

# Portsmouth Water

## Your water, your say session

Wednesday 10 May  
6.00pm to 7.30pm

Delivering excellence for our customers, our people and our environment





# Welcome to Portsmouth Water's **Your water, your say session**

## We'll be starting soon...

Please keep your microphones muted for now

# Introduction from Independent Chair

## Why we're here:

To present our developing business plan for 2025-2030 with the opportunity to ask questions

Who is here:	Kevin Johnson	Independent Chair
	<b>Portsmouth Water</b>	
	Bob Taylor	CEO
	Lara Stoimenova	Non-Executive Director
	Jim Barker	Head of Water Resources
	Chris Milner	Chief Financial Officer
	Clare Younger	Customer Services Manager

## Cameras:

Your name will appear on screen.

Please keep cameras on if you are able and comfortable to do so.

## Microphone:

Keep microphones muted unless asking a question

## Captions:

Click on 'More' for the option of turning on live subtitles / captions

## To ask questions:

Use the **'raise hand' function** within Teams and wait to be called or place a question in the Chat function

## How to ask questions after the presentation

Please email: [yourwateryoursay@ccwater.org.uk](mailto:yourwateryoursay@ccwater.org.uk)

Please note this session is being recorded – it will be deleted after June 8.



# Welcome and introduction to Portsmouth Water

**166 years**

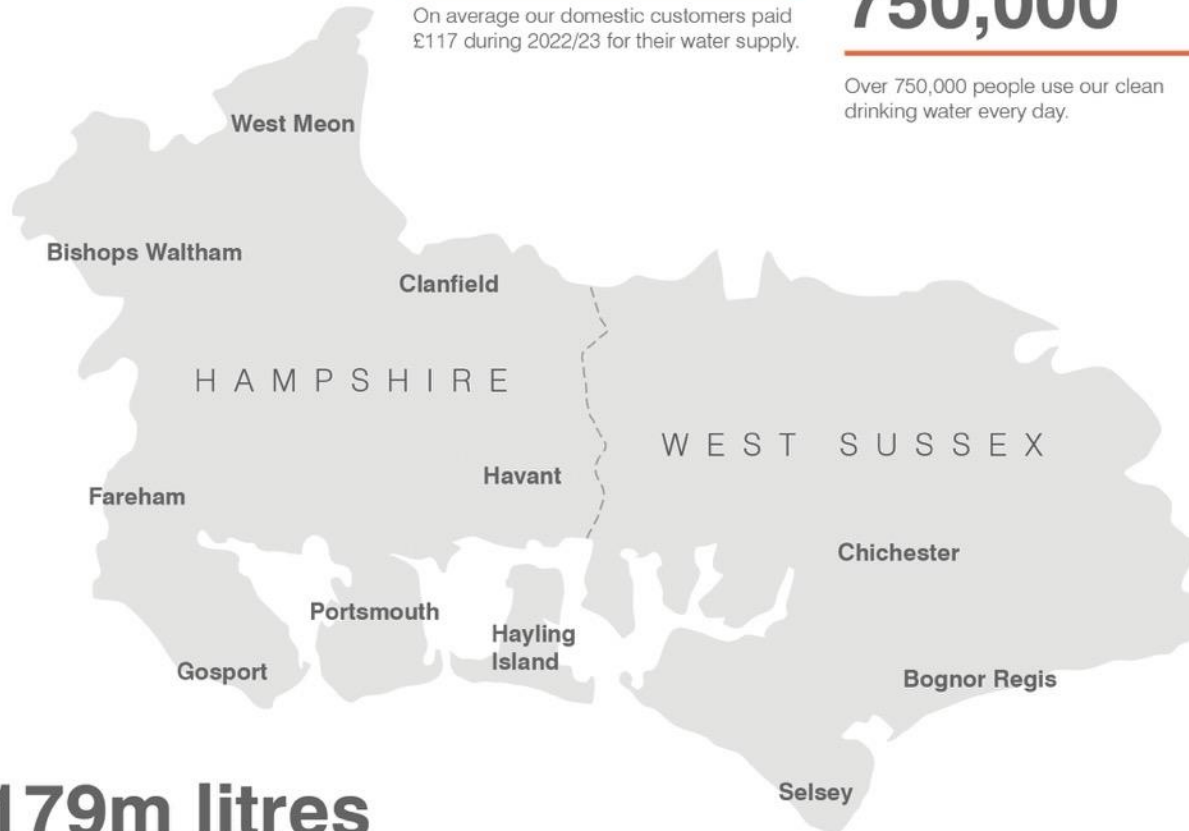
We are proud to have served the local community since 1857.

