting the Environment</b>	£4.5m	Statutory	WINEP	PRT07.05
<b>Reducing Customer Side Demand (Universal Smart Metering)</b>	£65.5m	Statutory	WRMP	PRT07.06
<b>Lead Strategy Implementation</b>	£2.0m	Discretionary	DWI	PRT07.07
<b>Total enhancement expenditure</b>	£121.7m			

## Security Resilience and eCAF Compliance at Operational Sites

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## Raw Water Resilience Enhancements (Disinfection)

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### Raw Water Deterioration and Drought Capacity Enhancements

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## The Isolation and Recovery of Service Reservoirs

[REDACTED]

## WINEP and Protecting the Environment

For AMP8 we propose to invest £5m in a substantial programme of studies of nine catchments to investigate the sustainability of our abstraction.

All our water resources directly or indirectly impact on the chalk aquifer and the water bodies it supports. Should it be identified that reduced abstraction is needed to protect the environment, the reductions are likely to have a significant influence on our supply capability. It is vital that the WINEP produces robust assessments of impact and provides confidence over the identification of the ecological consequence of current or future levels of abstraction.

The Portsmouth Water region has been identified as potentially requiring a 40-60% abstraction licence reduction to meet sustainability requirements. Initial impact assessments by WRSE indicate that potentially all the catchments operated by Portsmouth Water are high priority for meeting the proposed environmental destination and therefore significant sustainability reductions are modelled within the baseline supply demand balance. As a result, a range of supply and demand schemes are needed to meet a supply demand balance deficit.

Given the financial and operational consequences of such large-scale reductions in abstraction, it is necessary for the WINEP to refine the impact assessments through detailed investigations and options appraisals. The outcome of these investigations and the information they provide will inform the adaptive pathways for WRMP24 and other interventions needed to meet the relevant drivers.

The program will also identify potential opportunities for nature-based solutions and catchment permitting approaches and meets our customers stated priority for sustainable and reliable water supplies.

## Reducing Customer Side Demand (Universal Smart Metering)

In AMP7 we began preparatory work for our Universal Smart Metering Programme with funding provided under the Ofwat/Defra accelerated infrastructure investment scheme. In AMP8 we will begin the delivery of Smart Metering in a £65m programme to reduce customer side demand.

This rollout program will continue into AMP9 and by 2035 we expect that 94% of our customers (including business customers) will have a meter. Existing 'dumb' meters will also be replaced with smart meters, ensuring by 2040 every household meter will be smart.

For two thirds of our customers, it will, for the first time, result in them paying for water based on what they use. We have established a relationship with Kraken Technologies (part of the Octopus Energy Group) to enhance the customer experience through a new Customer Relationship Management (CRM) system. This is a first for a UK water company and we expect to be able to continue to provide industry leading customer service.

Our programme includes the creation of a comprehensive smart data network providing insights into customer usage, leakage and supporting assessment of the water balance. This will provide visibility of and help us take action to reduce customer-side leakage.

Our ability to match the water supply to the demand for that water, rests squarely on achieving the target level of PCC established through the Smart Metering program. Failure to achieve this may result in more costly alternatives outlined in the LTDS, which could include a need for desalination or further effluent recycling.

The program must also include extending and upgrading some existing technological platforms within Portsmouth Water. The delivery of a fully smart metered customer base will fundamentally change the way the business operates with respect to maintaining meter assets, the asset location, the volume of field-based activities, and the information and data required to operate the smart network effectively. Access to rich, timely and 'on the job' data will be essential to enabling the field operations to move from the current unmetered estate to a fully smart metered organisation.

To achieve this, we need to enhance our underpinning core systems, including resource planning, scheduling, contract and finance management, geolocation information and mobile work force information delivered through the Enterprise Resource planning (ERP) and Geographic Information System (GIS) core systems. This cannot be done in the current solutions, that have been built and configured to support a largely unmetered business.

This program is the most substantial in the investment plan, however the alternatives are more costly, both in monetary and environmental terms. The proposal meets our customers priorities for sustainable water supplies at an affordable cost and is their preferred option, when considered alongside the alternatives.

## Lead Strategy Implementation

In AMP7 our strategy consisted of traditional plumbosolvency measures supported by replacing our own pipes where lead levels approaching (8ug/l) the current statutory threshold (10ug/l) were detected by sampling.

