



Portsmouth Water **Your water, your say session**

Monday 20 November
6.00pm to 8.00pm

Delivering excellence for our customers, our people and our environment



A SNAPSHOT OF OUR PLAN - WE'LL START SOON



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

Reliable, high-quality water

Reducing leaks by 16%

Innovative new trials with Octopus Energy Group

Reducing abstraction through water saving and leakage

IN OUR COMMUNITY

Water and energy saving
COMMUNITY REWARDS

Investing in people, education and employment

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

Warm and welcoming spaces to talk to us

Investigating our sources to balance supplying water and protecting the environment

Reducing emissions towards NET ZERO

Havant Thicket Reservoir social and environmental community hub - visitor centre, education, walking, cycling and birdwatching

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

HAVANT THICKET RESERVOIR

Creating a wetland on the reservoir to support wildlife

Rewilding of farmland for wildlife

Sharing water resources to protect world-renowned chalk rivers

Enhancing biodiversity to help wildlife flourish

ENVIRONMENT

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

HOUSEKEEPING

- This session will be **RECORDED** for note-taking purposes and then deleted
- Please keep your **microphone on MUTE** unless you are asked to speak or ask a question
- Please **keep your camera ON** if you are happy to do so and have a good connection
- If you want to **ask a question live**, please use the **RAISE HAND** function during the Q&A
- Questions can be typed into the **CHAT facility** at any time
- **Click on 'More'** for the option of turning on **live subtitles / captions**
- For **TECHNICAL issues**, please alert us in the chat or via pr24@portsmouthwater.co.uk
- **WRITTEN questions** can still be submitted up to 24 hours after this session and will form part of the official record of the session – email yourwateryoursay@ccwater.org.uk
- **The PRESENTATION slides** will be available on portsmouthwater.co.uk/haveyoursay
- **A WRITTEN RECORD** of the meeting will be available on the website within 21 days.



INTRODUCTION

WHY WE'RE HERE:

To present our business plan for 2025-2030 and answer your questions.

WHO IS HERE:

Kevin Johnson

Independent Chair

Portsmouth Water

Bob Taylor

CEO

Chris Milner

Chief Financial Officer

Jim Barker

Head of Water Resources

Clare Younger

Customer Services Manager

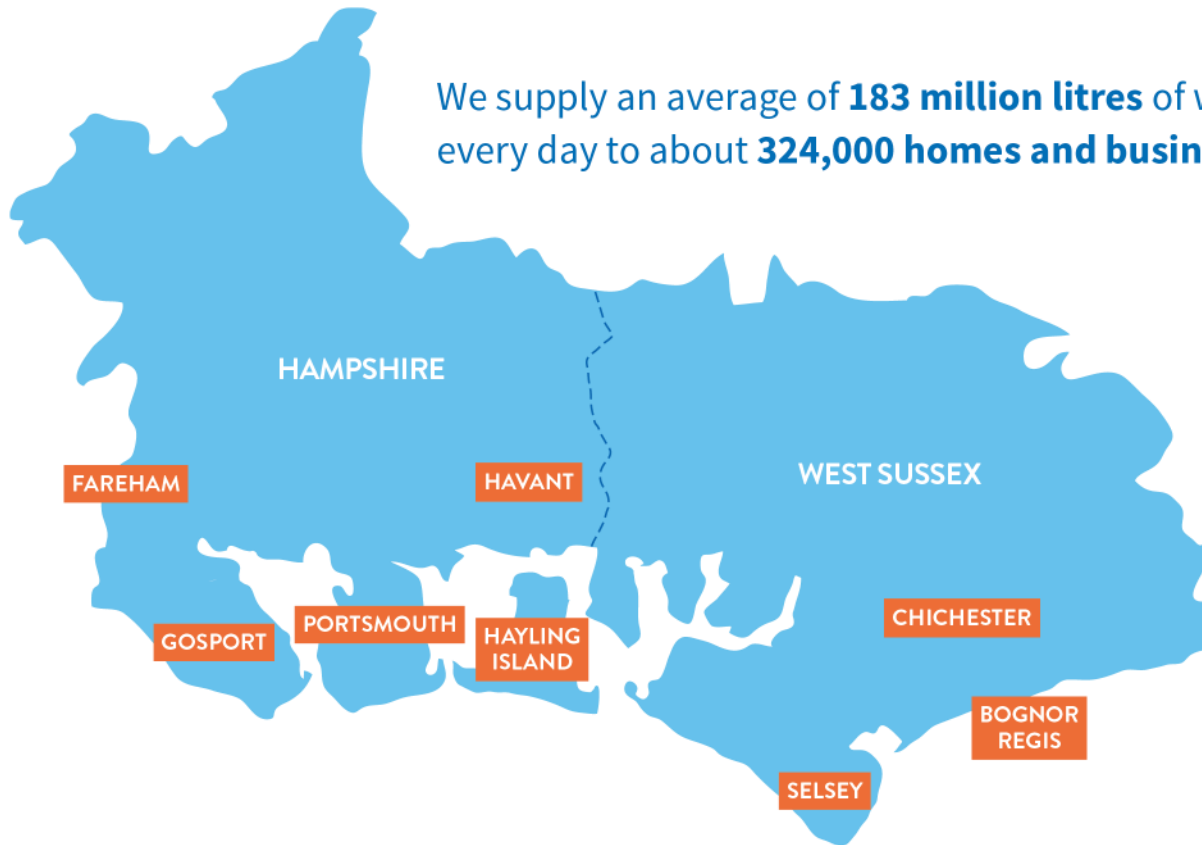
We supply drinking water. **Southern Water** supply wastewater services in our area.