**£117**

On average our domestic customers paid £117 during 2022/23 for their water supply.

**750,000**

Over 750,000 people use our clean drinking water every day.



**179m litres**

We serve the cities and towns of Portsmouth, Chichester, Fareham, Gosport, Havant and Bognor Regis. On average, each day we supply approximately 179 million litres of water.

**326,000**

We provide clean drinking water to 326,000 homes and businesses in our area.

**3,370km**

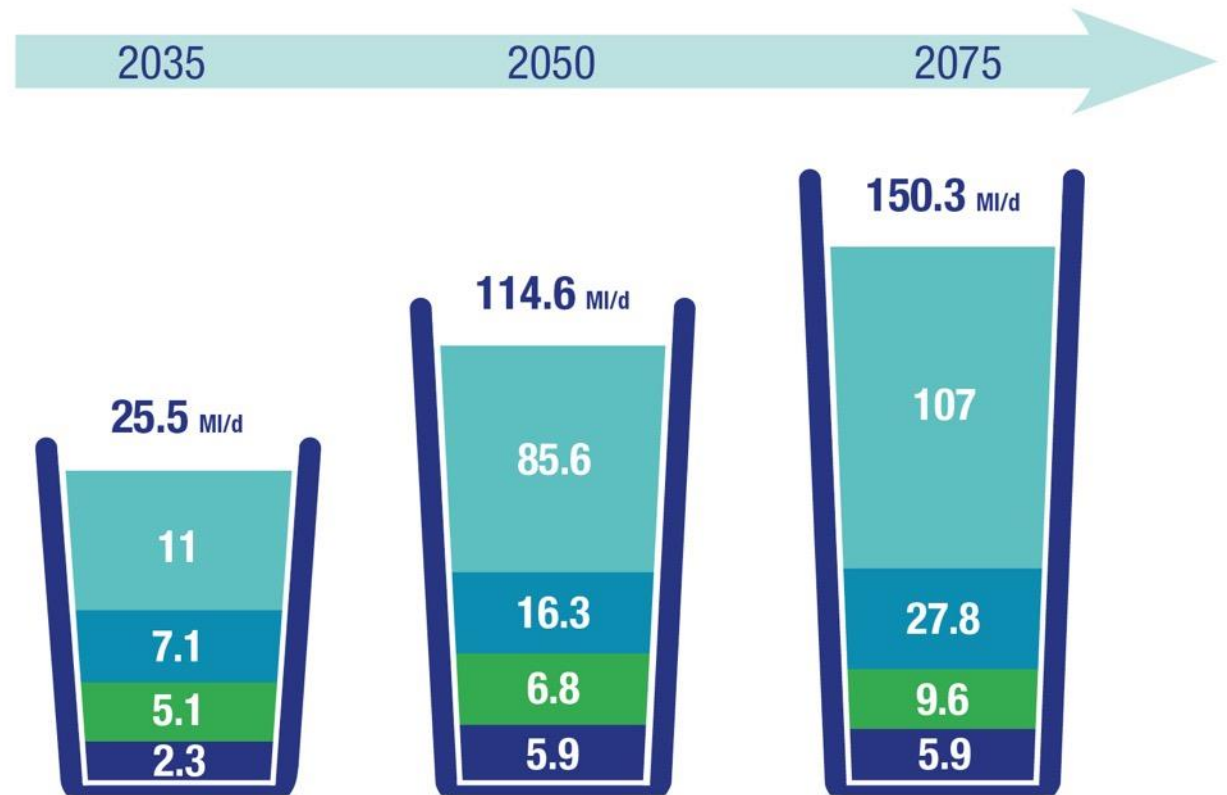
Our area of supply has a network of over 3,380 kilometres of underground pipes.

