



# EXCELLENCE IN WATER. ALWAYS.

Summary of our Business Plan  
2025 to 2030



# WELCOME!



We're proud to share our plans with you for how we will continue to provide the most reliable and high-quality water in England and Wales for the lowest cost. We've been part of this community for 166 years and our ongoing commitment to you is to deliver **Excellence in Water. Always.**

In our plan, we've identified the need to step up and invest in order to be ready for the many challenges we are facing. We must work harder to maintain the highest levels of service and provide the support our environment needs. We can't afford to stand still, so our plan is ambitious, but one we are confident we can deliver.

At its heart, our plan is to make the best use of the water we have by reducing leaks and supporting you to reduce your water use with meters, alongside the delivery of Havant Thicket Reservoir, the first new reservoir in a generation.

Our priority is supporting all our customers, particularly those who are or will struggle to pay or who need extra support day-to-day. We have spoken to many of you to develop this plan and we remain committed to continue delivering on your priorities. As always, your feedback is vital, and we look forward to continuing our conversation as we prepare to deliver our plan.

Bob Taylor  
Chief Executive Officer  
Portsmouth Water

Our Vision, against the backdrop of climate change and population growth, is to provide an affordable, reliable and sustainable supply of high-quality water for our customers. By being smart in our approach, we will work with our local communities to meet our goals while protecting and enhancing the environment for generations to come.

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# A SNAPSHOT OF OUR PLAN

## AT HOME & FOR BUSINESS



Affordable bills for all

and support for everyone having problems with their bills

Smart meters for all, fairer bills and more information

Tailored support to save water, energy and money

03 100 5535



Reliable, high-quality water

Reducing leaks by 16%

Reducing abstraction through water saving and leakage

Innovative new trials with Octopus Energy Group

Water and energy saving  
COMMUNITY REWARDS

Warm and welcoming spaces to talk to us

Investing in people, education and employment

- Engaging learning
- Face-to-face
- Supporting future skills

Investigating our sources to balance supplying water and protecting the environment

Reducing emissions towards  
**NET ZERO**

Sharing water resources to protect world-renowned chalk rivers

Maintain safe, reliable water supplies through upgrades to treatment and storage

Enhancing biodiversity to help wildlife flourish

Creating a wetland on the reservoir to support wildlife

Rewilding of farmland for wildlife

## HAVANT THICKET RESERVOIR

## ENVIRONMENT

## IN OUR COMMUNITY

## Here's how:

Average customer bill today: £117 (with inflation)  
Average customer bill in 29-30: £128 (before inflation)

Total expenditure £347 million  
Capital investment £146 million

- Reduce leakage **£10 million**
- Install smart meters (reduce demand for water) **£75 million**
- Protect water quality **£33 million**
- Investigations into water sources **£4 million**
- Replace lead pipes **£2 million**
- Digital and physical security **£15 million**
- Upgrade IT systems **£7 million**
- And, in addition to the above, deliver Havant Thicket Reservoir

# WHO WE ARE AND OUR SERVICE TODAY



We're proud to remain a local company and are honoured to have served our communities for over 160 years with the highest standards of service and the lowest bills.



We supply an average of **183 million** litres of water every day to the cities and towns of Portsmouth, Chichester, Fareham, Gosport, Havant and Bognor Regis. Over the last decade, this supply has increased by **11 million** litres per day.



Your average annual water bill is **£117** – the lowest in England and Wales.



We provide clean drinking water to **324,000 homes** and businesses in our area – about **740,000 residents** and more in summer when tourists visit. This compares to **307,000 properties** 10 years ago.



We have a network of **3,387 km** of underground pipes.

\*Wastewater services in our area are provided by Southern Water.

## YOUR SERVICE

We provide some of the **best levels of service** in the water industry:



**Reliable water at your tap** – we have the lowest level of interruptions and lowest number of burst pipes.



**Highest water quality** – we have the lowest level of customer contact about water quality.



**Great customer service** – customers rate us among the highest for our service.



**Low leakage** – on average we have one of the lowest levels of leakage (85 litres per property per day on average).



**We've already reached our 2025 target** for the number of households we'll support financially with our social tariff and those we will take extra care of on our Priority Services Register, and we'll keep going.