In addition, other practical steps were taken, such as removing our own lead pipe where it was encountered in the mains renewal process, and encouraging, and supporting customers, at their expense, to change their own lead pipes. We also undertook collaboration with local and national authorities, and others within the water industry, to share insight and best practice.

In AMP8 we plan to go further. Portsmouth Water has some 82,288 households who potentially have lead remaining in their water supply system. In addition to a continuation of the AMP7 strategy, we plan to initiate a Universal Lead Pipe Program (ULPP), replacing lead pipe for those customers most at risk from lead in their water supply.

We will invest £2m to replace ours and our customers lead pipes at schools and nurseries, following a survey to establish its existence. We will integrate the ULPP with our Smart Metering Program to ensure efficient delivery and to identify other instances of lead pipe.

It is our expectation that the statutory provisions for lead in water supply will change within the timeframe of the LTDS and the cost implications for Portsmouth Water are significant. The strategy proposed for AMP8 will provide an early start which aligns with our customer feedback to help spread costs over the longest practical period.

The ULPP will also address earliest, those whose health is most at risk, and will provide important learning which can feed into the wider industry, whilst providing more certain cost data for any future expansion of the program.

The lead program we see as a community orientated program that offers significant benefit to those customers most at risk from the ingestion of lead contaminated water. By removing lead from the drinking water at schools and nurseries we help towards our third priority of community partnerships.

This is the only element of our programme that is discretionary. The pace of investment has been driven by our customers affordability concerns and desire to balance investment over time.

## B. Investing from our base cost allowance

We recognise that many of the investments we need to make can be made from our existing base allowance. Where we have been able to, we will accommodate these investments without asking our customers for additional funding. This recognises the fact that many of our customers are concerned about affordability in AMP8. Our lean base costs, which at PR19 were assessed as being 16% lower than Ofwat's efficient benchmark, mean that we have scope to absorb additional pressures, delivering more for less for our customers.

For the same reasons we have decided to withdraw two draft Cost Adjustment Claims that we submitted to Ofwat in June 2023 and we will absorb the costs within our modelled base cost allowances.

We set out below some of the key investments we will be making in AMP8 through our base cost allowances.

### Asset Management

In AMP7 we invested heavily in improving our Asset Management. We set up a dedicated Asset Management team, introduced Asset Management strategies and policies, and trained senior managers in Asset Management principles.

We introduced a new Capital Planning and Management process with dedicated resources to ensure all the decisions for capital expenditure went through the same formalised and rigorous process of decision making and authorisations.

And we invested in 'Copperleaf'. The Copperleaf tool provides us with the capability to optimise investment decisions based on our own values, vision, and ambitions. For PR24, we incorporated the results of our customer engagement, and every single known investment option, into the Copperleaf model. We carried out value-based assessments within Copperleaf, and we compared this with the results of the separate, Arcadis led, exercise in developing our Long Term Delivery Strategy.

In AMP8 we will continue to enhance our asset management capabilities. We will embed the Copperleaf tool into our investment decision-making process and test every investment option against our values framework. In this way we can be sure that our investment decisions have a clear line of site to our customer priorities, whilst meeting statutory and regulatory obligations.

We plan to invest more in data driven research, with studies that will add real value to the decision-making process. This will enable us to rely less on mathematical models and generic data, and more on real-world data obtained from Portsmouth Water's own experience of providing service to its customers.

Important areas such as asset health will be developed to ensure our Board have up to date and sufficiently granular information surrounding the condition and performance of both above ground and below ground assets, and that investment decisions are based on a firm and quantified understanding of asset health.

We will also invest more in our 'digital twin'. This provides real time data on our network, and we intend not only to extend it to cover the whole network, but also to enhance the array of sensors and transducers that feed the Digital Twin. By including, for example, acoustic measurements, inputs from our Smart Metering program, and other emerging technologies, we can improve our leakage performance and serve our customers better.

## Leakage

During AMP 7 we used the PALM model of leakage: **P**revent, **A**ware, **L**ocate, and **M**end.

We **Prevented** leaks through pressure management and a calm network strategy. Our **Awareness** of leaks is aided by dividing our network into a number of Strategic Metered Areas (SMAs) and District Metered Areas (DMAs) which we monitor for flow and pressure. We **Locate** leaks by providing our leakage technicians with increasingly sophisticated equipment to find the exact position of a leak. We **Mend** leaks quickly working in partnership with a network repair and maintenance contractor.

In AMP8 we will implement a number of measures to enable us to meet our performance commitment of a further 10% reduction in leakage.