# Our world is changing

There are significant challenges ahead – the way we supply your water needs to change.

Our area is now classed as ‘seriously water stressed’ and we could lose more than half of the water we use for supplies today.

The amount of extra water we need to find for our chosen plan



- Environmental improvement (through abstraction reduction)
- Population growth
- Climate change\*
- Drought resilience (includes replacing a drought permit after 2040)

\*Climate change represents how much water will no longer be available from our existing water sources. The impacts of climate change are also included in the three other areas.

# Our long-term vision, shaped by you

*"Our vision, in the face of climate change and population growth, is to serve an affordable, reliable and sustainable supply of high-quality water for our customers. By being smart in our approach we will meet our goals and at the same time protect and enhance the environment for generations to come."*



**Secure sustainable water supplies for our customers,** which protect and enhance our environment in a changing world.

Affordable water for all.  
**Always.**



Be at the frontier of delivering **high-quality, resilient net-zero services** – for our customers, environment and region.

**Co-create solutions** which deliver our customers', communities', and stakeholders' priorities.

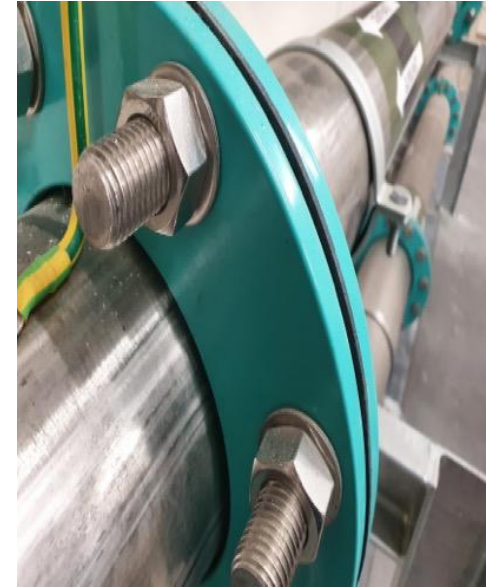




# High-quality, sustainable water in partnership

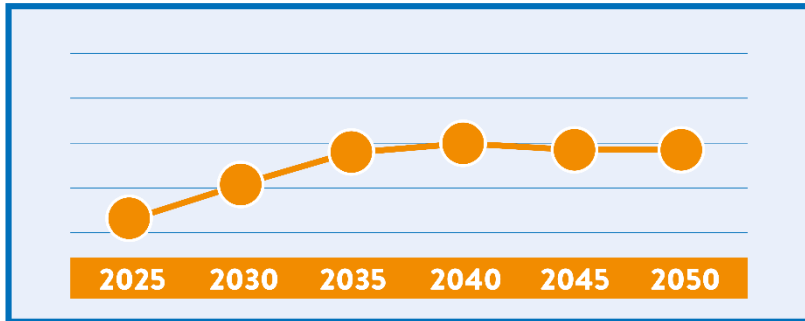


- Havant Thicket Reservoir
- Going Smart
- Upgrading our works
- Supporting our environment and communities
- Your choices