## HOUSEHOLDS IN OUR AREA USE THE MOST WATER

Our customers use more than most in the country – an average of 152 litres per person per day. We're going to do more to help everyone use less water and save on water, wastewater and energy bills at the same time.

# YOUR VIEWS AND PLANNING AHEAD

We've taken many things into consideration as we developed our future plans, in particular your views and the challenges we must tackle.

## YOUR VIEWS

Our plan must deliver on your expectations from your water supplier. We've held conversations with thousands of you over the past few years to learn what's most important to you. We've made sure to speak to vulnerable customers, minority groups, hard-to reach customers, students, businesses and community representatives. You told us:



**Go faster** to reduce leaks



**Support everyone**, particularly vulnerable customers, as we install water meters



**Maintain** the most reliable supplies (lowest level of interruptions in England and Wales)



**Share** increases in bills fairly across generations



**Increase** biodiversity.

## Challenges ahead

We've also considered and planned for the significant challenges we must prepare for:

- Needing to replace our existing supplies from the chalk springs and aquifers to protect the environment (potentially as much as all the water we supply today by 2075).
- Supplying more people as the population increases (up to a third more by 2075).
- Coping with the effects of climate change – less rain and higher demand in hot weather.
- Reducing the likelihood of emergency drought restrictions such as standpipes (to one in each 500 years on average from one in each 200 years).
- Cost of living – helping with the financial pressures many customers are facing today.

Considering all of this, we developed a [25-year Vision](#) and set out our four leading priorities to shape the future of water supply services for you:



**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.**



# OUR 10-POINT PLAN FOR THE NEXT FIVE YEARS

We'll invest £347 million to maintain and improve your water supply services and our environment.

**The average water bill will be £128 by 2030, before inflation. That's an increase of 40p per week and bills will remain the lowest in England and Wales.**

Our plan makes sure we can continue to deliver the excellent service we know is important to you and at the same time support our environment, allowing biodiversity to thrive and continuing to drive down carbon.

We've created a 10-point plan to deliver your priorities:

-  **1** Reduce leaks by **16% + halving** leakage by 2040 (10 years earlier than planned).
-  **2** Install smart meters for **everyone** by 2035 and support everyone to use less water.
-  **3** Maintain the **lowest** water bills in England and Wales and offer help to everyone having difficulties paying.
-  **4** Maintain **leading** levels of customer service – in person and online.
-  **5** Deliver Havant Thicket Reservoir – the **first** major reservoir in a generation.
-  **6** Upgrade treatment works and pipes to secure the **highest** water quality and most **reliable** supplies in England and Wales.
-  **7** Remove **lead pipes** with our primary focus on schools and nurseries.
-  **8** Support **wildlife** on our sites and in our communities and reduce our **carbon footprint**.
-  **9** Investigate **all** our water sources to make sure the environment thrives over the long term.
-  **10** Upgrade our **technology** for extra security and efficiency.



**INVEST**

# SECURING YOUR WATER AND SUPPORTING COMMUNITIES

It's our job to secure and deliver water supplies which are high quality, reliable and sustainable.

Our 2025-30 plan includes:

## Reducing leaks

You tell us this is your number one priority. We'll reduce leaks by 16% by 2030 and we've brought forward our commitment to halve leakage by 10 years to 2040 at your request.



## Water use, smart metering and connected customers

We'll install smart water meters for all the homes and businesses we supply by 2035, with 130,000 new meters installed by 2030.

New meters will connect customers with water use on a household level and provide them with more control. The initiative will help us all make the most of the water we have as it comes under pressure, as well as protecting the local environment.

Smart meters will also help find more leaks and we'll support you with a free supply pipe repair, with more for vulnerable customers.

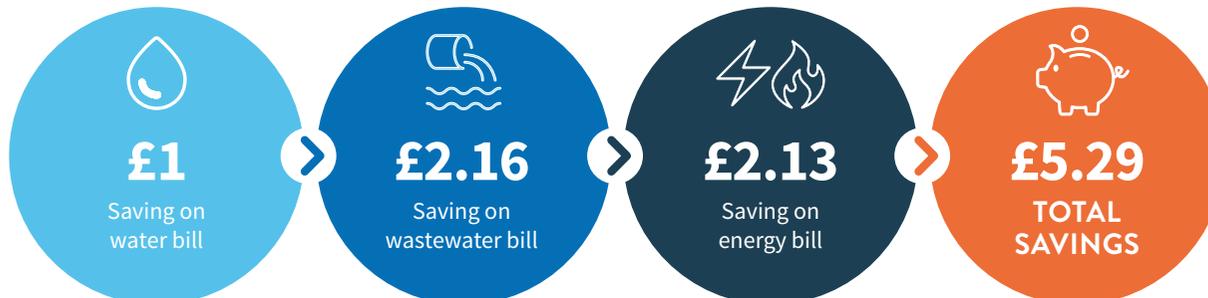
More than three-quarters of our customers support smart metering.