To aid detection we will further divide our DMAs. Improving the granularity of such metering reduces the level at which leaks can be detected and thereby improves detection times. We will also extend our acoustic detection to include plastic pipes and thereby cover a wider range of our network. We intend to use more innovative and new technologies for detecting leaks including, for example, satellite and infra-red aerial imagery, with specialist software to detect sub-surface conditions that might indicate leaks.

We intend to use data from our Smart Metering Program, which as well as providing volumetric data for billing and water management, can also provide pressure data for our Digital Twin. The Digital Twin will be extended and enhanced. Anomalies will be flagged hourly, and this will dramatically reduce the time it takes to be aware of potential issues.

We will enhance our repair strategies and have taken the learning from the delivery of our AMP7 program and gained insight from the WaterUK leakage roadmap. We are committed to working with our delivery partners to identify new repair techniques which minimise both disruption to highways and our customers, but also to the operation of our network.

## Non-infrastructure Assets

As a small company with relatively few non-infrastructure assets our non-infrastructure investment cycle is naturally lumpy. Our detailed understanding of our asset base means that we invest at the right time to ensure that we deliver the excellent service our customers expect and have enjoyed for many years. This does mean that our optimum asset maintenance spend can vary considerably between AMPs, but we believe the strategy of investing at the right time and not smoothing expenditure by replacing assets ahead of time is the right one for our customers. AMP7 represented a low point in our asset maintenance cycle, without the need for significant investment at our key assets. In AMP8 we will step up our non-infrastructure maintenance expenditure.

In AMP8 we are planning to invest in substantial refurbishments to two critical membrane plants at Itchen and Lovedean. The earliest of these plants was commissioned in 2003 and both have now reached a point in their lifecycle when carrying on with their routine maintenance will not be sufficient. Complete rehabilitation is necessary to ensure that the value of the asset is protected for our customers into the future.

Our dWRMP24 indicates clearly the increasing reliance being placed on individual plants, and our ability to supply water to customers is increasingly dependent on the reliability of each asset. We will continue the program into AMP9 and refurbish our other two membrane plants at Soberton and Fishbourne.

In addition, we plan to substantially refurbish some major PRVs, and our West Street treatment site. The proper operation of the PRVs, some of which date back to the late 1990s, is crucial for customer supplies and for controlling leakage and bursts, whilst the plant at West Street serves 35,000 customers across a wide rural area.

This focus on non-infrastructure maintenance will mean we avoid the much higher cost of replacing the plants and it will reduce the time spent on repairing faults and allow better maintenance across the whole operational infrastructure. Our LTDS recognises the criticality of these plants and future such rehabilitation interventions are being planned, in a more phased manner, beginning in AMP11.

We submitted a Cost Adjustment Claim in relation to the lumpy nature of our non-infrastructure investment in June 2023. Based on our forecast of our modelled base cost allowances and considering the affordability pressures our customers face in AMP8, we have decided to absorb these costs within our base cost allowance.

## Our accommodation

In AMP7 our board initiated a review of our Head Office buildings at Havant. The aged complex of buildings provides accommodation for all the 246 staff employed by the company and acts as a base for additional third-party support staff.

The Head Office dates to the mid-1960s and the review was necessary since the building was thought to be in a poor structural condition, with outdated building services, and with contaminants such as asbestos. The building is also poorly suited to modern, more collaborative, working practices. The review included an assessment of the building's condition which concluded that the building was no longer fit-for-purpose and various alternative options were explored. These options included refurbishment, leasing, and rebuilding.

In AMP8 we plan to construct a new office building within the boundaries of the existing Havant site. The rebuilding will be, in part, financed by selling the existing building for commercial or residential redevelopment. This strategy was identified as the most cost-effective.

Refurbishing the existing building was not economically viable due to the extent of the remedial works identified as necessary, whilst leasing was also unattractive over the longer term.

Rebuilding also contributes to our delivery of net zero and provides maximum opportunity to improve the collaboration and digitalisation of working practices.

In common with the non-infrastructure investment described above, we initially submitted a Cost Adjustment Claim in relation to this investment but have now chosen to absorb the costs within our base cost allowances.

## Innovation, efficiency and deliverability

Our AMP8 program represents a substantial increase in the scale of investments over previous business planning cycles. The program includes necessary investments funded from the base allowance and from the enhancement proposals contained in the business plan.