# Affordable water for all. Always



## Your future bill

2022-23: £109

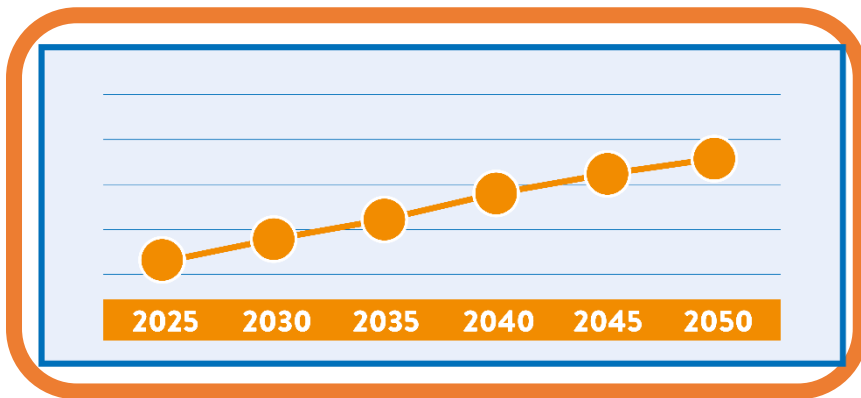
2023-24: £117

2024-25: £124

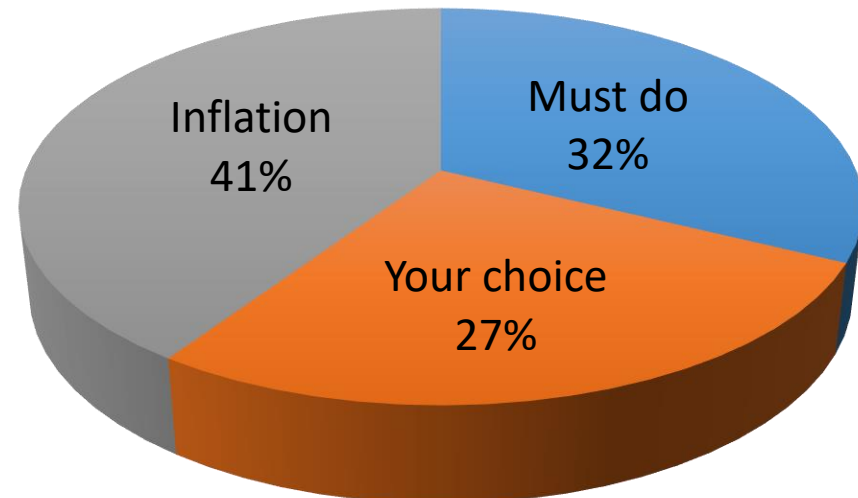
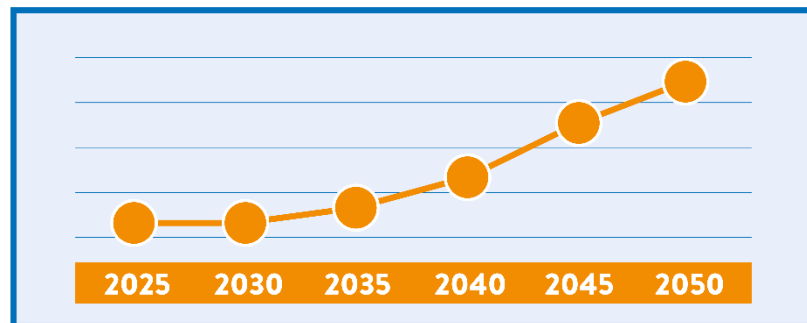
2029-30: £165

## Currently lowest water bill

Approximately **30% lower** than other water companies.



*The increase in bills is for:*





## Affordable water for all. Always

We've brought forward our plans to help more customers who are struggling to pay their bills, and we will do more:

- We've changed the threshold for *our social tariff* so more than double the number of households qualify (reducing bills by 40%)
  - We've *extended payment holidays* from 3 to 6 months
- We're offering *more free leak repairs* for vulnerable customers



**1 in 10 of the households we supply are now getting extra help.**



# Havant Thicket Reservoir

**Havant Thicket Reservoir will be the first large-scale new reservoir to be built for 50 years and provide a much-needed new source of water for the region.**





# Havant Thicket Reservoir – water recycling

Southern Water is exploring plans to recycle highly-cleaned wastewater to Havant Thicket Reservoir and build a direct pipeline to its Hampshire works.

Driven by a national need for reservoirs, recycling and transfers.



## A quick summary

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- **Affordable water for all. Always.**
- **Delivering Havant Thicket Reservoir**
- **Reducing leaks (our ambition is to halve leaks by 2040)**
- **Smart meters for homes and businesses, creating a smart network**
- **Upgrading works for the most reliable supplies and top water quality**
- **Learning about our environment and protecting it with partnerships**
- **Working together with you and building relationships.**



EXCELLENCE | INTEGRITY | FUTURE FOCUS



**Thank you for coming and asking questions.**



**Any questions we've not been able to answer today, will be answered by June 8.**



**We'll prepare a report of this session and share it with you by June 8.**



**Follow progress on our future plans at [pwhaveyoursay.co.uk](http://pwhaveyoursay.co.uk)**