Their Your water, your say session is on Mon 27 November and you can register at southernwater.co.uk.



WHO WE ARE AND WHAT WE DO

We supply an average of **183 million litres** of water every day to about **324,000 homes and businesses**.



YOUR SERVICE

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



Reliable water at your tap



Highest water quality



Great customer service



Low leakage



Supporting vulnerable households and those struggling to pay



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

OUR CUSTOMERS USE THE MOST WATER

Our customers use more than most in the country – we will help everyone to use less.

CHALLENGES AHEAD






We need to prepare for replacing our existing supplies to protect the environment, supplying more people and coping with climate change, so we're planning ahead.

A PLAN FOR OUR CUSTOMERS' PRIORITIES

Our plan is based on our customers' priorities – which we outlined in our **25-year Vision** and consulted on in 2022.

We'll invest **£347 million** to deliver on these priorities between 2025 and 2030 – an increase of **£130 million on the plan we're currently delivering for 2020-25**.

Our customers told us we should:

-  **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.



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.

We asked our customers if they thought we'd got it right and our plan was acceptable.



THE KEY POINTS OF OUR PLAN FOR 2025-30

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

*From 32 million litres per day in 2017-18 to 16 million litres by 2040.

THE CORE OF OUR PLAN

Reducing leakage and helping our customers save water are two of their biggest priorities.

We're committed to **halving leakage by 2040** – 10 years ahead of government's target – and **installing 172,000 smart meters by 2030** to help our customers save millions of litres of water a year.



REDUCING LEAKAGE

Doing more to reduce leakage is our customers' biggest priority.

We'll spend £10 million to reduce leakage by 16% by 2030 and by 50% by 2040 – 10 years ahead of our initial target.

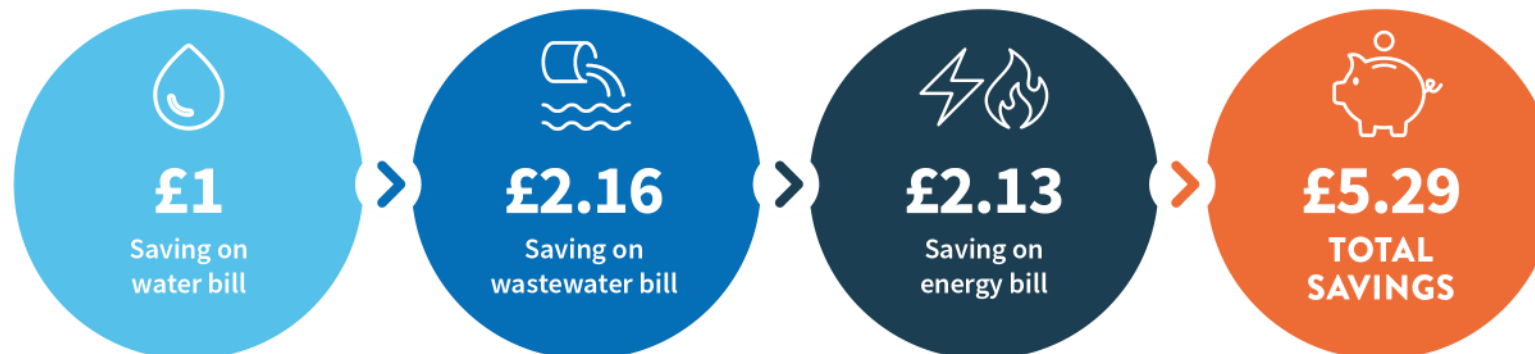
We'll do this by maintaining our network, managing pressure and finding and fixing leaks through our metering programme.



SMART METERING

Our customers currently use more water per person than most in the UK. Three-quarters of our customers support the use of smart meters to help everyone use less.

We'll spend £75 million to install 130,000 smart meters, provide tailored water saving advice and support and engage customers and communities through Octopus Energy's award-winning customer system.