To make the move to meters as easy as we can, we'll:

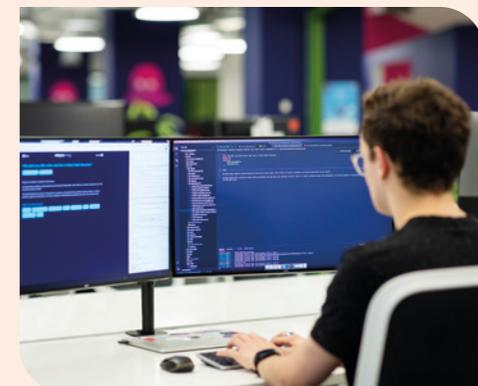
- Provide a consistent flow of relevant advice on saving water and saving money on water, wastewater and energy bills
- Give everyone time to adapt to their new metered bills
- Support anyone who needs to use a lot of water for health reasons
- Support those who may struggle to pay (both metered and non-metered).

Potential savings on water, wastewater and energy bills by using less water:



We're upgrading our customer data systems using new technology developed by Octopus Energy Group. We chose this option due to its reputation with customers, the many awards it has won, and for its proven high standards of customer service.

The new system means we'll have the ability to share personalised information about water use and deliver incentives relevant to each household in an engaging way. As an advocate for the local community, it's incredibly important to us that we keep our human touch and we're working on more face-to-face opportunities for our customers.



## Havant Thicket Reservoir

We're making good progress building Havant Thicket Reservoir – the first major new reservoir in a generation. This is an environmentally-led project that will secure water for the region into the future and provide a community leisure facility on our doorstep, as well as improving more than 200 hectares of woodland and farmland.



## Securing reliable, high-quality water

We're committing to continue to lead the industry on reliable service and achieving a low number of water quality customer queries. To achieve this we're investing in our water supply works with ultraviolet treatment and nitrate removal processes.



## Future water

The condition of our environment needs improvement and our area includes sensitive habitats and rare chalk streams like the Ems, Meon and Lavant. Together with other agencies, companies, and our community we must work to protect them. We'll carry out assessments to see what we can do to promote 'good health' across the land we own and beyond. This could include changing our water sources or finding new ways to improve the landscape with a focus on nature-based solutions.



## Biodiversity

In our conversations with you, 60% supported our highest option of investment to do more to improve biodiversity. We'll improve biodiversity on three of our sites and double the amount of grants to £100,000 per year to help others create and improve wildlife meadows, ponds and woodlands.

## Lead pipes

Lead was banned for new pipes from the 1960s as it can impact the health and development of very young children. We currently use harmless chemical additives to reduce traces of lead in our water. We'll spend £2 million to remove lead pipes, with a focus on schools.

## 21st century technology

We're upgrading our IT systems so we can be even more effective, efficient, and responsive to our customers' needs and the needs of our network. This includes creating smart networks, with the help of smart meters, to find leaks more easily. We're stepping up security so we're always at least one step ahead of cyber threats.



## Reducing carbon

We aim to be net zero by 2040 and we've already nearly halved our gross carbon emissions since 2016. We buy local green energy, generated on our own sites, and we'll create a mini grid with battery storage, move to electric vehicles and processes which use less energy.

## Community, employment and education

We work closely with our local communities, and we plan to build on this, with a particular focus on supporting vulnerable customers. We currently employ more than 300 people, and we'll continue to recruit most employees locally, offer training and promote modern apprenticeships. Our education programme has already reached 30,000 children and we'll extend this, alongside our partnership with Portsmouth University.