To deliver the programme we will need to enhance our capabilities and those of our supply chain. Details of how we are planning for the increase in the scale of our investment programme are set out in PRT08: Delivering our Investment Plan.

Our enhancement proposals have been developed using a mix of current framework contract rates for activities that are currently undertaken in some form (for example our current metering contract rates have been used for our metering programme) and obtaining competitive quotes for activities that are entirely novel (for example we sought three quotes from suppliers for our programme of WINEP investigations). Our costings include prudent allowances for risk and contingency - typically c.20% to include Portsmouth Water management costs.

While we are confident that our costing approach provides a robust basis for developing our plan, we also recognise that there is an expectation from both Ofwat and our customers that we should show ambition and should challenge ourselves to deliver more for less. We therefore applied a 15% programme-level efficiency to all our enhancement expenditure and our capital maintenance.

Following feedback from our Affordability and Acceptability testing, and from our expert 'Red Team,' on the affordability of our plan, we decided to impose a further challenge on the largest schemes within our enhancement programme. For the universal smart metering, nitrates, cryptosporidium and eCAF schemes we have applied a total efficiency stretch of 20% to the bottom-up cost estimates.

This efficiency challenge recognises the fact that with the larger enhancement programme we are delivering in AMP8 there are more opportunities to achieve scale efficiencies through bundling of work packages and through spreading risk and programme overheads across a wider programme of works. We will actively apply new technologies and innovative solutions and construction techniques to reduce cost. More details of our approach to efficiency can be found in PRT09: Securing Value for Money.

One example of the innovation that we will apply in AMP8 is our new relationship with Kraken. Kraken, part of the Octopus Energy Group, have a significant presence in the energy retail industry handling over 30,000,000 customer accounts in 16 countries. We were the first water utility company in the UK to work with Kraken to provide a Customer Relationship Management (CRM) system and this decision was taken by Portsmouth Water since we believed the step change and positive impact we sought for our customers, as they engaged with our Smart Metering program, could not be achieved by the traditional CRM route.

Another example is our approach to leakage. Here we seek to augment traditional approaches with the technology that supports our Digital Twin. If we can harness the improved data resolution that can be made available by improved field and enterprise level technologies and supplement this with the improved granularity that our Smart Metering program proposes, then we can achieve better performance in AMP8 than in AMP7, and still achieve these improvements within our base allowance.

We have worked to ensure that all our investment plans are estimated accurately using bottom-up techniques with the minimum reliance on cost curves and other forms of modelling. By applying a program-level efficiency from every enhancement scheme, we have reflected our ambition to stretch the AMP8 delivery teams to provide increased customer value through efficient project delivery. To achieve this target, we will consider all facets of the scheme, from concept, through design, construction, and commissioning, and how we organise our Operational teams to ensure sites are fit and ready for the outages that will necessarily have to occur, whilst maintaining resilient water supplies for our customers. Our delivery paper PRT08 defines how we will achieve this and the organisational changes necessary.

## 4. GOVERNANCE AND ASSURANCE

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The investment plan has been developed following extensive consultations with customers, with regulators (including the DWI and the EA), with Portsmouth Water Managers and their staff, and with the Portsmouth Water Executive Team.

Our investment cases, and the associated underpinning investment strategies, have been subject to ongoing internal review and challenge at Executive level, overseen by the Board, as the PR24 business plan has developed. An expert 'Red Team' have provided independent external challenge and advice on the overall business plan.

This challenge process has led to the decision to absorb a number of areas of activity within our base cost allowances, to withdraw our draft Cost Adjustment Claims and apply a significant efficiency challenge to our costs, based on affordability concerns.

Third party assurance of all of our investment cases has been carried out by Jacobs, as part of their overall assurance work on our business plan.



# PRT07 APPENDIX



# PRT07 APPENDIX

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Here are the following links to view our Investment Cases online in PDF format:

[PRT07.01 Security Resilience and eCAF Compliance at Operational Sites](#)

[PRT07.02 Raw Water Resilience Enhancements \(Disinfection\)](#)

[PRT07.03 Raw Water Deterioration and Drought Capacity Enhancements](#)

[PRT07.04 The Isolation and Recovery of Service Reservoirs](#)

[PRT07.05 WINEP and Protecting the Environment](#)

[PRT07.06 Reducing Customer Side Demand \(Universal Smart Metering\)](#)

[PRT07.07 Lead Strategy Implementation](#)



## GET IN TOUCH



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