WHAT WE'LL DELIVER FOR CUSTOMERS BY 2030



WATER QUALITY AND RESILIENCE

Maintain our industry-leading water quality performance

Maintain our industry-leading mains repairs performance

Reduce unplanned outage by 26% - keeping it under 1%



WATER SUPPLIES

Reduce leakage by 16%

Reduce average water use per person by 10%

Maintain our industry-leading performance on the time any customer is without water and reduce it by a further 4.5%



COMMUNITIES AND ENVIRONMENT

Improve biodiversity on our key sites and with partners

Maintain zero serious pollution incidents and 100% permit compliance

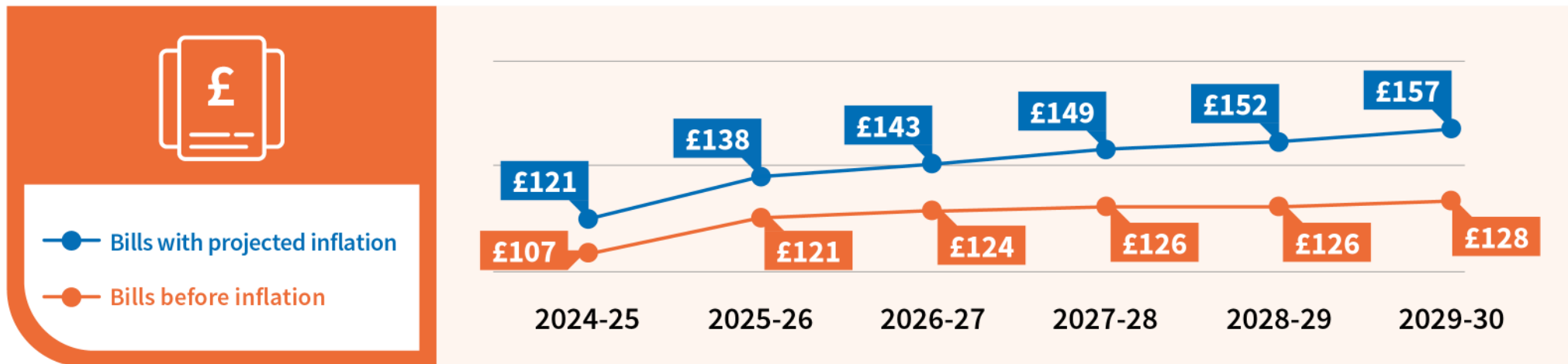
Build on our progress and reduce greenhouse gas emissions by 20% by 2035

KEEP PROVIDING SOME OF THE BEST CUSTOMER SERVICES IN THE SECTOR

WHAT THIS MEANS FOR BILLS

Our average annual bill will be **£128 by 2030** (before inflation) – a **rise of 19%** and roughly an **extra 40p per week**. We currently forecast this would be **£157** with inflation.

Our water bills will still be the **lowest** in England and Wales.



We first **tested the affordability of a 22% increase** in future bills with our customers and 67% said it would be affordable (with 28% saying it would be very easy or easy to pay and 39% saying it would be neither easy nor difficult). However, 23% said it would be fairly difficult to pay, 5% said very difficult and 3% didn't know.

We challenged ourselves further and **reduced the increase to 19% to keep bills more affordable** for everyone while also delivering the services you rightly expect.

*Southern Water provide wastewater services and their bills are separate from ours.

KEEPING WATER AFFORDABLE FOR ALL. ALWAYS.

We know any increase in bills will be challenging for some of our customers. So, we've committed to making sure everyone who needs support gets it.



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.

HAVANT THICKET RESERVOIR

Havant Thicket Reservoir is the first large-scale new reservoir to be built for 50 years. We’re making good progress on delivery of this environmentally-led project which will secure water for the region into the future, provide a community leisure facility and improve more than 200 hectares of woodland and farmland.

Southern Water is exploring plans to recycle highly-cleaned wastewater to the reservoir and build a direct pipeline to its Hampshire works, driven by a national need for reservoirs, recycling and transfers. We’re sharing lots more information on this on our website and we have created a community group who we’re working with on the plans.



HOW YOU INFLUENCED OUR PLANS

Havant Thicket Reservoir and the Hampshire Water Transfer & Water Recycling Project



Securing Sustainable Sources of Water for the Future



Metering and a Connected Future Today



Affordability



Maintaining High-Quality, Resilient Services Fit for the 21st Century



Dividends and Executive Pay



QUICK SUMMARY



We're stepping up our investment to £347 million to meet the challenges ahead



Your bills will remain the lowest in England and Wales



Reducing leaks is an absolute priority



Installing smart meters and supporting everyone to use less water is vital



We'll maintain and improve our industry-leading customer services



We'll deliver Havant Thicket Reservoir and investigate our water resources for the future



Link - [Your water, your say survey - Ofwat](#)



**Any questions not answered today,
will be answered by Dec 19.**



**We'll prepare a report of this session
and share it by Dec 19.**