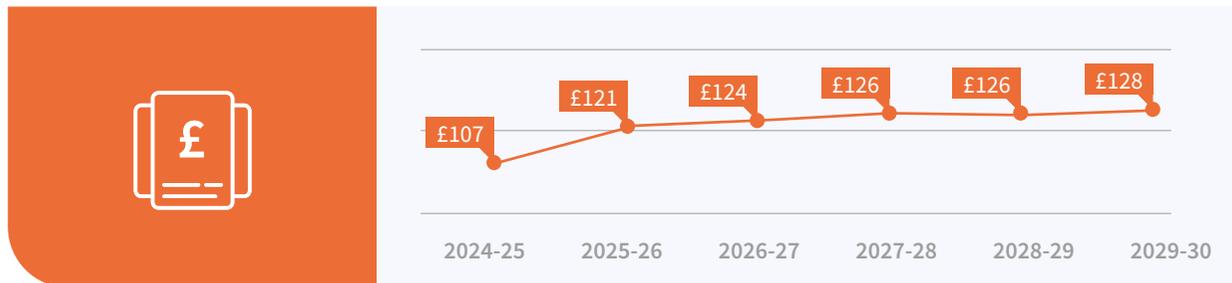
# AFFORDABLE WATER FOR EVERYONE

We need to invest £347 million to keep your taps flowing with the high-quality, reliable tap water you expect and support our local natural environment.

We're currently the most efficient water company with the lowest bills and we want to keep it that way. Bills do need to rise, so we can rise to the challenges in front of us, but we've done all we can to reduce the level of increase. The increase in investment will be financed from new funds from our shareholders and borrowing. This means we can spread the cost to customers over the life of the new assets, reducing the need for bill increases.

By 2030, an average water bill will be £128 (before inflation). This is an increase of 40p per week, or 19%, and still the lowest water bill in England and Wales.

The graph below shows bills in each year (before inflation):



We recognise any increase might be challenging for some. That's why we're committing to make sure everyone who needs support has access to it. We will:



Extend our social tariff (for households earning less than £21,000) to support 17,500 more customers by 2030.



Expand our scheme for customers struggling to pay to match the payments they make.



Provide water-saving support so households can reduce their water use, and bills.



Make sure more people are aware of the help we can offer and can take it up.



# YOU'RE INVITED TO YOUR WATER, YOUR SAY

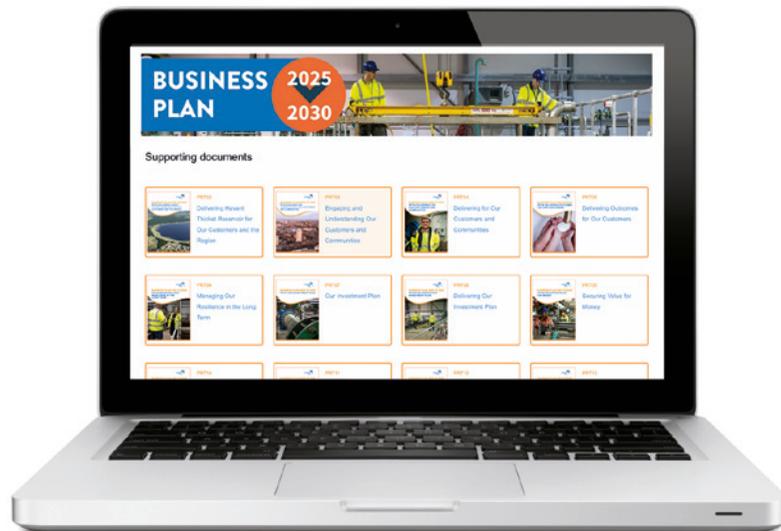
We've submitted our plan to the economic regulator Ofwat and will receive their response in 2024.

If you would like to know more, you can read our full business plan submission for 2025-30 at [portsmouthwater.co.uk/business-plan-2025-2030](https://portsmouthwater.co.uk/business-plan-2025-2030)

We've asked for your views regularly as we've developed this plan and now we'd like to hear your thoughts on it at a public 'Your water, your say' online session at 6pm on Monday 20 November.

We'll share our plan and answer your questions. Find out more and register at [portsmouthwater.co.uk/haveyoursay](https://portsmouthwater.co.uk/haveyoursay)

As always, thank you for your feedback and ongoing support in securing our water future.



## GET IN TOUCH



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